

**Minutes for Leasehold Forum Monday 13 January 2020 – 6.30pm – 7.05pm**

**Committee Room 1**

**ATTENDEES:**

There was one leaseholder in attendance representing Wyndham Court.

Deborah Collis – Tenant Engagement Officer

Maureen Whitcombe and Rosemary Dean – Leasehold and Right to Buy Officers

**APOLOGIES:**

2 representatives from Castle House

2 representatives from Wadhurst Gardens

2 representatives from Wyndham Court

Nigel Mullan – Project Delivery Manager

**Minutes from the last meeting:**

Debbie read through the minutes of the last meeting:

Representative from Wyndham advised that he had no questions regarding the minutes.

Minutes agreed.

**Matters Arising:**

**Phone Numbers:**

Maureen advised that this is still being investigated.

We can now advise that Southampton City Council are looking to obtain a new phone system. This will allow us to display a local number that leaseholders/tenants are more likely to answer, as opposed to a 'number withheld' message. Unfortunately we are unable to give any idea of timescales at this time.

**Action: Maureen will update at next meeting.**

**Reporting Repairs:**

Debbie advised that she did do a request online to test repairs request for leaseholders.

Maureen and Rose advised that they have highlighted a number of issues with the current system which makes it difficult for leaseholders to report certain repair issued. They advised that Southampton City Council are in the process of re-building some of the on-line forms and they have a meeting on 16 January 2020 to discuss these concerns with the department dealing with the re-build.

**Action: Maureen/Rose to update at next meeting.**

### **Block Cleaning:**

A concern was raised at the last meeting by a representative from Wyndham Court that the walkways around his flat were not cleaned regularly.

Debbie advised that she passed this concern on to Russell Standing on 30/9/19 and advised that she had also brought the matter to the attention of the Housing Officer after the previous meeting.

Debbie stated that she sent the representative from Wyndham the paperwork to register as a cleaning monitor – this has not yet been returned to her.

The representative from Wyndham added that another leaseholder had said that they were not satisfied with cleaning at the block but had never reported this. No further information.

### **Leaseholder training discussion:**

Debbie advised that in order to create more interest in Leasehold Forum, Tenant Engagement were looking again at offering training to leaseholders.

She did advise that the previous training arranged was cancelled due to lack of interest.

The sessions under consideration are: Explaining estimated and Actual statements, Responsibilities of a Leaseholder, Lease Extensions and Section 20 Major Works.

The representative from Wyndham added that in view of previous lack of interest, he supported the thought that SCC should send letters to gauge support before booking a trainer.

### **Future meeting discussion:**

Debbie advised that in view of reducing numbers attending the forum (2 regular members from Castle House will no longer be attending), she has been discussing with Leasehold Services whether to switch to 6 monthly meetings instead of quarterly. Maureen and Rose advised that they thought it would be beneficial to hold

the meeting in mid-April after the estimated statements have been sent and then in October following the receipt of the actual statements at the end of September.

**Action: Debbie will send out an email with the minutes**

**Any other Business:**

Debbie advised that she had received an email from a representative at Wyndham Court who was unable to attend the meeting with 3 questions. The representative attending from Wyndham had also received a text from her with this information:

**Fly Tipping:**

The email advised that there had been a lot of fly tipping at Wyndham Court recently and would like assurances that leaseholders will not be charged for this in the cost of bulk refuse.

Rose advised that there is a problem throughout the city with fly tipping and at this time there is no charge for collections from blocks with a bulk refuse area. Residents are currently charged for any additional bin collections other than the one paid for through Council Tax.

**Washing Machine at Wyndham Court:**

The email advised: The washing machine at Wyndham Court is being used to wash cleaning materials used on all SCC properties. At present leaseholders are paying for this and should only be charged for Wyndham costs.

Rose advised that this is an enquiry that has already been dealt with and answered by Leasehold Services. She advised that she had spoken to the Senior Warden who advised that the mop heads were cleaned in the washing machines but as with normal domestic washes, other items are put in at the same time.

**Asbestos removal:**

The email advised: The representative had received a letter regarding asbestos being removed from flats and wanted to know that there would be no charge for leaseholders unless it is a proportion of any work done in communal areas. No further details were available. Maureen and Rose advised that they were not aware of any such letters and Leasehold Services may not have been informed if no charges were to be raised for the work.

**Action: Leasehold Services to make enquiries and reply to leaseholder.**

**Next Meeting: Monday 6 April 2020, 6.30pm – 8.30pm – Civic Centre, Committee Rm 1**