

**LEASEHOLD FORUM MEETING
22 MARCH 2021**

**Chaired by Cllr Lisa Homan
6.30 – 8.30PM**

Agenda Number	Agenda Item	Times	Deliverer
Online Meeting on Microsoft Teams Click here to join the meeting Or phone in on 020 33215213 Phone Conference ID: 805 932 612#			
Leasehold Forum Surgery between 5 – 6.30pm (please use above log-in details)			
1	Welcome, Introductions, Apologies, Declarations of Interest, and Code of Conduct	18.30	<i>Chair</i>
2	How to use Microsoft Teams & how the meeting will work	18.35	<i>Daniel Miller, Resident Involvement & Service Improvement Manager</i>
3	Minutes of previous meeting 13 & 20 October 2020 <ul style="list-style-type: none"> Accuracy, matters arising & actions update 	18.40	<i>Chair</i>
4	Fire Safety Certification <ul style="list-style-type: none"> Fire Safety Plus External Wall Fire Review (ESW1) Forms 	19.00	<i>Richard Buckley, Assistant director, residents & building safety</i>
5	Additional and Selective Licencing in Private Rented Properties	19.30	<i>Ed Shaylor, Private Sector Housing Manager</i>
6	Capital Works Update	19.50	<i>Michael Toussaint, Senior Project Manager</i>
7	Agenda Items for Next Meeting <ul style="list-style-type: none"> Please give us your ideas for future meeting discussions 	20.15	<i>Chair</i>
8	AOB	20.20	<i>All</i>
9	Close	20.30	



**Combined Hammersmith Leasehold Forum &
Fulham Leasehold Forum Meeting Minutes
13 & 20 October 2020
Online Meetings on Microsoft Teams**

**Meetings chaired by Cllr Lisa Homan, Cabinet Member for Housing &
Cllr Ben Coleman, Cabinet Member for Adult Social Care**

Item	Description & Actions
1	<p>Welcome, Introductions, Apologies and Declarations of Interest: Chairs welcomed everyone to the first online Leasehold Forums in Hammersmith & Fulham.</p> <p>The panel at both meetings: Ciaran Maguire – Major Works Manager Darren Smith – DLO Aylene Henry – Head of Estates Services Fiona Darby – Assistant Director Place Services Stephen Fitzgerald – Senior Accountant Will Shanks – Governance Manager Daniel Miller – Resident Involvement & Governance Manager</p>
2	<p>Minutes of the previous meetings – Chair Agreed for accuracy.</p> <p>2.1 <i>Matters arising:</i> None</p> <p>2.2 <i>Action Update:</i> Darren Smith from the DLO is attending the meeting as requested at previous meeting.</p>
3	<p>Communal Repairs, Direct Labour Organisation (DLO) Update – Darren Smith, Managing Director, DLO</p> <p>3.1 DS explained that COVID-19 had meant a dual impact on the DLO's performance; the initial lockdown in March and then problems getting materials from their supplier. In April there was a phased return for the DLO who supported with PPE (Personal Protective Equipment) deliveries, food parcel distribution and posters and flyers to estates.</p> <p>3.2 During May 2020 work began on the backlog of repairs and the DLO helped the repairs contractors with emergency jobs.</p> <p>3.3 They are currently delivering the service based on orders raised through the repairs line and requests from other council departments as Estate Inspections only resumed on 12 October.</p> <p>3.4 Interaction with residents is limited as almost all DLO work does not involve entry into residents' homes. COVID risk assessments and working protocols have been introduced in line with government guidelines.</p>

3.5	The DLO structure was set up to deliver a predominantly 90 day planned service based on grouping works together that are in the same area. This is scheduled to reflect the Estate Inspections which take place every 3 months.
3.6	<p>Leaseholders raised the following:</p> <p>Q. What is the scope of DLO works? A. The DLO look after shared communal spaces, but not lifts or intercoms/door entry systems.</p> <p>Q. Does the DLO cover drainage? A. If it's a communal stack, yes.</p> <p>Q. Do you cover electrics in a block? What about electrical panels? A. Yes, in walkways and other communal areas. We look after panels but not repairs to an individual property.</p> <p>A number of residents raised individual issues and DS asked that they email him with the details so he could respond individually.</p>
4	<p>4 Future of Grounds Maintenance on Housing Estates – Will Shanks, Governance and Commissioning Manager</p> <p>4.1 WS gave an overview of what Grounds Maintenance covers; parks, playing fields and outdoor sports facilities, cemeteries and churchyards, amenity space for housing and highways, allotments, nature conservation areas and play areas.</p> <p>4.2 Grounds Maintenance contractors are used to look after any shared grassed or planted areas around our housing properties and estates. Their responsibilities include:</p> <ul style="list-style-type: none"> • Cutting the grass • Trimming hedges and shrubs • Removing litter and green waste • Clearing leaves • Weeding. <p>4.3 The Grounds Maintenance (GM) Contract is an essential tool to use alongside our policy documents and stakeholders to care for and improve our parks and open spaces, and contributes to the council's priority of being the greenest borough.</p> <p>4.4 The current GM Contract with Idverde was due to end in April 2021 but has been extended by 10 months and will now end on 31 January 2022.</p> <p>4.5 Idverde's recent performance has been delivering at 86 – 88% compared to a target of 90%. They have continued working throughout COVID, almost to target.</p> <p>4.6 The re-procurement of the Contract will start in December 2020 and will last 8 to 9 months. It will include a 'Negotiation stage' which is an opportunity for bidders to better understand or requirements, for H&F to better understand their proposed solutions and for H&F to push bidders to offer greater value. There will then be a 4 month mobilisation period.</p>

4.7	<p>The Contract will be tendered as separate 'lots':</p> <ul style="list-style-type: none"> • Lot 1 – Parks, cemeteries and highway sites • Lot 2 – Housing Estates • Lot 3 – Wormwood Scrubs Park • Lot 4 – Specialist Tree Management
4.8	<p>This means that GM on Housing Estates could be won by a different provider to the provider that wins the other lots. There will be a distinct specification for GM services on Housing Estates.</p>
4.9	<p>This allows H&F to explore the possibility of in-sourcing Grounds Maintenance on Housing Estates. The service could be provided by the existing Direct Labour Organisation (DLO) who currently carries out repairs to communal and external areas on estates. This has the potential for a higher standard and more flexible service with more resident input.</p>
4.10	<p>Cabinet will want to know that in-sourcing offers value for money and offers efficiencies. A lot of costs are fixed but if the service is put into the DLO there could be savings.</p>
4.11	<p>It is important that the procurement of the other lots is not delayed so we plan to prepare for and commence the early stages of the procurement of the Housing Estates lot, even while we continue to explore the option of an in-sourced service. The plan is to reach a decision on in-sourcing by February 2021.</p>
4.12	<p>Specialist tree management would not be in-sourced as it would not be efficient for the council to acquire the necessary equipment and specialist staff. One contractor would be appointed to cover trees on estates and highways across the borough.</p>
4.13	<p>We will be carrying out a consultation with tenants and leaseholders on the question: Should the Grounds Maintenance of Housing Estates be delivered as an in-house service, or continue to be delivered by an external provider?</p>
4.14	<p>We must also carry out Section 20 Leaseholder consultation before we begin the procurement timeline and s20 notices will be sent out to leaseholders.</p>
4.15	<p>Leaseholders raised the following:</p> <p>Q. How do you approach Grounds Maintenance during major works? Do you do some sort of clear up after builders have damaged green spaces?</p> <p>A. AH responded that if any green areas are disrupted during major works then everything should be reinstated afterwards.</p> <p>ACTION: Cllr Homan asked that something on what we expect of our contractors with regards to reinstatement after major works be circulated with the minutes</p> <p><i>Update – It's the Capital Works Team's expectation that any green spaces or hardstanding areas that are disturbed as a consequence of contractors' usage is returned to its original condition following the completion of works. It's expected that contractors carry out a photographic schedule of condition before occupation, for example, siting of contractors site compound and welfare facilities. These requirements are ordinarily built into the prelims section of the tendered specification of works.</i></p>

	<p>Q. What will happen to the charges to leaseholders for GM during the COVID period? A. AH updated that the service wasn't really affected by COVID. The work done is seasonal and we only charge you for what is done. CM – Leaseholders pay on estimate then we calculate the actual expenditure and apply any debit or credit.</p> <p>Q. There are currently major works at Sullivan Court, Block L. Will the front entrance gate be painted and why was bright blue chosen for the railing outside it does not match other colours of the building? A. The Capital Works Team has confirmed that the gates were never intended to be painted in a different colour to those already there. We issued practical completion on Sullivan Court in November last year and are currently in the years' defects rectification period.</p>
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p>	<p>2019/20 Final Accounts – Stephen Fitzgerald, Senior Service Charge Accountant</p> <p>SF said that the average charge per property is £919. Compared to 2018/19, the average service charge per property has increased by 3.5%. Actual bills were on average 7.7% higher than the estimated figures issued in March 2019. This compared favourably with other Inner London boroughs.</p> <p>Insurance – we are now in the second year of the contract with Avid. Costs have decreased compared to the last year with Ocaso (2018/19). The new online method of making claims has gone live on the H&F website. Photos and videos can be uploaded directly to claims handlers.</p> <p>Repairs and Maintenance – The Mitie contract ended during the 2019/20 period and the interim repairs model was implemented. Most communal repairs are now completed by the DLO. There are specialist contractors for some aspects such as controlled access, emergency lighting and TV aerials. Items are now being itemised in more detail.</p> <p>Payment Plans – If your variance resulted in a debit and you currently pay by Direct Debit, payments will be taken in November, December and January. If your variance to pay is £250 or more, we are offering to spread the cost over 6 months instead of the standard 3 months please phone or email us to request this. If your variance is less than £250 and you think you may have trouble paying, please also contact us to discuss your options.</p> <p>Refunds – If your variance resulted in a credit and you're paying the 2020/21 estimate by Direct Debit, the amount was used to reduce your October instalment. If you have a credit that puts your service charge account into credit by £100 or more, we can refund this to you. Contact us in writing with your bank details to request, email is quickest and easiest.</p> <p>Contact us – By phone 020 8753 4500 or 0800 840 4501 (9-5 weekdays) By email – service.charges@lbhf.gov.uk ACTION: Cllr Homan asked that contact emails be included with the minutes. <i>Update – included in the minutes and cover letter.</i></p>

5.7

Leaseholders raised the following:

[some answers are post meeting notes]

Q. Can you clarify how we raise a service charge dispute?

A. There is no time limit for querying. If you have any query on an invoice, contact us and if we find we have overcharged it will be retrospectively adjusted. We do take great care in checking and we do remove charges that shouldn't be there before we send the bills out.

Q. Will it be possible to have an annual statement of account?

A. Our system can't automatically do this, but we are working on it and we hope to be able to do so soon.

Q. We were told we will not be charged for the fire safety works & doors and there is a special fire safety budget that's has been allocated for this. Will any electrical work required during the checks also be included in the fire safety budget?

A. Any works identified as Fire Safety Plus will not be charged for.

Q. Why has there been a longstanding leak at the entrance to 9-67 Muscal House that's still unresolved after two years?

A. The leak into the communal area was from one of the properties nearby. We apologise for the delays in rectifying this. The Direct Labour Organisation (DLO) was instructed to trace and remedy. The leak was on a copper waste pipe and repaired it. The internal lobby was then dried out, made good and redecorated.

The Intermittent leak outside front entrance was traced to a property's overflow, the job was reverred to the repairs team, a repairs surveyor attended but couldn't identify the issue. It was escalated by the TRA so the DLO investigated and found unequal pressure at the kitchen tap, when the kitchen mixer was in use, the cold water pushed back up the hot pipe, filled the cylinder and CWST and discharged water from the overflow pipe. The DLO reported to the leaseholder and he arranged the repairs.

Q. It's taken seven weeks of chasing to get drains cleared, 5 weeks of chasing to get waterproofing over a bay window and 4 weeks of chasing to fix a bin storage at Archel Road. We have been waiting 18 years for our painting to be done for the outside of our property.

A. These works are being progressed now. We're sorry for the delays to the works.

Q. I do not understand why the Robert Gentry House works was taken out of the 2019/20 accounts after many years of waiting. Alternatively how we the residents can do it ourselves as we are fed up waiting.

A. A new asset management strategy was approved in 2018 targeting compliance and fire safety works. We have been able to arrange communal decorations to RGH a one-off via (Direct Labour Organisation (DLO),

Q. We're having major works in Walham Green Court and do not have any timeline when the job is gone finish therefore we appreciate if you have information.

A. We're aiming to issue practical completion at Walham Green by the end of March 2021. There will be a few items which will remain outstanding but the main bulk of the works will be completed.

Q. The issue of D lamps not lasting their life span of 10000 hours (approximately 13 months) but they are not doing so. This is important to ensure correct service charging is taking place and also from an energy efficiency point of view.

A. All 2D lamps have their life span affected by being used in conjunction with passive infrared detector switches (PIRs) and even timed switches. A typical 2D lamp has an 8,000 to 10,000 hours operational life. However, if the 2D lamp is being frequently switched on and off as it will be when used in conjunction with a PIR, the lifespan of the lamp can be reduced by more than half. This reduction in lifespan is inversely proportional to the length of time the PIR switches the lamp on for. In other words, a one

	minute activation will considerably affect the operational life, whereas a 30 minute activation will barely affect it at all. The above does not relate to LED lighting, which is unaffected by PIR switching.
6 6.1 6.2	<p>Forward Plan and agenda items for 2021 Meetings</p> <ul style="list-style-type: none"> • Fire Safety Certification • Capital works update <p>The Chairs asked leaseholders if they wanted meetings more often. Leaseholders felt that 3 times a year would be good. Leaseholders at both forums stated the online format worked well. Many of those who attended said it was their first time at the forum. DM suggested March, June or July and October.</p>
7 7.1	<p>AOB</p> <p>Q. We are working from home because of COVID and we've had to make complaints to Noise and Nuisance because of other people's noise. They are not coming out at the moment but said they had received more complaints. Are there any comms the council might put out to remind people that there are people working from home?</p> <p>A. Cllr Homan responded that Housing Management can send out block letters on this.</p> <p>ACTION: FD will raise with Housing Management.</p> <p><i>Update – An article was included in the Housing newsletter as part of the grounds maintenance consultation on being considerate to your neighbours during the lockdowns when everyone has been at home more often.</i></p>
8	Meeting Close