

## Leasehold Forum Minutes

25<sup>th</sup> January 2024

6.00pm -8pm

### Attendees:

### Staff:

Paul Williams <b>(PW)</b>	Head of Housing PFI – Pinnacle
Ken Gill	Area Manager - Pinnacle
Sandra Simpson <b>(SS)</b>	Project Manager Leasehold – Pinnacle
Hazel Pryce <b>(HP)</b>	Leasehold Officer - Pinnacle
Sam Mason <b>(SM)</b>	Community Development Manager – Pinnacle
Stuart Haworth <b>(SH)</b>	Operations Manager - Rydon

### Leaseholders in attendance

Sarah Robinson **(SR)**– Nuding Close  
 Louise Binns **(LB)** - Birch House  
 Shoshana Jackson **(SJ)**- Nuding Close  
 Stephen O’Malley **(SM)**- Chestnut House  
 Annika Ahl **(AA)**- Lime Tree House  
 Ewa Czerwinska **(EC)**- Lewisham Way  
 Katie McCord - **(KM)** Adelaide Avenue  
 Neil Clarke **(NC)**- Elm House

1.	Welcome and Introductions	Action Points
	<p><b>(SS)</b> chaired and welcomed all Leaseholders and thanked them for attending.</p> <p><b>(KG)</b> allowed leaseholders a few minutes to review the previous minutes</p> <p><b>Matter's Arising from previous minutes</b></p> <p><b>(NC)</b> stated that he did not get Section 20 process in the last minutes.</p> <p><b>(SS)</b> we will resend the Section 20 process out to all leaseholders</p> <p><b>(SR)</b> asked says if something changes on the section 20 are leaseholders updated?</p> <p><b>(SS)</b> Little changes are not necessary, as contingencies are built in the cost on Section 20, but with major changes leaseholders are informed.</p> <p><b>(EC)</b> scaffolding went up and without any knowledge of what the project was about -Lewisham Way</p> <p><b>(SS)</b> Dawn Kenny sends out a leaflet informing residents of when the scaffold will be erected.</p> <p><b>(KG)</b> Stuart will look into the information and relay back to the Housing team</p>	<p><b>(SS)</b></p> <p><b>(SH)</b></p>

**PINNACLE UPDATE**

**(NC)** asked if Higgins still be used as a contractor

**(KG)** yes for duration of the contract, Rydon would remain the repairs contractor, Pinnacle will remain for housing management and Higgins will remain our refurbishment contractor

**(SS)** however, all queries must come through Brockley Customer Services and will be directed to the appropriate area/person for a response

**(SS)** we are at the stage where the fire doors are outstanding, but no update as yet, Regenter B3 are reviewing the information for fire doors, a letter will be issued with information on what they require, there is no cut off point at the moment, Regenter will inform Pinnacle when they have a new date for us to pass on to the leaseholders

**(LH)** leaseholder asked, will I be able to sell the flat before the door is changed, though may have been changed by the previous leaseholders?

**(KG)** we will send you the door specification so that you can check your door

**(SS)** Regenter surveyed doors which were not compliant, and Leaseholders were advised if their door needed to be changed.

**(EC)** under the Building Safety Act can you provide us with information that is referring to our building

**(KG)** the Building Act does not apply to your building, the new regulation will come into force in 2025 and the information will be sent out once this happens.

**(KG)** Lewisham Council has purchased a new Housing Management software system and apologised to anyone who is experiencing any delayed responses, as the Pinnacle team is still in the process of working with the new programme.

**(KG)** the government has introduced a new Tenants Satisfaction Measures Survey, which replaces the traditional satisfaction survey in paper form. This is a new requirement and surveys have been sent out by email. The feedback will be confidential and published on the Pinnacle and Local Authority's Website. It gives leaseholders/tenants a chance to have their say on how to shape services in the future.

**TENANTS RESIDENCE ASSOCIATION (TRA)**

**(SS)** in the past resident panel included tenants and leaseholders. The last meeting which was held on zoom became uncontrollable which lead to a discussion with the Council who suggested splitting the meetings so that the leaseholders and tenants have their separate meeting. Since the split the tenants still have their tenants panel with a chairperson and vice chairperson that bring together the tenants' issues. Invites for Leasehold forum meetings are sent out via email from Sam Mason, inviting all leaseholders to the meeting where they can bring their own issues. Leaseholders can always make contact by writing into Brockley Customer Services or attend the office in person. If there is a Tenant Resident Association for the block or the estate, a representative in post can also come to the forum and bring issues for the estate.

**(SS)** asked the group whether they think they will need a chairperson and a vice chairperson to represent on the leasehold panel.

**(SS)**

	<p><b>(SM)</b> it will have to be a leaseholder, there is a constitution that supports this process, if we choose to have a chairperson and a vice chairperson</p>	
2.	<p><b>(KG)</b> asked if anyone is interested in forming a TRA to let the team know</p> <p><b>(SM)</b> explained some responsibilities of a CHAIR, which is:-</p> <ul style="list-style-type: none"> <li>• Chair meetings, agree minutes</li> <li>• Go for coffee's</li> <li>• Plan the Leasehold Agenda's with Pinnacle</li> <li>• Attend 6 panel meetings in a year</li> <li>• Follow the Code of Conduct</li> <li>• Liaise with other Leaseholders <ul style="list-style-type: none"> <li>• Assist in coordinating meetings with neighbours</li> </ul> </li> </ul> <p><b>(SS)</b> TRA'S can still happen with residents and bring issues to the leasehold forum for the block/estate. If you want to set up a TRA you can contact residents by leafleting residents, letting leaseholders and tenants know who they are. Sam can assist with setting up and getting the TRA and helping the reps to get fully recognised by the Council.</p> <p><b>(SM)</b> you will be given guidance on funding for certain project such as: -</p> <ul style="list-style-type: none"> <li>• Events</li> <li>• Community Gardens</li> <li>• Trips/ outings</li> <li>• Adopt a constitution</li> </ul> <p><b>(SM)</b> will issue details of what is involved which will give individuals the opportunity to express any concerns.</p> <p><b>RYDON UPDATE</b></p> <p>Update from last year's works -15 houses to complete by end of March. Will be programming 40 blocks of flats at the end of March to be completed by Nov 2025. Next years which will start in April 2024 will be 90 houses which will complete in March 2025, but blocks will finish by November 2025</p> <p><b>(LB)</b> has all the work finished as Birch House, the scaffold has been taken down.</p> <p><b>(SH)</b> yes, once the scaffold has come down, there is a final inspection.</p> <p><b>(LB)</b> mentioned there is red paint on white windowsill.</p> <p><b>(SH)</b> LB to let Rydon know of the painting issues, which will be addressed.</p> <p><b>(SS)</b> reiterated that incidents like this should be flagged up to Dawn Kenny who is the liaison between the work and contractors at Rydon, by writing into Brockley Customer Services or phoning Dawn using the number on the letters she sends out at the start of the Major Works</p> <p><b>(AA)</b> asked when will we get the final bill?</p> <p><b>(SS)</b> once the work has been completed on your block, and all the snagging is done, the contractors get the final invoice, the final bill is then sent to leaseholders, approximately six weeks after everything has been signed off.</p> <p><b>(AA)</b> with the insulation of hollow walls and EPC regulation coming out, what do I need to do to improve the EPC?</p> <p><b>(SH)</b> write into Brockley customer services about EPC to get a fuller response.</p>	

	<p><b>ANY OTHER BUSINESS</b></p> <p><b>(SJ)</b> Scaffold is up at Nuding Close, her window cannot open, is this a possible fire hazard?</p> <p><b>(SH)</b> will adapt scaffold in the block.</p> <p><b>(SJ)</b> massive problem with parking in the block, there are spaces allocated to residents only, people from the school park in these bays, including over the grass resulting in that area filled with mud, nothing to mow and leaseholders are paying for the grounds to be maintained. Can anything be done? Willing to pay for resident parking, reluctant to go in case parking space is lost.</p> <p><b>(SS)</b> we have investigated the issue, consultations via the Council and direct to residents have been going on for some time now to introduce restrictive parking. The ability to ask private contractors to implement parking restrictions have been taken away from Pinnacle.</p> <p><b>(SR)</b> resident with toddlers reluctant to go, as fears there will be no parking space on her return. Leaseholders are footing the bill, workmen could not park to do the work, had to leave. Fire trucks cannot get through. The fact that anyone can park, can create ASB. Two unknown cars that are not taxed.</p> <p><b>(KG)</b> the Council is putting certain schemes in parts of the Borough, we will try and put forward the issue again for another consultation for controlled parking with wardens and see if the Council would agree.</p> <p><b>(SJ)</b> suggested even if the controlled parking is 2 hours per day would be a great help.</p> <p><b>(PW)</b> suggested the team ask Lewisham Parking Service to attend the next Leasehold meeting.</p> <p><b>UPDATE</b> – <i>LBL Housing are in consultation with Pinnacle to find a way forward regarding parking issues at Nuding and Shell. More information will be passed to the residents once the major works are completed on this estate.</i></p> <p><b>(SR)</b> is aware that in 2027 the contract ends and passes back to Lewisham, what does that mean for leaseholders?</p> <p><b>(SS)</b> no difference will take place except that you will liaise with the Council possibly at Laurence House. The email will be a Lewisham email instead of the current Brockley customer Service. All database holding financial information has always been kept with Lewisham Council. All changes will be discussed at the time it goes back in-house.</p>	<p><b>(SH)</b></p> <p><b>(KG)</b></p> <p><b>(SS) &amp; (PW)</b></p>
4.	Meeting closed at 8:15pm (SS) thanked everyone for attending	

**The next meeting will be in person 25<sup>th</sup> April 2024 6.00pm until 8pm**

**If you have any suggestions or questions, you think appropriate for the meeting, or wish to join the meeting, please email [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk) by 18<sup>th</sup> April 2024.**