

City wide reports

Update since last Area Housing Panel meetings

1. Leaseholders Action Group

Latest minutes attached

2. Seniors' Housing Action Group

Latest minutes attached

MINUTES OF LEASEHOLDER ACTION GROUP MEETING:

5 September 2018

Attendees:

LAG Committee: David Spafford, David Croydon, Graham Dawes, Peter Boaks, Simon Rogers, Jane Thorp

Apologies: Muriel Briault, Tony Worsfold, Keith Marsden

Staff: Dave Arthur, Keely McDonald, Geof Gage, Grant Richie, Martin Reid

Observers – 5

1. MINUTES OF MEETING HELD ON 30 May 2018

These were agreed with one change as follows:

Under Leaseholder Engagement Draft Report the ‘Resident Involvement Action Plan’ should read ‘Leaseholder Action Group Action Plan’.

2. MATTERS ARISING/UPDATES (provided by Keely McDonald) Doors and Systems

2. Request for contract of maintenance of doors.

Took this to be about Main Entrance Doors (MED). There is no contract for maintenance of MED and this has not been required. Geof Gage has established with the Estates Team that on new doors (2017 onwards) they will undertake the monthly wash-down, this is the only requirement with the warranty. A survey of all existing MED prior to 2017 has been instigated and this is being undertaken by Surveyor & Contract Manager Martin Miller. Once the condition of these has been recorded, a programme can then be established for repainting, as and when required from the 2019/2020 budget year onwards.

3. Issues mentioned at Stoneway and Philip Court

Staff could not find a record of a Stoneway Court, could this have been Stonehurst? Geof Gage is looking into any issues at these two blocks, however there is no record of issues reported at either.

4. How many parties are involved in MED's and Door Entry Systems (DES)?

The DES contract is with Knightguard and managed by the council's Mechanical & Electrical Team. The MED contract is managed through Mears, this is for the installation of new doors, and a repairs programme, where identified by the council surveyors.

3. The LAG Action Plan was distributed by Keely. This document lists the major issues presented by LAG and provides a pro forma for future actions/agreements/time frames.

Area Panel Review - Keely will update with any changes, none at the moment.

5. Update on Housing Options Programme for future repairs and maintenance (by Martin Reid) The views of leaseholders have been taken in workshops and surveys. A verbatim report of the LH workshops was circulated (attached). The main requests were for better maintenance, transparency, and value for money. A report will go to Housing & New Homes Committee for agreement on the 26th Sept, and will be published on the website on the 19th. If HNHC recommend taking it forwards the final agreement will be by the Policy, Resources, & Growth Committee. It was agreed that LAG would discuss it on email if needed.

6. Update on Leaseholder Engagement Report (by Dave Arthur/Martin Reid) - The new policy of early engagement with LHs about major works has been piloted at Sylvan Hall, with consultation and engagement before a Section 20 notice is issued. 7 local companies were approached for re-measure, only one responded. Cost estimates will be provided as early as possible. Individual letters giving updates are being employed. Council Surveyors will always check costs. Agreed Maximum Price is better for the council to use than a measured rate because of the number of variants. Simon asked for email letters to be considered for those LHs who are non-resident. The new IT system should facilitate this as the current system isn't good enough. The processes used for consultation will be on a project-by-project basis. The new Senior Leaseholder Liaison Officer post will be above Scale 5 pay, will be full time and permanent. The job description has been circulated to LAG committee. Mears sub-contractor works - these processes are checked and the council are involved in procurement of the contractor. Leaseholder-specific Customer Service training has been introduced and is being incorporated.

7. Fire Doors & Alarms

There was a discussion about the Section 20 notice for the provision of fire alarm services. There is a paper attached with more detail. Most of the work will be repair and maintenance as the council does not have a programme for installation of fire alarms.

Large detection schemes have faults and existing ones have to be maintained. Wireless ones are not reliable. Only 22 blocks have fire alarm systems. Fire detection is better inside flats than in common ways. Systems coming to the end of their life will be replaced by less complex ones. Fusion21 is a framework company who procures, manages, and organises smoke detection companies, including pre-checks for warranty, insurance, qualified staff, etc.

Sprinklers will have their own agenda item next meeting. A report is going to HNHC. The council programme to have 30 minute fire doors on all flat entrances has had to halt due to the post-Grenfell banning of the manufacture of fire doors, by the government, until further notice. The council does not use any of the companies whose doors failed the tests, and their doors (IG) have not, to date, failed any tests. The risk is low, even with the failed doors, as it is only smoke seepage that gets through after about 20 minutes. A report is going to HNHC. Any future work will be on a risk-assessment basis. Grant Ritchie is happy to come and look at anyone's door if they are concerned.

8. Any Other Business

- Windows guarantees - 10 years on new ones but only on some of the parts due to misuse issues. All friction parts are stainless steel. Warranties to be on next meeting's agenda.
- Keely circulated a document on Resident Inspectors rules of engagement for

leaseholders (attached) Dave S will discuss with others and feed back to Keely. It has been circulated to Home Group for wider discussion as that was where the queries initiated.

- A LAG Support paper was also distributed, a list of questions asked by LAG to be addressed at some other date.

NEXT MEETING WITH COUNCIL STAFF: 31 October 6:30 to 8:30pm at Hampshire Lodge

Sheltered Housing Action Group Minutes

Leach Court – 25th July 2018

Present: Roy Crowhurst (Chair)

Tony Brown – Evelyn Court

Tony Tidy – Churchill House

Eileen Stewart – Somerset Point

Walter Sargent – Broadfields

Jan Jasmine Court

Bette Jasmine Court

Vic Allan Elwyn Jones Court

Officers Marcus Richardson Surveyors

Miles Davies M&E

Peter Huntbach – Senior Housing

Peter Lloyd – Health Worker

RIO Rebecca Mann

Apologies – Marjorie Leach Court

All minutes agreed.

Outstanding actions – TV licences – Peter H to chase

Chair explained EDB reducing. Roy is involved in the review and is working alongside Hilary so hopes residents will be involved in a compromise. Further report in November. Everyone aware cost of bids reduced. (Roy to update further)

Marcus – communal decorating P&I do look at internal decoration in senior housing blocks as well as general needs housing, and factor the scheme into the programme. They will try and factor in one senior scheme each year where is financially viable from 2019/20 onwards, however I must highlight that this is not a definite, this is based on available budget.

Somerset Point – **Action – Marcus** to investigate condition of painting of doors but is aware that contractors have been asked to address poor performance. He will update SHAG

Evelyn Court – **Action – Marcus** to investigate condition of painting in communal areas as Tony Brown reports in poor state.

Decorating – discretionary scheme – Action make all aware it exists but gets full quickly. Contact Customer Services on 01273 293030 to add to list or get own decorating pack from Brewers if able to do own decs. Action Scheme Managers will help with this if needed.

Action Peter to check if there's a difference in forms from general housing. *(Update) There are no differences in the form and we've promoted the discretionary service.*

Lettable standard for Seniors Housing – Marcus explained there the council is looking at putting in carpet and lino in empty properties and automatically decorated as well.

This will help promote empty homes. We are trialling better decoration and carpeting in seniors properties to see if it improves the void turnover (how long our homes are empty before letting). This based on feedback from representatives and staff that the seniors homes have not always been in good decorative order and have

Peter Lloyd was present at meeting to promote work the NHS are doing around supporting residents through the heatwave. Flyers were being circulated urging residents to take care of themselves.

General – Peter said that the council remains committed to fire safety - fire and warden call alarm systems are being replaced through senior housing schemes – Elwyn Jones has been replaced and Leach Court. All residents are welcome to home visits to check safety too through East Sussex Fire and Rescue. Please see Scheme Manager if you would like us to book a visit. Elwyn Jones Court are pleased with the reaction to the recent incident of a fire in that everyone involved acted according to procedure. As a reminder we have a 'delayed evacuation policy' and there are signs in the scheme with more information about this – the scheme manager also

carried out an annual fire drills and circulates information about fire safety. If there were a fire the fire service will take control of the site and make decisions about evacuation./

Action point Somerset Point would like to know when last fire drill took place.

Emphasis on contact Fire Service if any residents wish to discuss fire safety further..

Peter provided update on staffing levels. With staff on Annual Leave and some sickness we've had to provide some limited services in those places over summer months.

Action - Peter said that we do need to fill empty properties so will be organising open day at Hazel Holt to publicise them. If reps would like to have an open day at their own scheme please liaise with the scheme manager.

Action – residents security in schemes. Please ensure do not allow unknown visitors into schemes without knowing who they are – we need to stop tailgating.

Action – Peter - suggestion signs put up to discourage residents from letting in strangers into the scheme.

Action – residents would like to invite Carelink to a SHAG meeting to discuss procedure if it's necessary to call ambulance and how they keep someone safe. How long should someone wait for ambulance? Suggestion is that Carelink come to meeting after AGM.

Peter talked too about falls safety and work the team is doing to help prevent falls. A leaflet will be circulated to all residents soon. Please ask the scheme manager for more information.

