### Agenda

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<th>Item</th>
<th>Minute &amp; Actions</th>
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| **1.** | Welcome & Introductions  
Robert Richmond introduced himself and provided the meeting with background information of previous history and also introduced the attending officers. | |
| **2.** | Minutes of the last meeting – 15th July 2013  
The minutes of the last meeting held on 15th July 2013 were agreed. | |
| **3.** | Action Points – 15th July 2013  
The action points from July will be posted on the website. | |
| **4.** | Regeneration Updates  
R. Richmond provided the meeting with the regeneration updates, please see link for further information.  
[Earls Court Regeneration Update September 2013](#)  
**Thames Tunnel Update** – During September and October the council worked on a ‘Local Impact Report’ and written representations which were submitted to the Planning Inspectorate on 4th November. These documents set out the potential impacts of the Tunnel on the borough and raised our concern on topics such as noise, transport, odour, | |

### Present

Robert Richmond – Major Works Manager, Leasehold Services  
Viola Lindsey – Performance & Communications Officer – Minute taker for Forums  
Colin Thomas – Quality & Performance Manager - Pinnacle  
Sunny Vadher – Performance & Quality Manager - Pinnacle

Councillor Alford – Chairman of meeting & Assistant member for Housing with special responsibility for Resident Engagement and Customer Care  
Councillor Brown – Chairman  
Anthony Wood - Member of the Resident Involvement Panel & Repairs Working Group

### Apologies

Councillor Alford – Chairman of meeting & Assistant member for Housing with special responsibility for Resident Engagement and Customer Care  
Councillor Brown – Chairman  
Anthony Wood - Member of the Resident Involvement Panel & Repairs Working Group

### Area

LANCASTER COURT COMMUNITY CENTRE, DARLAN ROAD, SW6
ventilation, site selection and the tunnelling strategy proposed by Thames Water.

Since the submission of the Local Impact Report, the council have been attending hearing sessions where a panel of five inspectors have been questioning the applicants (Thames Water) on various matters. There was also an open floor hearing held in Parsons Green on 20th November where South Fulham residents came forward and expressed their views on the proposed Tunnel.

The examination will continue until March 12th 2014 and a decision on the Tunnel will follow towards the end of 2014.

5. **Pinnacle – Sunny Vadher**

A presentation was given to the meeting, to view this please see the following link: [Pinnacle Presentation October 2013](#).

An overview was given of the duties Mr Vadher carries out on a daily basis and also stated that Pinnacle has the caretaking contract for 10 years. Pinnacle intend for caretakers to take more responsibility for carrying out their jobs and keeping estates clean and tidy.

**Questions**

Ravensworth & Swan Court – Leaseholder stated that these two blocks are joint by a lift and a staircase, there are no notice boards in these blocks. Also the security glass has been smashed **Response:** A programme is being run to identify where the notice boards are. In the meantime, Pinnacle will put up an attendance sheet with contact numbers and a task sheet. If the task sheet has been ticked but the work has not been carried out, this is a disciplinary issue. All jobs that have been ticked are checked.

Broxholme House – A leaseholder stated that the caretaker just cleans the stairs. **Response:** Residents are happy with the caretaker and the standards. Decoration and minor repairs are required however the cleaning standard is ok, it has been deep cleaned, the landing and staircase and also behind the grills.

Broxholme House – The leaseholder queried
that the caretaker stays for two hours per day, this has been raised several times, however leaseholders are charged 10 hours a week. **Response:** Standards are maintained for seven days a week and the duties include checking entrances, lifts and litter picking. Pinnacle stated that they have spoken to other leaseholders/residents in the block regarding caretaking and they seem to be happy with the service provided.

Barclay Close stated that there is a good standard of work from the caretakers. The lift area is good. A notice to residents needs to be put in the noticeboard as there seems to be a lot of anti-social behaviour on the stairs like spitting and throwing rubbish out but not in the correct place.

Ravensworth Court – A leaseholder stated that the caretaker is very good however certain people leave their rubbish on the top floor in the block. Someone else picks up dog poo and leaves it tied to the fence for the caretaker to remove. **Response:** Caretakers have to change the way they work and will be highlighting anti-social behaviour etc. It will assist Pinnacle if leaseholders take a picture of rubbish etc. and send it onto us.

Sulivan Court, Block P – A leaseholder stated that furniture is dump outside the front entrance. **Response:** There is a dry store where furniture is kept and is the caretakers responsibility to report fly tipping, bulk refuse, repairs and anti-social behaviour issues. If the gate remains opened this should be closed and the opening up of the playgrounds etc. Residents should ring the Housing Officer or Housing Manager or Pinnacle call centre. Shortly, all residents will receive the set standards which have been agreed.

Sulivan Court, Block G – The outside light is not working. **Response:** It is the caretakers job to report to Repairs.

Burlington Place – The gate does not shut and part of the railings are missing and the gate is situated on Rigault Road. **Response:** The
Housing Officer was dealing with this and it is understood that this has been an ongoing issue however we can pick up on this through Repairs. We can request that the Housing Officer writes to residents and encourage good behaviour regarding dogs on the estate and if the perpetrators are in a non-council block, write to their Housing Office to highlight there is a problem.

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<th>Repairs</th>
<th>Tenancy Management</th>
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<th>6.</th>
<th>Repairs Working Group &amp; Residents’ Involvement Panel</th>
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<td>Sullivan Court – Residents have received letters, is there any way to see a full table of works?</td>
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<td><strong>Response:</strong></td>
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<td>A) Consulted Works: RR stated that he would like to make a spread sheet accessible on the internet. Update: This is not yet viable, however, copy consultation notices are available on request.</td>
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<td>B) Planned Works (not yet consulted): Leaseholders can telephone or send an email to <a href="mailto:service.charges@lbhf.gov.uk">service.charges@lbhf.gov.uk</a> and request what is applicable on a particular block.</td>
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<td>Ravensworth Court – Before the council came to do decent homes, pigeon repellent/spikes were on the roof. Nothing has been replaced and the pigeons are sitting on the block leaving muck. The Housing Officer has stated that they will have to look at a budget to get the spikes replaced. <strong>Response:</strong> RR stated that this should be reinstated as this falls under health and hygiene.</td>
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<td>Broxholme House – A leaseholder stated that someone is feeding the birds and a letter should be sent to the offender.</td>
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<th>7.</th>
<th>Service Charge Actuals 2012/13 – Robert Richmond</th>
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<td>The Major Works Manager in Leasehold Services gave a presentation on the actual services charges 2012/13.</td>
<td>Service Charges Actual 2012/13</td>
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<td>A leaseholder stated that the Council is overcharging leaseholders regarding the</td>
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building insurance. **Response:** RR stated that building insurance will always go up and the council have entered into a contract for four years. The buildings insurance scheme for all public sector landlords ensure good economies of scale, on the whole, buildings insurance premiums are low relative to privately owned (individual) properties.

Ravensworth Court – Buildings insurance is responsible for the outside of properties as have experienced water ingress over front door since 2011. This is a maintenance problem and should be dealt with by Repairs. As this has been an ongoing problem, it is being considered to take this issue to a solicitor. **Response:** Building insurance is for the structure of the building. Leasehold Services will speak to the Repairs Manager as the council will have to deal with the repair on the outside of the block.

**8. Post Office Payments – Robert Richmond**
RR stated that the Council will be phasing out payment books by next year. Leaseholders will need to use a direct debit, standing order or use a book via the bank or Post Office.

**9. Major Works Payment Options – Robert Richmond**
The council will be changing the paying options beginning in the new year. Interest free arrangements will be according to a sliding scale and up to three years will be interest free. The amount of time leaseholders have to pay will be relative to the size of the invoice. Leasehold Services will send out an estimate with a consultation notice and once work starts on site, leaseholders will start paying towards the works. We would like to get every problem sorted out before the contractors leave site. Once works are complete and we receive the actual costs, an invoice will be sent to each leaseholder.

**Questions**
Broxholme House – Will we be charged for works not carried out? **Response:** Yes, Leasehold Services will ask you to pay based on the scope of works. If a large element of this needs to be taken off the Section 20 Notice, this will be addressed on a project-by-project basis.
| Broxholme House - Leaseholders could be charged up to £15-£16K on cost of works and was not included on the Section 20 Notice. **Response:** It would be included on the final account and not on the estimate as it could be something that may come up and therefore include a realistic contingency sum.  
A Broxholme House resident stated that a wall was included in the Decent Homes work has been damaged by residents in Trelawney Road.  
Barclay Close – An estate letter for lifts over £3K now £7K – what can we expect as the actual cost. **Response:** Estimates are fairly accurate and the scope should not change.  
Broxholme House – Who is responsible for costing repairs on the service charges? **Response:** Smaller works are carried out by MITIE whereas larger scale works are separately tendered.  
Sulivan Court – A leaseholder queried what the interest would be on a five year plan. **Response:** For the first three years it is interest free and then interest becomes payable on the last two years. |
|---|---|
| **10. Review of Council Communication – Paper by Mr Anthony Wood**  
Mr Wood attended the meeting to talk about communications. Cllr Johnson agreed for this survey to be carried out and it will be completed by the end of December 2013. Mr Wood has been speaking to small groups and hopes that this will go some way in improving communication in the future. If leaseholders would like to know more or discuss the paper, please contact Mr Wood, anthonycwood@hotmail.co.uk.  
**Questions**  
Sullivan Court – Improving communication is still a problem. When the council state that they will respond to leaseholders, council officers should be doing this. **Response:** When an email is sent into Leasehold Services, an automatic response is sent which states ten working days for a reply to standard correspondence. If | PPM |
queries are for other sections, Leasehold Services forwards them and chase for an update to finalise the letter.

Burlington Place – The biggest complaints on the decent homes works were that they were not checked. We called the contractors back to completed painting and we were overcharged. If there happens to be another major works programme in the future, all works must be checked. **Response:** The Government wanted to raise housing standards so implemented a widespread in-depth programme of works. This would have been prohibitively costly process to check all the works included in every project. Leaseholders should inform the council as early as possible of any issues and collaborate with other residents to flag up larger or widespread issues.

Sullivan Court – The sheds are not value for money and there is a very weak link in communication. Cllr Johnson picked this up and followed it through. **Response:** On smaller single-block projects, residents can nominate a contractor for us to approach for a quote.

Broxholme House – A leaseholder was not convinced and stated that this has been reiterated many times regarding major works however officers do not take any notice of leaseholders queries. **Response:** If leaseholders are not satisfied with actions taken by the contractors resident liaison officers we have a Clerk of Works and project managers who will assess issues as well as the leasehold services team.

Leaseholders queried if there has been any development on the parking review and empty garages. **Response:** Leasehold Services will contact the Client Team for an update and if possible, this will be included in the action points and posted on the council’s website under leaseholders forum meetings. Robert Richmond informed the meeting that MITIE who has the repair and maintenance contract for LBH&F, commences on 1st November 2013. Cllr Johnson attended the SFLF meeting and stated that the incumbent
contractors have slowed down and it will probably be the end of the year until the service is resumed. We are asking our residents to please bear with us.

Ravensworth Court – We are hoping that this contract with MITIE will be better than the one held with Willmott Dixon as ambitious targets were given and therefore they were unsuccessful in the re-tender.

Broxholme House – What guarantee do we have that MITIE will be better than Willmott Dixon and Kiers? **Response:** RR stated that there are penalties. The new contract will be managed in a more focussed way and targets are more stringent. The reactive repairs and some major works will be carried out by MITIE.

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<th>11. Date of the next meeting</th>
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<td>The next South Fulham Leaseholders’ Forum meeting will be held on Monday 28th April 2014 in The Tudor Rose Centre, Fulham Court, Fulham Road, London SW6 5PG.</td>
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<th>12. Any Other Business</th>
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<td>The Annual Leaseholders’ Conference 2014 will be held on Saturday 25th January 2014 in the Small Hall, Hammersmith Town Hall, W6 9JU.</td>
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**Meeting ended 8:50pm.**