

## SUMMARY Leaseholder Information Event

Date: 18/08/15

Venue: Brunswick Parish Church

Staff present: Ross Hemmings (RH), Michael Harrison (MH), Rebecca Burke (RB), Craig Hallsworth (CH), Saba Mirza (SM)

### 1. Presentation

Presentation delivered by Rh, MH and RB. The presentation covered;

- The benefits of the Brunswick regeneration
- The refurbishment works
- Service charges and your contribution to the works
- Ways to pay and support available to you

### 2. Questions and Answers

Some customers commented that they didn't feel value had been added to their property, as suggested in the presentation. They also said the value is obsolete as the property is their home and they won't be selling.

Customers asked why should they pay for communal repairs? The nature of a communal building was explained e.g. everyone living in the building must contribute to its overall maintenance and refurbishment.

**Question 1** Customers want a breakdown of actual costs for the refurbishment works per block, for work actually done to their block. These due to be sent to leaseholders in September 2015.

Customers expressed concern that they are being asked to pay for work without full information and details. They will be more willing to pay when they see the actual costs of the work. Customers are also frustrated that they are being asked to pay £10K but then repair/ refurbishment work gets delayed.

**Question 2** A resident from Lockton Court said all residents there want an explanation of the PFI arrangement and why leaseholders didn't get to pick the contractor etc.

Some customers were offended by the reference to being taken to court for non-payment in the presentation.

**Question 3** Customers want a breakdown of the Prelims. Also want to know why they are paying for whole cost of prelims if work done to their block only takes 8 months- shouldn't they just pay for 8 months' worth of prelims? Customers want to know why they have to pay for prelims at all.

**Question 4** Customers want to know why someone can waiver something e.g. a shed, and the cost for this is then deducted from the customer's £10K, but everyone must pay for all the

works to the block irrespective of whether they directly benefit from them e.g. why are first floor flats paying for sheds? Can't the charge for this work be removed from their bill like a waiver, as they don't directly receive this repair?

Some customers feel the wood used in the refurbishment is of a poor quality and that before paint work was done wasn't surfaces weren't cleaned and primed- work done to a poor standard.

Leaseholders feel the customer satisfaction survey results doesn't reflect their true feelings. RB pointed out there were satisfaction surveys in their Info Packs and asked them to complete and hand these in at the meeting.

**Action** MH to send the satisfaction survey to all leaseholders to complete.

CH said Mears will fix substandard work and this won't be at a cost to customers. There is a budget to cover such work. Customers can report work they are dissatisfied with to Mears and Craig will visit each customer to discuss their concerns and do an assessment of the work complete and arrange for the work to be redone if this is appropriate. Customers can submit a list of their concerns via SM, who will then forward this to CH.

**Question 5** Customers asked regarding the specification for the gardens and whose responsibility it is to maintain them. One customer from Merrow Walk said the gardens were seeded in February which is the wrong time of year and the seeds are of poor quality.

Independent certifier does quality assurance against specification. Mears also have to provide proof of quality of materials e.g. soil. All these documents form a pack for sign off.

**Question 6** Customers asked could they see the snagging list of the independent certifier?

**Question 7** Customers asked; if work is not completed on time are S4B fined by the Council and if so, can the penalty money be paid back to leaseholders?

**Question 8** Customers asked are actual costs expected to be lower than the estimated ones (advised that no, actuals were expected to be similar to estimates) and who at the Council signs off the actual costs?

**Question 9** Can leaseholders be shown the tenders from when the PFI was being formed?

Customers asked are freeholders contributing to the works as well? Yes, they pay an annual ground rent.

**Question 10** Customers asked for details of what will happen if they don't pay. What can they do if they can't afford to pay? Once a leaseholder picks a repayment plan are they committed to that or can they swap/ change?

**Question 11** Customers asked can a whole maisonette refuse/ waive work?

Leaseholders asked if they will be surveyed on their satisfaction levels going forward, yes.

**Question 12** Will leaseholders be retrospectively asked about their satisfaction?

**Question 13** If the actual cost of the works comes in lower than £10K each will those who have paid this money upfront get a refund?

**Question 14** If a block has a mix of leaseholders and council tenants, is the £10K leaseholders are paying covering the cost of work done to council tenant properties too?

**Question 15** Why were the costs based on estimates and customers billed based on these first?

**Question 16** Clarification wanted regarding use of the word 'relevant' in item 6 on the FAQ.

**Question 17** Customers want as much details as possible regarding actual costs. Some asked can they pay for work that has been completed so far, and not for what will be done overall in the 5 year period?

**Question 18** Customers want a list of work that was due to be completed by now and what has actually been completed. Some also want to know why brown paint was chosen?

**Question 19** A customer from Lockton Court challenged how actual costs will be so similar to estimated, when the cost quoted for private balconies was over £1000 but they'd only been painted. They thought this must surely represent a saving?

**Question 20** Future works - why are all works not being done together because in another five years when roof needs doing will have to pay for scaffolding and other costs again?

VFM was raised consistently throughout the meeting. Leaseholders felt that the costs were too high for what they considered was a small amount of work.

### 3. Feedback on meeting

Customers commented that we didn't give leaseholders that much information and weren't able to answer their questions adequately.

Customers also asked why there was someone from MCC present but not taking part.

Customers asked could block meetings be done for Lockton and Merrow in the future?

In the presentation statistics are quoted but no source identified. Duly noted.

### 4. AOB

One customer raised the matter of Helmshore Road being very busy, people are speeding on this road, HGVs using it etc. It is making the road unsafe. RH assured customers this issue is in hand, S4B are trying to change the speed limit, bring in other enforcement action and have written to the local car dealerships.