Meeting: **Leaseholder Action Group**

**Attendees**
- LAG Committee members: David Croydon, Chair
  - Simon Rogers
  - Violetta Belogaska
- Observers:
  - Jane Thorp, Chair of Highden, Westmount and Crown Hill
  - Rosemary Wood, RA
  - David Wood
  - Janet Carter
  - Joe Carter
  - Tony Camps-Linney
  - Barry Hughes

**BHCC:**
- Keely McDonald, Resident Involvement Officer
- Glyn Huelin, Business & Performance Manager
- Dave Arthur, Leasehold Services Manager
- Larissa Reid, Exec director, Neighbourhoods
- Martin Reid, Head of Housing Strategy, P & I
- Grant Richie, Corporate H&S
- Brett Wells, H&S Housing Manager

**Meeting location**
**Hampshire Lodge**

**Date** 06/11/2017
**Time** 6.30pm - 8.30pm

**Minutes of previous meetings:**
11/09/2017:
- i. List of observers; not all have agreed to first names being disclosed and included in circulated documents, chair to confirm this at the beginning of each meeting.
- ii. Use the following e-mail and phone number for LAG issues:
  - **lag@clarend.com** - 01273 605225

24/07/20017:
- i. Reps for Area Panels: Sue Evasdaughter not a resident so not eligible; substitute required.
- ii. BHCC cannot change ToR's for Area Panels; may be reviewed in Spring.

**Item 4: LAG Aims document to be discussed later in this meeting**

**Minutes**
- completed on 15/11/2017

**Apologies:**
- Keith Marston, Dave Spafford, Tony Worsfold, Rosemary Johnson

**Presentation**
- by Martin Reid re Aims as proposed by LAG, September 2017.

MR has discussed the 'Aims' document with Councillors including:
- Jackie O'Quinn, Mary Mears, David Gibson, Anne Meadows, Steve Bell, Peter West
- These represented Labour, Cons and Green groups.
- Seen as helpful way forward but the legal relationship between BHCC and Leaseholders must be respected.
- LR said BHCC are also aware that Leaseholders are customers.
MR outline current approach to engagement: a report is being prepared for March meeting.
(3 points to be inserted)

1. Consultation with LH's and Residents
   - early engagement in consultation
   - s20 to be seen as end of consultation process not the beginning
   - proposed major works need much earlier discussion
   - this will include whether to be elemental or all-in basis for projects (explanation needed)
   - discussion on process and programme
   - caution about costings at early stage, but can discuss cost benefits of options
   - LR emphasised BHCC need to avoid sense of ‘fait accompli’.

2. Scope of Future Works
   MR has discussed 'piecemeal' v 'comprehensive' approach to major works with 6 other
   Local Authorities.
   Standard approach is to consult on programme of inclusive major works, sometimes in
   form of 5 year plan.
   LHA's also need to respond to new demands, e.g. sprinklers, lift upgrades.
   BHCC have begun to procure works through 'framework' agreements and this will include
   specialist consultants, and again be subject to consultation.

3. Monitoring Cost and Quality
   BH (Obs): re Sylvan Hall, high proportion of leaseholders and active tenants
   Proposed to set up panel and appoint independent surveyor to assess need as well as
   cost.
   Risk of conflict with panel if subsequently criticised for later changes in cost.

   MR commented on process to date. Work was already started on 2 earlier blocks offered
   residents choice of cost consultant to look at cost of proposed works.
   This was additional to Council's costs already incurred.
   LR said they recognised it was necessary to work with LH's on other works as well as
   major works, and this was part of the wider service.
   MR: who do LH's go to if concerned about the quality of works.
   LR replied Councillors are involved in discussions on the way forward, but cannot be forced
   to attend LAG meetings. Mondays are often already booked for their other duties.
   December meeting between councillors and Officers, will then hold a workshop.
   DC commented on quality of building work and questioned adequacy of supervision by
   Clerks of Works
   MR asked to clarify their role.
   There are 40 staff covering all works within the Council's estate. These include M&E,
   general building works, contract planning etc. Numbers of staff are audited and resources regularly
   monitored.

4. Responsive Repairs and Planned Maintenance
   LR recognised there were concerns about speed and quality of responsive repairs.
   DC again criticised quality, citing works to common areas as an example.
   LR asked if issue was quality or ongoing maintenance.
   SC (Obs) accepts there are different issues but ongoing concerns about day to day
   maintenance
   Stressed need for residents associations.
   RW gave 2 examples of lack of communication about works.
   LR gave examples of consultations with LH's and residents already taking place e.g.
sprinklers and cladding.
   LR outlined how workshop should be run:
   - upto 10 lh's
   - separate process for tenants, some of whom feel LH's have too much say
   LR will propose solution, and wants a pro-active response from LH's
   VB: Had not received communications about her property, there was a lack of response to complaints.
   SR: too late for discussion on scope of work on Clarendon Ellen estate but not for ongoing cost and maintenance.
   MR acknowledged need for this. (?)
   SR: is there a strategy for preventative maintenance and repairs?
   MR replied there is a plan for this, to be communicated to LH's.
   SR requested that BHCC should provide means of acknowledging s20 notices and following up if not acknowledged by individual Leaseholders.
   JC(Obs): Raised inadequate quality of work in hallways especially by CSV's.
   LR suggested part of problem is difference between spec and way work is executed. Maintenance work costed by 'Schedule of Rates' and this made presentation of costs difficult.
   DA says current system is impenetrable, and gave example of how costs are being assessed. Mears system does not give a clear picture for leaseholders as a conventional invoice would.
   Method of accounting will have to become more intelligible in future agreements.

Presentation be Grant Ritchie and Brett Wells on Sprinklers
   Brett Wells gave a brief account of proposals for installation of sprinklers.
   Currently looking at St James and Essex Place
   May now consult on sprinklers as part of other major works proposals.
   BW set out what is regarded as proportionate solution
   Under current legislation they would be required in most of higher buildings including Clarendon & Ellen Estate.
   Most effective solution is to provide sprinklers within flats, also beneficial in common areas.
   BW and GR are well aware of concerns about appearance, and means of dealing with exposed pipework within flats is being discussed.
   Indicative costs of £3,000 per flat including all mains, tanks etc.
   GR confirmed BHCC are currently working on a 5-7 year plan, buildings of >11 floors a priority. 'High Rise' is defined as >6 storeys.
   DC requested info sheets, GR will advise.
   GR sent out questionnaire (we need to ask for it)

Funding: First 3 schemes funded 50/50 with E Sussex Fire & Rescue
   Remainder will have to be funded from HRA unless central Government makes additional funds available.
   GR said information and consultation sessions are being held in Essex House and St James
   DC is responding already to BH's query re (???)

Comments: DC didn't reject need for major works but is critical of lack of (effective) maintenance.
   LR: problem of involving Leaseholders don't actively engage

AOB
   KMc i) STAR survey not discussed, will be deferred to Feb 2018
   ii) e-mail from D Spafford re independent LH association, suggests Becky Purnell to
attend, DC requested it be deferred until Tony Worsfold is present.
   iii) Problems with attachments, especially spreadsheets; unresolved, will need further
       action. Committee to agree who will be responsible for providing accessible copies of any
       documents shared for all committee members.

   AGM will be on 14th April, 9.30 for 10.00 start
   10-10.45: Council department stalls
   Break
   11-12.30 Formal meeting in 3 parts:
   i   General, BHCC attend
   ii  Leaseholders only session
   iii  Election:

   Committee and Chair
   Area Panel Representatives
   Service Improvement Group Representatives
   BHCC to publish the minutes
   Venue: TBC

Future Meetings:
   11th December 2017
   8th January 2018
   12th February 2018 with Council
   All at Hampshire Lodge, 6.30-8.30pm
   AGM as above