

Leasehold Forum Minutes

27th September 2023

6.30pm -8pm

Attendees:

Staff:

Paul Williams (PW)	Head of Housing - Pinnacle
Sandra Simpson(SS)	Project Manager Leasehold – Pinnacle
Hazel Pryce (HP)	Leasehold Assistant - Pinnacle
Sam Mason (SM)	Community Development Manager – Pinnacle
Chris Westwood (CW)	Rydon - Senior Quantity Surveyor
Ronnie Hogg (RH)	Rydon – Assistant Quantity Surveyor
David Akers (DA)	Rydon – Head of Technical Servies
Brian Henry (BH)	Rydon – Site Manager

Leaseholders in attendance:

Annika Ahl (AA) - Lime Tree House
 Gloria Roberts (GR) – Birch House
 Angus Thompson (AT) – Veronica House
 Sarah Robinson (SR)– Nuding Close
 Shoshana Jackson (SJ)-Nuding Close
 Neil Clark – (NC) Elm House
 Alexander Buch (AB) – Brookbank Road
 Trevor Kirton (TC) – St Peters Court
 Imogen Christy (IC) – Poplar House
 Juhi Gore (JG)– Geoffrey Road

Laura Cunningham (LC)

Ladywell Councillor

1.	Welcome and Introductions	Action Points
	<p>(SS) chaired and welcomed all Leaseholders and thanked them for attending. Leaseholders were asked if there were any matters arising from the previous minutes.</p> <p>(NC) enquired saying the last minutes stated that Rydon will sort out a meeting for leaseholders</p> <p>(SS) that meeting was specifically for those who had their Section 20 notices which is our legal notice which implies that works need to be carried out that cost more than £250. The meeting did take place in July during the day, the outcome was in relation to all the specific queries people had. Section 20 notice was explained in detail and the works to be carried out. Everyone has 30 days</p>	

	<p>observation period which they can query until they get all questions answered.</p> <p>(GR) we understand that once the scaffolding is up we would get a second survey concerning the work</p> <p>(SS) once the scaffoldings are up, if they identify anything different that was in the section 20 breakdown, eg; if we are unable to carry out the work on the Section 20 already given, that's when you will be contacted again. If its all within the section 20 that was given including the cost, then you won't be contacted again.</p> <p>(LH) we thought the paint was overestimated on Section 20</p> <p>(SS) the estimate is usually over quoted rather than under, it's when you get the final bill, that will show the breakdown and actual cost which can be challenged. A resident wanted to get his own surveyor and we waited but that did not materialise.</p> <p>(SS) the scaffolding will stay up until the works done, the price is one price, not per day or week, stays in place until the body of work is completed and the job is signed off. The scaffoldings can stay up longer due to waiting for material etc</p> <p>(BH) the bigger blocks can take up to three months, the smaller blocks can take from 5-6 weeks</p> <p>(SR) asked a question for someone who was unable to attend today, can't mention name, it's about an email he sent to me whilst on holiday requiring answers</p> <p>(SS) tell me what's its about and I will tell you where the response is at</p>	
2.	<p>Rydon Update –</p> <p>(SS) Literally every house and every block will have to have work done in the next four years</p> <p>(BH) work is progressing well, we are about half way through the blocks, weather permitting we will be on target</p> <p>(SR) if the weather gets bad, will the work start this year, no decorations since 2008, nothing's been done, worried about starting in November</p> <p>(BH) everyone will be lettered before the work starts, usually once the scaffolding goes up. We may omit works from the items, but things may be added eg; from the roof where we were unable to see things from the ground up, you will get more items on the section 20 so that we cover everything</p> <p>(CW) if we have contingencies for roof works on section 20 that hasn't actually been done then the bill will be reduced and there will be less items on the final bill</p> <p>(TK) who authorises the contingencies of the sums whether its plus or minus? Is there someone else that oversees whether something can be added or deducted from the account</p> <p>(CW) if the contingencies are not required they are omitted from the final account and we would decide that ourselves</p> <p>(SS) Rydon contractors are all qualified surveyors employed by Regenter, Rydon will decide the accounting and Regenter will check it, the information is sent to the scrutiny team at Lewisham</p>	

<p>Council. It is signed off by the Council before the work can start. We can get the process of what happens before the work starts and send with the minutes.</p> <p>(AT) is the scaffolding up at Veronica House</p> <p>(BH) We do rear first then front, Veronica House will take 12 weeks, we are starting on Veronica House tomorrow, the back will be done before the front</p> <p>(AT) when will Veronica House be finished?</p> <p>(DA) possibly within 12 weeks</p> <p>(TK) Can the programme of works be available to leaseholders so we don't have to keep asking questions?</p> <p>(SS) The programme of works to be done is on the website www.pinnaclebrockley.co.uk</p> <p>(TK) raised a question about the area to be painted, is there a project manager overseeing Rydon and checking the accounts?</p> <p>(IC) How are the decorations necessary? How is it assessed</p> <p>(BH) preservation of the fabric of the building, preventive rather than reactive</p> <p>(IC) What is it preventing?</p> <p>(BH) Corrosion and failure of fabric of the building</p> <p>(IC) received a section 20 for 5.5K, the survey is not mentioned in it, how is the works justified as necessary?</p> <p>(SS) We have responded to your queries, if you are still not satisfied with the responses you've received, you can have a face to face meeting with myself and the surveyors, who will have a conversation. If you want to take this up, please let me know</p> <p>(JG) who determine the works to be necessary, I'm told its Rydon which is a conflict of interest</p> <p>(SS) We have a set of schedules /contracts to deliver, everything has to be signed off by the Council. Lewisham employed our contractors-Regenter B3, Rydon deals with Major Works. If unhappy, you can go to First Tier Tribunal, everyone has to disclose everything at the Tribunal, they scrutinise everything, they are usually architect and surveyors and lawyers, they make the decision.</p> <p>(JG) I have received the breakdown, I understood the works but what was charged for, does not make sense, if it was the windows that would make more sense</p> <p>(SS) Rydon are responsible for surveys to an extent, when its eg; asbestos, they have specific companies brought in to do that, you may need an inspection on the windows, let us know</p> <p>(SS) Rydon looks after the repairs and work needs to the buildings, they decide body of work themselves. They decide whether the work needs to be carried or not. LBL scrutinise our contract and agree the work to be done, they also inspect the work that is carried out</p> <p>(LC) It is good to let the leaseholders know the process, as people are already feeling stressed with the cost of living and the Leaseholders would like to be reassured.</p>	
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<p>(SS) If we focus on the section 20 estimate and if it's reduced, all good, it's about not giving them false hopes and prolong the whole process. If the cost increase's due to further works being identified at the time of the survey, we will notify the relevant leaseholders at that point</p> <p>(SS) If the estate had a residents association on each estate we would liaise with them, this information could be forwarded on to leaseholders, we don't have this on most estates, hence why we talk on an individual basis to each leaseholder. Dawn Kenny is the resident liaison officer for Rydon. While the work is taking place, you can ask her questions about the work as its happening. Her details are usually sent once work is about to start, though you can contact Brockley customer services</p> <p>(TK) what does Pinnacle do to manage the project?</p> <p>(SS) we don't manage the project, we are housing managers, we deal with the paperwork, in relation to Section 20's and Major Works</p> <p>(TK) what does Regenter do to manage the project?</p> <p>(SS) Regenter has the contract from Lewisham Council. They provide housing management, estate services, maintenance, day to day repairs by employing Pinnacle for housing management, grounds maintenance and caretaking duties and Rydon for repairs and major works</p> <p>(TK) how are you related to the Major Works project?</p> <p>(SS) Regenter has to oversee that the contract is being fulfilled, who employed Rydon maintenance who provide Major Work and repairs.</p> <p>The law states that if you have to pay more than £250, then you must be served with a Section 20. Rydon provide these details and Pinnacle sends them out</p> <p>(TK) Is there anyone that checks the schedule of work that is submitted by Rydon, whether it's valued for money and the work was necessary to be carried out ?</p> <p>(SS) as mentioned earlier, Regenter B3 is responsible for the contract, they look at the overall costing of the building with their own surveyors and architects</p> <p>(TK) Eg; if works came to 100K once checked, and it comes to less or more after the work's been done, is someone verifying the cost, meaning has the value of the work actually been done</p> <p>(CW) Regenter overseas everything submitted and they will do their own checks</p> <p>(PW) There is oversight and it will be checked by Regenter B3 and the local authority</p> <p>(AT) I find it difficult to understand when the scaffoldings been up, why cant they be a new site survey sent in details. Once scaffolding are up there should be another survey which will what constitutes the final accounts.</p> <p>(CW & (RH), we will discuss it internally</p>	
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	<p>(PW) Regenter manages everything in the PFI and maintain every aspect and the correct process have been followed. We will get the process from Regenter and send out to Leaseholders (LC) when you have a complaint you must first make it to the ward in which you live. The first point is Pinnacle – if no luck, you can raise it with your local councillor, Sandra has made it clear she would work with colleagues to ensure information is fed through</p>	
3.	<p>Fire Door (GR) want a date set when all door has to be fitted, someone in block recently sold their flat with old fire door, but we've been told we won't be able to sell our flat until we have new fire door stated by a man in a door shop (SS) No dates have been given as yet but the fire door is your responsibility to change and pay for, fire specs have been upped since 2017. Further updates were made in 2022. If we gave a date and the door had not been fitted by that date, then we could take legal action and may result in a breach of lease. There will be further inspections to doors (SS) one estate has a residents association and they have been talking about coming together collectively and employ a subcontractor that can be used. (TK) can other leaseholders join in the group (SS) will ask the chair person of that tenants association if they are willing to widen the network to include others and add it to the minutes as footnotes.</p>	
4.	Meeting closed at 8.15pm (SS) thanked everyone for attending	
5.	<p>Footnote: Fire Door Group Network, please contact Ellie Dell'Aglio. Email address: FireDoorsSE4@gmail.com In your enquiry state your block Address/Road and any contractors you have found so far.</p>	

The next meeting will be in person 25th January 2024 6.30pm 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 by 17th January 2024.