

Minutes

Name of meeting: Meeting 9 Service Charge Working Group

Date: Wednesday 11 October 2023 18:30-20:30

Venue: Teams online

<p>Attendees</p> <p>Residents Barbara Cliffe (BC), Lee Hall (LH), Michael Roberts (MR), Roger Hankey (RH) Julian Cross (JC), Jean Harry (JH)</p> <p>Milton Keynes City Council Andrew Hodgson (AH), Catherine Arnold (CA), Mohammad Bari (MB), Roz Duffy (RD), Brighton Eraki (BE), Sebastian Kulig (SK)</p>	
<p>Note taker: Rahima Ahmed (RA)</p>	

1.	Welcome and Apologies AH welcomed all to the meeting and acknowledged apologies.	Action
<p>2.</p> <p>2.1</p>	<p>Approval of minutes Minutes were approved.</p> <p>Updates on actions from previous minutes.</p> <ul style="list-style-type: none"> - Building Insurance – Our computer systems provider (NEC) has come back to us with 2 solutions to enable us to record insurance details on our systems. The change is part of our business improvement programme and will ultimately come out of the HRA budget. - Second Service Charge Letter – Details below - GIS update – Good progress on documenting HRA land. Once done we will be able to quantify the land. This level of detail will be helpful when discussing open space charges. - Sheltered Housing – This consultation has highlighted the need to review how we deliver sheltered housing. It will require time and research. This review will take place in due course. To be clear, the service charge aspects relating to the property is part of this consultation. - Fly tipping – the cost is around £150 000 a year to clear fly tipping. Group queried whether MKCC could make the process of visiting the recycling centres simpler. 	

2.1a	<p>Discussion on Second Charge Letter (35:16 – 1.21)</p> <p>AH shared the service charge letter and went through it. Main points:</p> <ul style="list-style-type: none"> - Full recovery option highlighted problems with void times. To help minimise void times and adhere to regulations, there are now monthly monitoring meetings. Tenancy audits will be reintroduced. Also, property inspections every four years. - Stair Lift discussion about whether the charge for servicing them should be met by the individual or landlord. The voting question will be adjusted to highlight points made by RH and BC. - Standard and Maintenance – Subject to political approval, AH has asked whether monies to bring elements to standard can be paid from the rent pot. The service charge collected from tenants can be used for ongoing maintenance. <p>ACTION</p> <p>AH to send BC and RH a copy of the completed letter. BC and RH to let AH know promptly of any feedback.</p>	AH/BC/RH
3 3.1	<p>Update from subgroups.</p> <p>Caretaking and Cleaning Focus Group (1.22 – 1.31)</p> <ul style="list-style-type: none"> - Draft cleaning standard document is being drafted based on Enfield and Islington Councils. - Time and Motion – The Caretaking Team are noting the actual times it takes them to complete tasks. They will monitor for three months so we can get a more accurate view to base costs. - External Contracts – In the next meeting we will hear what external contract entails. 	
4	<p>Voting Form and web pages (1.31 – 1.57)</p> <p>SK went through the form and web pages. Main points:</p> <ul style="list-style-type: none"> - One form per household. - Residents can answer any of the questions and not those just related to their tenure. - Discussion on whether we need to ask for equalities data to ensure we have a cross section of residents responding. <p>ACTION</p> <p>AH to check with the Information and Governance Team regarding collecting equalities data.</p>	
5	<p>Any other business</p> <ul style="list-style-type: none"> - Look out for letter on Repairs and Maintenance and be sure to participate. - At the next meeting we will look at how you would like the correspondence and documentation around service charges and rent review letters to look like. 	ALL
<p>Date of Next Meeting: Wednesday 15th November at Civic Offices and Teams</p>		