

**Leaseholder Forum**  
**Wednesday 18<sup>th</sup> July 2018**  
**Held at the Civic Offices**

**Panel Members**

New Vision Homes	Contract Director, Barry Montgomerie (Chair)
Woking Borough Council	ICT Manager, Adele Devon
New Vision Homes	Head of Asset Management, Martin Craven

**Other officers in attendance**

Portfolio Holder for Housing	Councillor Debbie Harlow
Woking Borough Council	Corporate Client Officer, Sharon Eager

**1. Introduction**

Barry Montgomerie welcomed all to the meeting and introduced the panel members who would be going through the presentations on the evening.

**2. Minutes of Last Meeting**

The minutes had also been published on the NVH website. No comments regarding the minutes were received by WBC.

Comment

Leaseholder commented that previous minutes were not comprehensive and did not give complete answers or full information. Also that they had submitted items for the agenda but had not received a response and these were not included

Sharon Eager apologised as the email with agenda items from this leaseholder had been received, along with others, but she had not had the chance to respond to this email yet. A number of the items on the email had already been on previous agendas; such as Management changes and the purchase of freeholds. She wanted to offer the leaseholder a chance to speak to WBC and NVH directly regarding the additional information being requested. Sharon Eager spoke to the Leaseholder after the meeting and agreed to arrange a convenient time to discuss this further

Minutes and presentations from previous meetings are available on the NVH website; these should give Leaseholders enough information about what has been discussed at the meetings. If Leaseholders feel that a question has not been answered or they require more information, they should contact NVH for further information.

**3. Anti Social Behaviour**

Please see "*Leaseholder Forum 18 July 2018 Presentation*" for slides shown in the meeting which have been issued with these minutes. Presented by Barry Montgomerie of NVH

Taking action against Anti-Social Behaviour (ASB) can be a long process. NVH work with other agencies to ensure this is carried out in the correct manner and that all parties are

getting the support they need. There are many steps (as shown on the slides) that can be followed when ASB occurs.

When tenants sign up for their property, they agree to term and conditions in their tenancy which includes acceptable behaviour. NVH will remind residents causing ASB of this responsibility and try to promote good relationships amongst communities.

#### Question

How do you define ASB?

Antisocial behaviour is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to one or more persons not of the same household as the person' in the Antisocial Behaviour Act 2003 and Police Reform and Social Responsibility Act 2011.

In some cases this may start off as a neighbour disputes, such as; loud noise, balls hitting windows etc. It may be enough to simply speak calmly with whoever is causing the problem to resolve this, as they may not know that this is affect you. Mediation is also available in Woking and can be an effective way of dealing with issues.

#### Question

What is a Mutual Exchange?

A mutual exchange is a way for tenants to find a move by swapping homes with another social housing resident. Tenants may wish to do this if their current property is too large or too small, or to move to a different area.

#### Question

The NVH organisation chart has a function for ASB. But WBC has staff that deal with this, as do the police with Community Officers. Does this mean that NVH can look for a reduction in costs as these elements are being carried out by others?

NVH works closely with the WBC and the police on ASB cases. The police deal with the individual and any criminal activities, whereas NVH deal with any breaches in the tenancy. The police cannot service injunctions or seek possession of the property due to ASB which would be undertaken by NVH.

## **4. Walton Court Improvement Works**

Please see "*Leaseholder Forum 18 July 2018 Presentation*" for slides shown in the meeting which have been issued with these minutes. Presented by Martin Craven of NVH

All Walton Court Leaseholders and tenants should receive an invitation to a consultation meeting which is being held by NVH on Thursday 26 July, 18:00-20:00 at The Maybury Centre on Board School Road. For those that are not able to make this meeting, information will be published on the NVH website for all to see.

Walton Court is in a dilapidated state and needs improvement works, there have been previous attempts to look into carrying out these works but they have never fully got off the ground. NVH have included Walton Court in the 2019/20 plans, for these block works to start, but this will be dependant on the consultation with all stakeholders. The aim is to agree the works by the end of 2018 which will be achieved by all parties agreeing a joint way forward. This will then give NVH time to develop the specification and programme of works with surveyors and architects for final approval. The slides show 2 lists of concerns

that have previously been collated from residents that they hope to take into consideration, at present all works are being considered.

Leaseholders will need to contribute to the works being carried out at Walton Court, as per their leases, WBC and NVH appreciate that there are concerns from Leaseholders regarding the cost of this work. Leases will be checked to ensure only charges for works that can legitimately be recharged are incurred by leaseholders. There is also a 'Payment Options for Major Works Charges' policy that was tabled at previous Leaseholder Forums. This can assist leaseholder with repayment options.

If NVH do not carry out planned works, Walton Court will continue on a downward spiral. It is a difficult position, but action does need to be taken.

#### Question

Why hasn't repairs works been carried out at Walton Court? Leaseholders would have been paying for this.

Maintenance has, and will continue, to be carried out at Walton Court. But at times this is just scratching the surface. Planned works need to be carried out to deal with the underlying issues. This will then in the long run help reduce the on-going maintenance required.

#### Question

When is the regeneration of Maybury happening? Is all this work being carried out at Walton Court when they might knock down in the future? If not, why? Because properties are knocked down in Sheerwater

There are no plans to knock down Walton Court or carry out any regeneration in Maybury that is similar to works being proposed in Sheerwater.

Walton Court needs improvement work, we need to work together to work out the best way forward for Leaseholders, tenants and the location to ensure the community at Walton Court can thrive. Walton Court is in a great location, with easy access to town. We want to want it a great place to live.

## **5. Parking**

Please see "*Leaseholder Forum 18 July 2018 Presentation*" for slides shown in the meeting which have been issued with these minutes. Presented by Barry Montgomerie of NVH

Residents experiencing issues with untaxed or abandoned vehicles in the borough can report these online at [www.woking.gov.uk/environment/team/abandonedvehicles](http://www.woking.gov.uk/environment/team/abandonedvehicles) or email [permits@woking.gov.uk](mailto:permits@woking.gov.uk).

#### Question

What can be done if cars are blocking pavements on driveways on the highway?

Highways are controlled by Surrey County Council in Woking. So you would need to contact them.

#### **Update following meeting**

More information on parking on pavements can be found online at Surrey County Councils Website

[www.surreycc.gov.uk/roads-and-transport/policies-plans-consultations/policies-and-plans/traffic-policy-and-good-practice/parking-policies-and-good-practice/parking-on-footways-pavements](http://www.surreycc.gov.uk/roads-and-transport/policies-plans-consultations/policies-and-plans/traffic-policy-and-good-practice/parking-policies-and-good-practice/parking-on-footways-pavements)

Or more information on reporting parking problems can be found online at Surrey Police website:

<https://surrey.police.uk/contact-us/report-online/reporting-parking-problems-and-abandoned-vehicles/>

## 6. Frequency of Future Leaseholder Forums

The frequency of meetings was raised at the last leaseholder forum, as to whether the meetings were too frequent. It was agreed that NVH would send out a poll, to ask leaseholders how frequently they would like these meetings. A summary of the responses is below:

- 6 votes for annual meetings
- 4 votes for quarterly meetings
- 1 vote for meetings every 6 months

There was not a huge response, with only 11 Leaseholders responding. We want to ask how can we make these meeting more 'attractive' to leaseholders and encourage participation.

WBC propose to hold an annual meeting, similar to today, where presentation are made around items that leaseholders submit in advance. Information that is appropriate to all Leaseholders at a high level. We would then hold 'surgeries' on the other dates for leaseholders to come in and speak to both WBC and NVH regarding specific issues about their lease, property or block. Leaseholders could submit questions in advance, if they so wished, so officers could investigate and provide answers at the surgeries.

Each leaseholder in attendance was asked their preference:

Leaseholder 1 – Would like to keep meetings quarterly, not in favour of surgeries.

Leaseholder 2 – Continue as they are

Leaseholder 3 – Like the surgery idea

### Question

Minutes from the first Leaseholder Forum were not circulated and dates not given for future meetings. If leaseholders had this information maybe there would be more attendees.

The minutes from the first meeting were emailed to all attendees; this included a list of dates for all future meetings to be held in 2018. The minutes, as agreed, along with all presentations from the forum and future meeting dates were published on the NVH website. Going forward it was agreed that NVH will email the agenda reminder, agenda and minutes to all Leaseholders regarding the forum; this should increase circulation about Leaseholder issues and encourage participation.

### Question

Why is Barry Montgomerie of NVH chairing this meeting? Chair should be WBC, not contractor.

There are no restrictions on who can chair the meeting. Relevant WBC officers and the Portfolio holder are in attendance to pick up any points which require a direct WBC response.

There has been no bias by Barry Montgomerie; Leaseholders have been able to speak freely without being curtailed.

## 7. Items for next meeting

The next meeting will be held on the same basis as the current meeting with presentations to cover requested agenda items

Agenda items asked for at the meeting were:

- Who does what at NVH? Further breakdown of roles and responsibilities of NVH staff

Leaseholders can also add additional items for the next agenda by email which need to be sent to WBC by Friday 05 October 2018.

Please email them to [commercial.unit@woking.gov.uk](mailto:commercial.unit@woking.gov.uk)

## 8. Any Other Business

Leaseholder 3 - I think you are doing a good job, thank you. But could you look at when meetings are being held, as a Wednesday evening may not work for everyone, could this be rotated to other days. Adele Devon commented that the meetings have originally been set for this date, as there were less Council meetings on Wednesdays in the Council Chamber. But with attendance not being as high now, we could look to move this to another room on a different day.

## 9. Individual Queries

Officers spoke to leaseholders after the meeting.

Sharon Eager to contact specific leaseholder mentioned in Agenda Item 2 to address the points raised.

## Leaseholder Forum – Future Meeting Dates

Day / Time: Wednesday 05 October 2018, 19:00 – 21:00

Venue: Woking Borough Council Civic Offices, Gloucester Square, Woking, Surrey GU21 6YL

Day/date of Meeting 2018	Final date by which Leaseholder can submit items for the Agenda. Email: <a href="mailto:commercial.unit@woking.gov.uk">commercial.unit@woking.gov.uk</a>	Agenda Papers Issued (by email / posted on NVH website)
Wednesday 17 October 2018	Friday 05 October 2018	Wednesday 10 October 2018
Wednesday 23 January 2019	Friday 11 January 2019	Wednesday 16 January 2019