

ROYAL BOROUGH OF KINGSTON UPON THAMES

Leaseholders Forum
Wednesday 23rd January 2019
7 pm to 8.30 pm
MINUTES

Representing RBK:
Cllr Emily Davey – Portfolio Holder for Housing
Cllr Nicola Sheppard – Opposition Spokesperson for Housing
Iona McConnell – Group Manager Housing Landlord Services
Robert Richmond - Lead Officer Leasehold Services (Stand-in Chairperson)
Notes: Danny Massingham – Leasehold Services
Leaseholders
Hector Armando Rosales-Macedo – Strategic Housing and Planning Committee representative
Raymond Austin – Chairperson Chessington Court Residents Association
Apologies:
Raewyn Hammond – Chairperson Gooding Close Residents Association
Patrice Massieh – Chairperson

Welcome and introductions	
Minutes of last meeting:	
Questions raised from Minutes of 17th October 2018	
Q) Will there be reports on the suggestions from page 7? A) Feedback will be given at a subsequent meeting to summarise what we are doing to address the areas highlighted.	
Q) What does it mean we do not pay Axis for individual repairs unless it is outside the contract? A) This is about what we call PPP (price per property). This means Axis will do a broad range of repairs for a fixed fee per property per year. There are specialist repairs that fall outside the contract that are charged for according to a competitively tendered schedule of rates.	
Q) What is a specialist repair? A) This may include: <ul style="list-style-type: none">- Specialist work such as lift repairs, and- Non-routine repairs, which we would not expect to address on a routine basis, such as some forms of damage caused through vandalism.	
Q) Is there a charge for each property regardless of whether work is carried out or not? A) RBK have to pay Axis the fixed fee for each property regardless. If there is a block where no work has been carried out RBK cannot charge leaseholders for this. Leaseholders are only billed for works done.	
Q) Where do roof repairs come in? A) There is a list of work covered under PPP but we will need to confirm this. Certain works would be covered under day-to-day repairs. A query was raised on a roof repair at Charnwood Close which will be followed up with Robert Bush.	
Q) What are the call out times on jobs?	

A) The call out times are based on urgency:

- Emergency matters are actioned within 24 hours.
- Non urgent work is usually completed within 14 days but can be up to three to four weeks depending on the extent of the work and/or availability of parts etc.

Q) How long are the Service Level Agreements (SLAs) for?

A) It was originally a five year contract with an option to extend possibly for two years.

Cllr Davey noted the Council should start to look at the contract and it was interesting to know what leaseholders felt about the contract.

Suggestion: If there are no call outs to the block a percentage of the saving should be shared with the Council, perhaps like a partnering agreement.

Q) If there is PPP how come every single item is billed?

A) Even though RBK are charged on that basis by Axis, RBK cannot charge leaseholders on that basis because our leases do not allow it. RBK look at the work that is done and price it according to the schedule of rates from Axis, and invoice for the individual jobs, on a price per job basis.

Q) When do we get billed for service charges and works done?

A) Leaseholders are invoiced for service charges on an estimated basis at the beginning of each financial year. This is calculated as an average of the past three years. Once the financial year has ended the actual cost of the works is compared with the estimate and the difference is applied to your service charge account as either a credit or a debit.

Q) What can I do if I don't think any repairs were done last year?

A) Our main IT system does not hold a record of individual repairs, or the breakdown of other actual service costs, however a full breakdown will be supplied on request.

Ray Austin made the following comments:

Axis:

- Contract terms, such as any shared savings should be agreed before the start of the next contracts (repairs and maintenance etc.)
- The council actively monitor the repairs contract and secure remuneration where applicable
- They have agreed a three year extension of the existing contract
- AXIS are pursuing an active policy of endeavouring to achieve repairs right first time, and other work is being done to improve performance
- There is a monthly repair core group meeting which Axis attend

Contact Centre

- Supposed to be a seamless transfer but has been going on for a year
- New telephone system was supposed to be in place by November
- Contact Centre is not performing - Councillor had to wait for 46 minutes on the hotline
- Average response time to calls is 20 minutes
- Housing Revenue Account is paying a proportion of the costs every month - not value for money

A request was made to insert a table on the performance of the contact centre at the next meeting.

Repairs to be a topic for a future meeting.

<p>Query raised on the hierarchy of senior officers responsible for the Repairs Team:- Andrew Donaldson – Group Manager (Repairs) reports to: Sarah Lawton – Corporate Head of Service (CHOS) reports to: Louise Rawsthorne – Assistant Director Homes & Property</p> <p>Cllr Davey confirmed the issues with the Contact Centre have to be sorted and this would be made a priority.</p> <p>The Minutes of the last Leasehold Forum on the 17th October 2018 were agreed. Minutes of previous meetings can be found through the following link http://moderngov.kingston.gov.uk/mgCommitteeDetails.aspx?ID=146</p>	
<p>Strategic Housing and Planning Committee:</p> <p>The Representative, Armando Rosales-Macedo, had to leave early.</p> <p>The forthcoming meeting will be held on 29th January 2019 at 7.30 pm and is an open meeting.</p> <p>Single item: Budget/medium term financial plan Includes budget for Housing Revenue Account (HRA) Homelessness and Housing Options. The meeting is available to watch via webcam</p> <ul style="list-style-type: none"> • Request made for Resident Associations (RAs) to receive a paper copy of the Agenda and Minutes • RAs to be given a choice of how they would like to receive the Agenda and Minutes, either paper or electronic. • RAs need to know when the meetings are being held <p>Previous meeting:</p> <p>Two items on the Agenda</p> <p>Cambridge Road Estate (CRE) update:</p> <ul style="list-style-type: none"> • Countryside has been selected as the preferred bidder • To go to the March Committee to enter into the contract with Countryside • Redevelopment to proceed subject to a ballot of CRE residents • Paper went to November Committee about the ballot • Further paper on the ballot to go the Committee in March <p>Tolworth area plan: Papers available on the website. The meetings are streamed live and recorded so can be watched later.</p> <p>The full agenda for the Committee, along with notes on each item, is available here: https://moderngov.kingston.gov.uk/ieListMeetings.aspx?CommitteeId=661</p>	
<p>Service Charge Letters:</p> <p>The group split into two to discuss the service charges letters. The outcome of this will be summarised at a future meeting in the form of draft revised letters for detailed comment.</p>	

