

Homeowners' Forum issues log 5th April 2023

No.	Issues raised	Action/response	Who	Status
1	Introductions			
1.1	<p>Introductions by all present</p> <ul style="list-style-type: none"> • Christine Tan HOF • Belinda Blanchard HOF • Ina Negoita HOF • Vie Errington HOF • Cliff Cooper HOF • Tom Lloyd HOF • Cllr Darren Merrill LBS • Cllr Jane Salmon LBS • Cllr Sam Foster LBS • Cllr Esme Dobson LBS • Cllr Sabrina Emmanuel LBS • Cllr John Batteson LBS • Cllr Margy Newens LBS • Cllr Irina Von Wiese LBS • George Changua LBS • Georgina Brown LBS • Cheryl Russell LBS • Nat. Stevens LBS • Suganthiny Jeyanesan LBS • Carla Blair LBS • Clare Johnson LBS • Stephen Brown LBS 	Introductions of all present including officers of the Council	All	Completed

	<ul style="list-style-type: none"> • David Jackson LBS • Sylvester Hilton LBS • Joe Bannon LBS • Kym Goh Citizens Advice Southwark • Annie Sirabide Citizens Advice Southwark 			
2.	Insurance contract status			
2.1	Service charges increased by 11%. Will the Council pay a proportion of the cost or will the total cost be offloaded to homeowners?	A contribution will be apportioned to all homeowners. Any excess will be billed in September 2023.	The Insurance Team	Completed
2.2	Self-insurance for the Council. What does it look like?	The council explored the option of self-insurance and had legal advice, however, the lease does not currently allow the council to recover the cost of self-insurance as a service charge. This is not an option unless central government makes changes which would allow the costs to be recharged.	The insurance team	Completed
2.3	Non-mortgage leaseholders. Are such leaseholders required to pay the full insurance premium?	The lease requires the landlord to insure the building and allows the cost to be recovered as a service charge whether the property is mortgaged or not.	The Insurance team	Completed
2.4	What are the risks for splitting the risks associated with each block into lots?	No criteria for defining the risks that would be allocated to each lot.	The Insurance team	Completed
2.5	Leak from above and the insurance position. The leaseholder has to pay £500 excess and how can the leaseholder recover this cost?	The leaseholder can recover the cost from the Council or from the tenant.	Insurance Team	Completed

		The Council to do more communication to encourage tenants to have contents insurance.		
3	Brandon boiler house heating cost reconciliation			
3.1	What is the 'handling fee' for Laser who procure energy on the Council's behalf?	There is a small management fee for sites on their 'fully managed' service. This means that for these sites with higher consumption levels, Laser carry out validation checks before they invoice the Council. The fee is 0.027 pence per kilowatt hour and is included in the kWh rate passed on to leaseholders.	The Sustainability and Energy Manager	Completed
3.2	Is Southwark a reseller of the gas?	Southwark does not re-sell any gas.	The Sustainability and Energy Manager	Completed
3.3	Volume bulk discount for the purchase gas – are there any additional discounts outside of the rates paid?	The volume discount affords a good rate to the Council. There are no further discounts applied to the bulk purchasing agreement in place with Laser.	The Sustainability and Energy Manager	Completed
3.4	Government support – how is government support calculated?	Government help is based on a kilowatt per hour. Energy Manager to provide a response	The Sustainability and Energy Manager	Completed
3.5	There was a question about the significant variation in heating charges between tenants and leaseholders. Is the council subsidising tenants or is the council overcharging leaseholders?	Tenant service charges for heating are for the cost of fuel, not for the cost of repairs which are included in their rent. Leaseholders pay the full cost of heating including both fuel and repairs. This accounts for the variation in the heating charges for tenants and leaseholders.	Service Charge construction team	Completed

	There was a suggestion that the district heating system is bad value for money.	<p>The heating and hot water charges for leaseholders are based on the actual costs incurred for the boiler serving the property. Heating and hot water charges for tenants are not based on the cost of each boiler. Rather, the costs are pooled across the borough and tenanted heating costs for fuel are set on a borough wide basis that covers the tenant proportion.</p> <p>The efficiency of district systems varies. Some boilers are very old and energy inefficient. Other boilers are very energy efficient. Also modern alternative energy sources to some boilers are cleaner and cheaper.</p>		
3.6	What is the rent level for two bedroom properties on the Brandon?	Gross rent is £147.32 per week	Income Team	Completed
4	Major works putting residents first			
4.1	Is additional works for a roof void chargeable to the leaseholders and tenants?	It depends on the reason for the works to the roof.	Service charge construction team	Completed
4.2	Discussion about membership of the major works contract lettings meeting	The new long term major works contracts have been delayed as specifications have	Asset Management	Completed

	<p>board members for 4 leaseholders. Update for membership of leaseholders has not been provided to leaseholders who volunteered to be members of the board.</p>	<p>had to be reviewed and updated to incorporate latest changes. It is still proposed to have the Residents Panel form part of the quality consensus scoring when tenders are received later in the summer of 2023</p>		
4.3	<p>Discussions about the delays in carrying out major works and the scaffolding left in place for 9 months with works not being done. Are leaseholders charged for the cost of the scaffolds even when no actual major works are being carried out?</p>	<p>All queries about major works need to be sent via email to majorworks@southwark.gov.uk</p>	Asset Management	Completed
4.4	<p>The meeting asked that the council takes legal advice on the rights of residents to access the roof area when the major works are in progress.</p>	<p>All queries about major works need to be sent via email to majorworks@southwark.gov.uk</p>	Asset Management	Completed
4.5	<p>Camberwell batch 3 – properties have not had major works for 12 years. Communication with residents need to be reviewed.</p>	<p>The properties in the Camberwell batch 3 street properties will be reviewed as part of the asset management refresh programme. All queries about major works need to be sent via email to majorworks@southwark.gov.uk</p>	Asset Management	

4.6	<p>A discussion took place about compensation for tenants who pay for major works through their rents and have not benefitted from cyclical maintenance to the communal areas for over 7 years. Where is the money for the tenants who have not benefitted from the 7-year cyclical maintenance?</p>	<p>The Council currently has a 10 year QHIP programme which is driven by the Apex stock condition database which schedules blocks and properties due for major works.</p>	Asset Management	Completed
4.7	<p>Are saltash still being used for street properties?</p> <p>What percentage of the completed works for street properties are inspected by the clerk of works?</p>	<p>Saltash will continue to provide major works contracts to street properties until their contract runs out.</p>	Asset Management	Completed
4.8	<p>There was a request for the 10-year major works plan for the borough. The website to be updated.</p>	<p>All the street properties are inspected by the clerk of works after the completion of major works.</p> <p>The website is regularly updated.</p>	Asset Management	Completed

4.9	Will residents be actively encouraged to attend project board meetings? Open Communities resignation from the Fair Community Housing Services (a TMO) project board meeting is an outstanding matter.	All queries about major works need to be sent via email to majorworks@southwark.gov.uk	Asset Management	
4.10		This complaint is being considered at stage 2 of the complaints procedure	Asset Management	
5.	Complaints procedure			
5.1	There was a general update on how the council was managing the complaints from residents.	Complaints team provided update	Complaints Team	Completed
5.2	The forum requested a further breakdown of complaints about the housing service by tenure and the service areas, the number of complaints resolved at stage 1 and stage. The number of complaints that are escalated to the ombudsman service.	The complaints team to prepare a report for the homeowner forum meeting on Thursday 13 th July 2023	Complaints Team	Outstanding

5.3	The complaints department is being reviewed by the housing quality network (HQN). A draft report has been provided by the HQN and the complaints team will come back to update the homeowners' forum at the next meeting.	The complaints team to update the homeowner forum meeting on Thursday 13 th July 2023	Complaints Team	Outstanding
5.4	Complaints handling training to be rolled out to all staff.	Training to be provided to all staff by the complaints team	Complaints Team	Outstanding
6.	Confirmation of date for the Homeowners' conference			
6.1	Homeowners' conference	Homeowners' forum have a team of volunteers who are willing to organise the homeowners' conference and are keen to work with officers of the council to deliver the conference. They do not require support from an external company.	Homeowners' forum conference group and officers of the Council	Ongoing
7.	Any Other Business			
7.1	A homeowner delegate asked for the budget and expenditure account for the tenant and homeowner fund.	The budget information was provided on the 6 th of April 2023	Resident Involvement Team	Completed