

Your Home, Your Say

Leaseholder Forum

Minutes 24th May 2022

Present:	Leaseholders: Diane Best, Stan Best, Darren Tarrant, Haidee Carpenter, Sanjay, Gerhard Goldbeck, Mustafa Ongan, Elisabeth, Martin B, Joy Cavanagh, Paul Nicholls, Colin H, Shayne Mitchell, Aniko Pechenyuk, Carmen, Jing Huang, Caitlin Bones, Lety Summers, Renata Szafranska, and Alvin Officers: Will Barfield (item 3), Jim Pollard (Item 4), Richard Cole (Item 5), Will Beavitt & Robert Martyr (Item 6), Kate Grigg (Resident Involvement), Megan Barker, Lorna Winn, Carol Amos
Apologies:	Maggie Smith, Georgina Salmon, Hannah Becker, Jonathan Keyser, Sue Wilson, Nicky Rahini
Copies:	City Homes Leaseholders - webpage Via Teams – copy of recording available to view

	Agenda item	Action
1.0	Welcome	
1.1	Stan Best welcomed everyone to the meeting held via Teams.	
1.1	Kate Grigg introduced herself, she is the new Resident Involvement Officer for the Council – having taken on the role from Emily Downey. She outlined the general rules to be followed during the meeting including being on mute during presentations, using the chat or hand up icon to ask questions. 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 (25.11.2021)/Matters arising	
2.1	Carol went through the last Minutes – a number of the issues are on the agenda for today. Any queries had been followed up with direct contact with the leaseholders concerned.	
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 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 leaseholder.	
3.3	Main areas of work affecting leaseholders: • 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 Questions from the meeting and in the ‘chat’:	
3.4	Some specific questions were received prior to the meeting, and they are addressed in the presentation including: • Costs for re-roofing • Structural works for Bermuda Terrace • Any works planned for Ancaster Way • Energy efficiency for Kingsway	
3.5	<i>When will I get wall insulation at Lauriston Place – it is 1979 cavity wall?</i> CCC is looking at how we can get council rented properties to EPC ‘C’ rating. Wall insulation is being prioritised to areas below ‘C’ – generally solid wall properties. Currently no plans for ‘C’ rated properties or above. This year 150 properties getting insulation that are ‘D’ rating. <i>And when will planned cyclical works be completed, it was meant to be January 2022?</i>	WB to check with Lucy Gordon?
3.6	<i>My 1st floor flat is EPC rated D – there is no more than 50mm and it should be 150mm to meet current regulations? Can the Council help?</i> This will be reported to E & F	
3.7	<i>How do I find out my EPC rating?</i> 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.	
3.8	<i>Haidee from Davy Road – I have had support structures up for some time supporting the balconies; and also had a very poor job completed recently on the shed roof – which is still leaking?</i> Will said that the structural works on the ‘South Arbury area’ programme – also includes Davy Road area and the work is currently being prepared for tender. Leaseholders will receive S20 notification. <i>Who checks the quality of the work – is it up to leaseholders to report?</i> The Council do have a surveying team that should be out checking all the sites and checking the quality of the work.	
3.9	<i>When will lights be fixed at Shenstone House?</i> Will explained lighting can take some time due to obsolete parts and trying	

3.10	to get them added to a street lighting replacement programme – which has been delayed due to Covid and lack of materials. Some lights have been out for some time – for which we apologise, and the work should start soon and be completed by the end of August. <i>Elisabeth at Kingsway said that when it rains there are waterfalls coming off the roof?</i> Will confirmed that the council are aware – and Richard Cole confirmed some blocked outlets on the roof have recently been cleared and is now on planned maintenance twice per year.																													
4.0	Redevelopment Areas – update from Jim Pollard, Housing Development Agency Jim gave a presentation on work of HDA and concentrated on those development areas where residents may have to move out and it may impact on leaseholders. Summary of this is:																													
4.1	The council have an ambition to deliver 1000 affordable rented homes over the next 10 years. The priority for the council is to provide housing but also mixed and varied communities; to achieve net zero over the 10 years; and also to address the issues of older housing stock which are poorly designed.																													
4.2	The sites chosen are either land owned by the council or housing department or in third party ownership – be it freehold or leasehold.																													
4.3	CCC assessment criteria: quality of the existing stock, sustainability, potential for new homes, viability (mixed tenures to make schemes work), and any pressures such as moving residents – tenants and leaseholders (decants) and the considerations needed to be considered/ dwelling mix and what can be provided/public opinion as CCC carry out a lot of consultation before a decision is taken Decisions are ultimately taken by the Executive Councillors on the recommendation of officers. This is all before it goes to Planning – there is a whole																													
4.4	separate process for applying for Planning Permission and separate consultation.																													
4.5	Funding for schemes is only provided for new homes – and so this is an important consideration for cross-funding eg building homes to sell.																													
4.6	Current schemes with agreement for consideration: <table><tr><th>SCHEMES</th><th>Existing Tenants</th><th>Existing Leaseholders</th><th>Status</th></tr><tr><td>Colville 3</td><td>16</td><td>2</td><td>Resolution to Grant</td></tr><tr><td>Aylesborough Close</td><td>33</td><td>3</td><td>Planning Submitted</td></tr><tr><td>Fanshawe Road</td><td>20</td><td>10</td><td>Pre-planning</td></tr><tr><td>Hanover & Princess Courts</td><td>82</td><td>45</td><td>Pre-planning</td></tr><tr><td>East Barnwell</td><td>10</td><td>8</td><td>Pre-planning</td></tr><tr><td>Ekin Road</td><td>97</td><td>14 (also 10 freeholders)</td><td>Pre-planning</td></tr></table> Hanover and Princess Court are still being considered and since January residents can register an interest to move to	SCHEMES	Existing Tenants	Existing Leaseholders	Status	Colville 3	16	2	Resolution to Grant	Aylesborough Close	33	3	Planning Submitted	Fanshawe Road	20	10	Pre-planning	Hanover & Princess Courts	82	45	Pre-planning	East Barnwell	10	8	Pre-planning	Ekin Road	97	14 (also 10 freeholders)	Pre-planning	
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	other local new build sites at Mill Road and Cromwell Road, and some leaseholder have taken up the council's offer to re-purchase. The report on H & P will be back to committee in September. A management decision was taken that these areas and Kingsway could not be completed at the same time – and so at the moment, the Council are looking at addressing issues with the blocks at Kingsway and we will come back to the question of possible redevelopment in the future. Last 2 sites East Barnwell and Ekin Road are being looked at to make a more vibrant community – and consultation events are being arranged for these in June and July. There are some other infill sites that do not require residents to move. If anyone needs more detailed feedback – please email: resident.involvement@cambridge.gov.uk Questions: 4.7 <i>When will there be a decision about Kingsway flats?</i> It has been agreed that it is not possible to look at Kingsway at the same time as Hanover and Princess Court and so currently Kingsway is being looked at with repairs to repairs required to maintain it until it is looked at again in the future. 4.8 <i>Can you please clarify the plans for Hanover and Princess Courts – as the information in the presentation was not sufficient?</i> No decision has been taken yet on plans for Hanover and Princess Courts beyond the decision to consider the options. This includes redevelopment of the estate, but we are also considering whether repair and improvement is the better approach. You could e-mail Andrew.Johnson@cambridge.gov.uk	
5.0/ 6.0	Building Cleaning and Grounds Maintenance updates – Full power points can be found in Appendix 2 and 3 Will Beavitt and Richard Cole Estate Champions attended along with Rob Martyr – biodiversity officer Here to give updates on the Building Cleaning contract which has changed from April to Goshen and and update on grounds maintenance. 5.1 The Council are aiming to reduce the amount of weed spraying and in 2 locations - Kings Hedges and Newnham – weed spraying has ceased. Rob Martyr is the biodiversity project lead for CCC. In 2019 an audit of Cambridge's wildlife was carried out. Cambridge has some fantastic commons and nature reserves – but biodiversity is getting squeezed out into these areas. The Council are trying to create nature networks to joint these	

	areas up. Websites: https://www.cambridge.gov.uk/biodiversity-emergency https://www.cambridge.gov.uk/climate-change-and-sustainability Managing areas in a more sustainable way. Creating roof gardens, bug houses, bat boxes etc – utilising our housing estates and developing the nature network and habitats. Reconnecting people with nature as proven benefits to our health for people to have access to nature. If you want to get involved in Happy Bee Streets to adopt your street or garden go to: https://www.cambridge.gov.uk/adopt-your-street-to-help-improve-biodiversity Weed spraying schedule - Cambridge City Council	
5.2	Will explained the Estate Champions role is to: • Monitor the contracts to ensure leaseholders get good value for money • Ensure estates well maintained • Service standards are met • Housing stock looked after Streets and Open spaces and Goshen now utilising electric vehicles.	
5.3	Richard explained Goshen started working from April. Each area has a weekly cleans in the block. Rather than mop/bucket – now using mechanical cleaner. Contact details are in the communal areas. Contact for Goshen is: cs@goshenmultiservices.com tel 07542 826 553	
5.4	Window cleaning is being done by Hi-Spec cleaning – 3 times per year April, August and December. There is a Tap App that records when they are cleaned – which has GPS to record date/time cleaned– any issues: John.landiers@hispecservices.co.uk	
5.5	Estate Champions are also looking at Fire Safety issues on the blocks including cycle storage, mobility scooter storage, locks to bins, replacing fencing, solar lighting, CCTV, etc – if you do have any suggestions for areas of improvement for your blocks. The presentations will be provided so that leaseholders can have a look through after the meeting.	
5.6	Questions: <i>A resident in Davy Road asked if they were using machines in the stairwells?</i> This should be reported to Goshen as above in the first instance. NB You can book a Bulky Refuse collection by searching on the Council's website: Arrange a bulky waste collection - Cambridge City Council	

	Building Cleaning: If you have a missed clean or other concern please report to cs@goshenmultiservices.com The City Council will see all logs of complaints reported.	
7.0 7.1 7.2 7.3 7.4	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. There have been meetings since the last Leaseholder meetings – in January and March 2022 – back in the council chamber and officers reporting via Teams in a hybrid way. January is always the budget setting – and this set the Leaseholder Administration Charges – for individual work for leaseholders. The meeting also looked at the issues for Hanover and Princess Court and the meeting in June will be looking at the future of Fanshawe Road. In the March meeting, there was nothing specific affecting leaseholders. Diane said that tenants and leaseholders do get opportunities to comment on consultation, letters and any events regarding redevelopment sites at Consultation Working Group meetings. If anyone has any questions, you can always contact Diane via the HSC email, which is Hsc.residents@gmail.com	
8.0 8.1	Resident Involvement Update – Kate Grigg STAR survey – survey of tenants and leaseholders to gauge residents' satisfaction will be taking place in the autumn of 2022. Last survey was back in 2020 and identified areas we needed to improve leaseholder satisfaction including the appearance/look of estates, grounds maintenance and building cleaning – and this was during the pandemic. Will be good to look at what has changed now – will be similar format to last time and will give us an up-to-date view of what you are feeling and how priorities have changed. The Council have tried to use your feedback to look at areas that may require investment through our Estate Improvement Scheme – for example security measures, locking bin doors, fencing We also want to look at how we communicate with residents	

8.2	– there is now a social media channel for you to let us know your views. Also, complaints process is being updated to ensure you can understand how to report complaints, to improve our learning from complaints and to try to do work early on to prevent complaints. Website: https://www.cambridge.gov.uk/resident-involvement If you have any specific questions after the meeting you can email Kate Grigg here: Resident-involvement@cambridge.gov.uk Social Media pages (Facebook and Twitter) are here: Cambridge City Council Resident Involvement - Home Facebook CamCitCo Resident Involvement (@CamCitCoRI) / Twitter	
9.0	Leaseholder Questions/Answers 9.1 <i>Carmen Martin – Lichfield Road – what are the plans for the flats for fossil fuels to be phased out by 2032.</i> Will B said the council do not have plans to phase out fossil fuels in council owned properties and our aim is to get them to category 'C' by 2030. The council are not responsible for heating in leaseholders' properties – but this may develop over time. 9.2 <i>Lety - I wanted to ask, how estimates and budgets will work as the last experience in Edgecombe (plinth outside the building) was very disappointing, the job was not done properly and after many letters asking to review the quote, the reply was that the price was ok. The contractor fixed the issue, but it was still no high quality. Also, received a letter a couple of months later saying that price was reviewed, and they were proceeding with a refund !</i> The Council aim for the estimated costs to be as accurate as possible – but this can sometimes change if additional works are identified on site. The council do monitor work on site. The refund was related to the flooring and not the plinth works. On an audit, the wrong actual price had been issued to the Home Ownership Team and this was corrected. We need to work better on this in the future. The plinth work will be charged in the Actuals – issued in September 2022. 9.3 <i>Jing Huang leaseholder in Crawford Close – I am an architect in London – and she has information on a new heating system in London and she passed information on to Will Barfield. Info is:</i> Graphene Far-Infrared Heating system Information 9.4 <i>Haidee wanted to ask about the supply of skips and issues with fly-tipping – which get very full as there are mixed households at Davy Road. Richard says that there is a major</i>	

9.5 9.6 9.7	problems across Cambridge and there are lots of high-level meetings going on to see how to combat it. You can report fly-tipping on the website at: Report flytipping including asbestos - Cambridge City Council <i>Elisabeth wanted to report at Kingsway to Richard how well it has been working – thank you for managing to clear all the flytipping</i> <i>If Kingsway is not going to be redeveloped at the moment – will anything happen about the security and ASB. Her stairwell has issues with youths, smoking, stairwell used as a toilet and urine in the lift. Kate says these concerns have been flagged up and City Council are working on security plans. The issues are balancing spending money/possible redevelopment. The issue will be brought up at the next Estate Improvement meeting. There is a new Housing Officer – Heni – who is getting to know the area and can work with the police for more patrols. The main issues are the weekend and evenings (as no cleaner until Monday am). The ASB team can be contacted at: asbsection@cambridge.gov.uk</i> <i>Renata - Hanover Court resident - In the event of demolition – how would leaseholders be compensated? Jim explained that there are different rules for resident/non-resident leaseholders. For both, if the council decided on redevelopment, the Council would buy the property back at market value and the Council buy the property back with vacant possession. If you are a resident leaseholder – you are also entitled to Home Loss Payment of 10% and a disturbance payment – to cover the cost of moving. For non-resident leaseholders, you are entitled to a basic loss payment of 7.5% - which is basically for the loss of your business on top of the market value. Anyone at Hanover/Princess Court – if you are interested in what is happening, please email: Andrew.johnson@cambridge.gov.uk and he can respond to any questions you may have.</i> <i>I would like some assurance the parking permits do not rise in cost anymore. They were promised to be free when they were introduced but now they are £20 each permit. The cost of the parking permit scheme is to cover the administration costs – and does not make a profit. The scheme is of benefit to residents – otherwise there would be no way to stop illegal parking.</i>	
10.0 10.1	Future Meeting Date: Stan said he found the meeting very interesting and thanked everyone for attending The next Leaseholder Consultation Forum will be in November 2022. 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.	
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