

Your Home, Your Say

Leaseholder Annual Meeting

Minutes 24th November 2022

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| Present: | Leaseholders: Diane Best, Stan Best, Haidee Carpenter, Colin Hazel, Martin Barrass, Joy Cavanagh, Paul Nicholls, Aniko Pechenyuk, Jing Huang, Alison Bannister, Peter Malloy, Emma Metcalf, Rachel Rudge and John Rand Officers: Will Barfield (item 3), Clive de Silva (item 3), Anna Hill, Kate Grigg (Resident Involvement Item 5), Megan Barker, Lorna Winn, Carol Amos |
| Apologies: | Darren Tarrant, Anna Maria, Guy Ridgeon, Jonathan Keyser |
| Copies: | City Homes Leaseholders - webpage Via Teams – copy of recording available to view |

| | Agenda item | Action |
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| 1.0 | Welcome | |
| 1.1 | Stan Best welcomed everyone to the meeting held via Teams. | |
| 1.1 | Kate Grigg introduced herself, she is the Resident Involvement Officer for the Council. The meeting is being recorded - which will be available on the Council's website on the Leaseholders Meetings as soon as possible link here: Leaseholder forum meetings - Cambridge City Council | |
| 2.0 | Minutes of Last Meeting (24.05.2022)/Matters arising | |
| 2.1 | Carol went through the last Minutes – a number of the issues are on the agenda for today and presentations on Planned Works, biodiversity and estate management remain on the website at the moment. | |
| 2.2 | Any queries had been followed up with direct contact with the leaseholders concerned or was responded to in the Minutes. | |
| 3.0 | Planned Works – 2022/2023 – update from Will Barfield – Asset Manager | |
| 3.1 | Full power point can be found in Appendix 1 | |
| 3.2 | Will Barfield is the Asset Manager and works for the Estates and Facilities Team in the council who deal with repairs and maintenance. In the presentation he outlined the future Planned Maintenance of £25m for 22/23. S20 Consultation is carried out with leaseholders for works over £250 per | |

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| <p>3.3</p> <p>3.4</p> | <p>leaseholder. The Council take a proactive approach to maintaining our properties. So we are keeping properties in good condition and have an investment strategy to replace components at the end of their life through various planned maintenance programs.</p> <p>Questions prior to the meeting: There was a specific advance question sent in prior to the meeting regarding Electrical works. <i>In the communication sent out recently regarding the planned maintenance contract there were some estimates and quotes for future work that could be upwards of £5,000 per property. And the question is bearing in mind that leaseholders are responsible for the electrics within there property, what is the work and why has it increased from the previous costs averaging £3,000 – is this inflation?</i></p> <p>The Council carry out a range of different electrical work in the communal areas of the blocks: there is the electrical supplies to the blocks, the lighting circuits, lift or storage rooms, there could also be Fire protection systems and TV amplifiers. And so the electrical works could be simple or could be complicated, so this will determine the cost. The Council is looking at replacing electrical installations in some of our blocks with a lateral mains supply – the energy provider only provides the electricity to the block and the council is responsible for the replacement of the cables around the corridors and to the flats, and this work could be expensive.</p> <p>Question: <i>Jing advised that she had changed the electrics within her flat and would the cost of this be deducted from any Work to the communal area?</i> Will advised that electrics within the property are the leaseholder’s responsibility, we only do re-wiring in Council properties.</p> <p>The council have £25M of investment, that is carried out primarily by our two main contractors – Fosters and TSG. The Council have to consult with leaseholders if we intend to do work costing more than £250 per leaseholder and we always try to ensure value for money by getting the contractors to obtain 3 quotes for the work.</p> <p>The main areas of work affecting leaseholders are:</p> <ul style="list-style-type: none"> • Improving energy efficiency • Fire risk assessment works • Structural works • Communal areas work eg doors, floor coverings, door entry • Estate improvements eg lighting • Contracts – lifts, emergency lighting, fire systems <p>Energy Efficiency works – most of our blocks have cavity wall insulation, but as the blocks are getting older these are starting to fail so we have been developing a programme of cavity wall extraction and refilling – we recently completed this in Kingsway. Next year we will be looking at the blocks</p> | |
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| <p>3.5</p> <p>3.6</p> <p>3.7</p> | <p>off East Road.</p> <p>We are also carrying out loft insulation and looking at communal lighting to replace them with LED lights and better controls to save money. We have also been looking at external wall insulation – we are currently looking at Cockerell Road.</p> <p>We also have a programme of fire safety improvements and fire door inspections and emergency lighting. There is planned works due in Nicholson Way, Hanson Court, Roman Court and Minerva Way areas this year.</p> <p>We have also nearly completed Fire Alarm installation in Kingsway and are doing a trial of fire compartmentation works – such works are seen as ‘improvements’ and so no contribution is required by leaseholders.</p> <p>We have a programme of structural works and concrete repairs to our older blocks – particularly in South Arbury maisonettes (Cockerell/Perse Way/Brackley Close; Nicholson/Hanson and Walker Court) that was due to take place this year – but we have been out to tender and the tenders we got back were not good. So we will be re-tendering the work shortly and new S20’s will be going out to affected leaseholders. Bermuda Terrace work is being designed this year and work proposed for 23/24.</p> <p>Question: Alison B asked if there was a Fire Specification for front doors that the Council could give leaseholders – as she asked for one previously? Will B said he would share the specification the Council use for our doors</p> <p>Will said the council are also investing in street lighting that is owned by the council – leaseholders will only be charged if it is specific for the block. All will be replaced in 23/24. Cockerell Road, Brackley Close, Rutland and Perse Way will be getting new communal doors/door entry in 23/24.</p> <p>There is also a programme of up-grading communal flooring – in the next couple of years this will be in Hazelwood and Molewood Close. Will handed over to Clive de Silva.</p> <p>Clive has been responsible for procuring contracts for some of the planned works. The current TSG contract was due to end in November 2022, and after re-tendering, the Council has now let a contract with them for a further 5 years, with a possibility of a 3-year extension to that.</p> <p>We are also looking at how we structure our contracts for lifts, emergency lighting, fire alarms door entry etc to make sure we maximise value for money. We always consult with leaseholders when we tender for work and Clive thanked Diane – who was the leaseholder representative on the panel looking at the Tender contracts. Diane said she found the experience very interesting, but you do have to enter into it knowing the amount of time you need to spend doing it – but she appreciated that it was very important for leaseholders.</p> | <p>WB</p> |
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| 3.6 | <p>Questions on Planned Maintenance:</p> <ul style="list-style-type: none"> <p>Question Rachel Rudge: <i>Is it possible to see a breakdown of how prices of work are arrived at, as they all seem very expensive? She lives in Edgcombe and got a bill of £675 for door entry last year – and the total cost for Edgcombe was over £6k. It was very high in that year and you do not seem to have any control over it. And I would also like to know what sort of structure and concrete repairs are required for Edgcombe?</i></p> <p>Will B explained that the door entry system is not just the bell, there is the push panel entry, the intercom system within the flats, the magnetic latch opening etc – many components that may have required overhauling/replacing that year. The concrete repairs relate to the concrete lintels or concrete at high level that may be spalling or require reinforcement it is exposed – but the council will only know the level of work once the properties have been surveyed. There has also been strengthening work to balconies. Question Rachel asked if it is possible to see how the costs are reached as it all sounds a bit vague and if you are shelling out that amount of money – you want to see how it is arrived at and there is always something that needs repairing. Will said the Council would have to serve a S20 Notice on leaseholders and we can provide breakdowns of the work, but these blocks were built in the late 1960’s and they are getting older and there are lots of communal areas that need repairing and the council need to do this to keep the blocks in good condition. Clive also explained that the Council have tried doing all the work in one project – but the tenders that came back were not very competitive. Contractors are very wary of putting in prices if they do not know the whole extent of the works, which is why the council often tender work in smaller packages.</p> <p>Question Peter Malloy asked about loft insulation for His property in Burgess House which he rents out - and he is concerned for his tenants as there is virtually no loft insulation – but he has been told he is not allowed to enter the loft and do the work himself. The council have to reach ‘C’ target by 2235 – but landlords have to reach ‘C’ target by 2225. He said there is only 2” of loft insulation and there should be 6” and also following his EPC survey nearly 10 years ago they said there was no cavity wall insulation. Megan explained how some energy assessors are not checking records and other EPC’s in that area (council properties) show there is cavity wall insulation. The Leases all state the leaseholders do not own the loft space and the council have a programme of work for loft insulation. Will Barfield said he will check and add the address to the programme.</p> | WB |
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| | <ul style="list-style-type: none"> • Question Alison Bannister <i>Would like to follow up on Rachels' comments. She has been waiting for a breakdown of the work for HHSRS in her block at Bliss Way. It was difficult to comment when I got the S20 – but now that I have seen the work I find it difficult to see how the price is so high - £1700 for the block – I would say it should be £500 if I am being generous. This cost is not competitive. We have got the bill when there is a cost of living crisis and I would like to see the cost.</i> Will B said that the council should be able to provide a breakdown of the cost – we do not have anything to hide and he will follow up on that. Megan explained that we send out the estimated costs each year, but we can only add Planned Maintenance costs to the actual charges once the final price is known – and this is the difference in what was paid that year and what the services actually cost, which is invoiced each September. <p>To find out your EPC rating, the EPC register is here: https://www.gov.uk/find-energy-certificate If there is nothing on the register, you would need to commission your own survey.</p> | WB |
| <p>4.0</p> <p>4.1</p> <p>4.2</p> | <p>Housing Scrutiny Committee Update – Diane Best Diane explained that she was elected as leaseholder representative in 2020 and represents leaseholders on the Housing Scrutiny Committee and can vote on issues affecting the Council's landlord function and can comment on strategic issues.</p> <p>The last meetings have been in June and September. Meetings are now live streamed on the Council's You tube page if you are interested? The main report of interest in June was the redevelopment of Fanshawe Road. In September, the main agenda item was the redevelopment of the East Barnwell area, and there were also several members of the public talking about the proposed development at Ekin Road. Diane said that Tenant and Leaseholder Representatives attend the HDA Working Group for Consultation to ensure consultation with residents is appropriate.</p> <p>There was also an item about accommodation for Ukranian refugees. It is important that everyone knows this is funded by the government through the County Council. In January, the main focus of the meeting will be the budget.</p> <p>If anyone has any questions, you can always contact Diane via the HSC email, which is Hsc.residents@gmail.com</p> | |

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| <p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> | <p>Resident Involvement Update – Kate Grigg</p> <p>STAR survey – tenants and leaseholders should now have received an email or SMS or postal survey to gauge residents’ satisfaction. If you have filled it in already thank you. The last survey was back in 2020 and identified areas we needed to improve leaseholder satisfaction and we can use the results to compare.</p> <p>There is new legislation by the regulator of social housing who has a new set of tenant satisfaction measures which we have used. The results should be available early next year and the council will be publishing them on our website and addressing any improvements identified. A condensed version will also be available in Open Door.</p> <p>Back in 2020, the overall response rate from leaseholders was 25% and when I have checked with the company we are currently at 11% so I am hoping we get up to the same level before the closing date on 9th December.</p> <p>Question Martin B asked if it is possible to get a copy of the submission for his records? Kate explained the council do not process the results ourselves – but she will enquire with the research company and get back to him via email.</p> <p>Website: https://www.cambridge.gov.uk/resident-involvement</p> <p>If you have any specific questions after the meeting you can email Kate Grigg here: Resident-involvement@cambridge.gov.uk</p> <p>Social Media pages (Facebook and Twitter) are here: Cambridge City Council Resident Involvement - Home Facebook CamCitCo Resident Involvement (@CamCitCoRI) / Twitter</p> | <p>KG</p> |
| <p>7.0</p> <p>7.1</p> <p>7.2</p> | <p>Leaseholder Questions/Answers</p> <p>Question <i>Martin B had submitted a question prior to the meeting regarding the HHSRS works in his block that has already been installed. He has been in discussion with Building Control and he understand a BC certificate is required for the work, which it currently does not have, so he asked if the work was legal and he would like to see a copy of the HHSRS assessment for his block? Will B said he does not have the specific answers for this block today, but that there may have been a change in approach from our Building Control department, who had previously not required us to apply for a certificate in the past. Will explained that the work is being carried out under the Health and Housing Standards rating system – to limit falls/reduce risks. He will supply a copy of the assessment.</i></p> <p>Question <i>Carol said that there had also been a written question come in from a resident in Bermuda Terrace today.</i></p> | <p>WB</p> |

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| <p>7.3</p> <p>7.4</p> <p>7.5</p> | <p><i>The resident was asking for an update on the structural works and when they are going to be carried out; and questions regarding building cleaning and grounds maintenance. Carol said that Will has already stated the work is currently in the design stage 22/23 and work is due to commence 23/24 – subject to S20. Carol will provide feedback to the leaseholder concerned.</i></p> <p>Question <i>Jing asked to share a photo – showing water on the ceiling and top of walls of her leasehold flat at Crawford Close. The roof was checked – but the dampness is worse when it rains. Will B will take this away and look into the issue with the roof.</i></p> <p><i>Also, is there any way of finding out if the Flat Door is compliant with the Fire Safety from the Council’s assessors? Clive said that the assessors are currently just looking at Tenants front doors and communal doors, but he will check. Martin B said that you can also contact the Fire Brigade – and they will come out and carry out an assessment.</i></p> <p>Question <i>Aniko asked if there was any update on the redevelopment of Hanover Court, as she had received the letter about planned works? Carol explained the letter about the new contract with TSG was sent to all leaseholders and does not relate to specific works at Hanover Court. We have not had an update on the decision for the blocks yet – it will go to committee.</i></p> <p>Question <i>Haidee asked how much in advance do leaseholders get notified about Planned Maintenance for their area? Will B explained there is a 5 year rolling programme of planned maintenance that is subject to change, but generally we know for definite which work is going to be carried out in the next financial year – so we know what should be carried out in 23/24 now. The Council also has a 30 year programme of maintenance for all its stock based on stock condition and age. So for particular block, if leaseholders are selling/buying we provide as much detail at the time of the sale for known works eg block re-roofing, structural works etc. Haidee asked if it is possible to make this information available on the portal so that leaseholders can see in advance work required for their blocks? Will said this is something that the council has been working on but the IT ability is not currently there at the moment. We can provide the planned works required for Davy Road for the next 5 years.</i></p> <p><i>Also, as Fanshawe Road which is same sort of flats as Davy Road is now due for redevelopment, when will they find out if same is planned for them? Anna Hill is the Housing Services Manager for City Homes. She said she attends the meetings in respect of Davy Road and there has been no mention of Davy Road – but generally the Housing Development Team would be identifying areas very early on if there were any plans and residents would get a lot of notice before any</i></p> | <p>WB</p> <p>CS/All</p> <p>WB</p> |
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| <p>7.6</p> <p>7.7</p> | <p>decisions were made. Following consultation, a report will always go to committee to take the final decision and if agreed, then there would be timescales for the work. Megan explained that whilst it is a very stressful time for leaseholders if they have to move, then the council does have a generous relocation package to cover costs etc.</p> <p>Question <i>Martin B said the council have declared a climate emergency in 2019, so why are they still installing PVCu windows in their properties as they are environmentally harmful? Will B said the Council are still using pvcu – triple glazed windows and we are currently tackling energy efficiency issues = and that is the focus of the council to achieve the EPC category C for all our properties by 2035. We are also looking at external wall insulation and carrying out a net zero pilot project for 50 properties in Ross Street – which also looks at the materials we are using, which we can learn from.</i></p> <p>Question <i>Haidee asked a final question regarding fly-tipping at the back of Davy Road? We do not believe there is another community day due soon to provide a skip, but Anna will look into the matter.</i></p> | <p>AH</p> |
| <p>8.0</p> <p>8.1</p> <p>8.2</p> | <p>Future Meeting Date:</p> <p>Stan said he found the meeting very interesting and thanked everyone for attending</p> <p>The next Leaseholder Consultation Meeting will be in November 2023. Look out for information on the date in Open Door and on the Council's leaseholder webpage and an email reminder will be sent prior to the meeting.</p> | |