

# Minutes

**Name of meeting: Meeting 10** Service Charge Working Group

**Date:** Wednesday 15 November 2023 18:30-20:30

**Venue:** Teams online

<p><b>Attendees</b></p> <p><b>Residents</b>          Barbara Cliffe (BC), Michael Roberts (MR), Roger Hankey (RH)), Jean Harry (JH)</p> <p><b>Milton Keynes City Council</b>          Andrew Hodgson (AH), Catherine Arnold (CA), Mohammad Bari (MB), Roz Duffy (RD), Brighton Eraki (BE), Sebastian Kulig (SK) Daniel Fawcett (DF) Matthew McEnery (MM)</p>	
<p><b>Note taker:</b> Rahima Ahmed (RA)</p>	

1.	Welcome and Apologies	Action
	AH welcomed all to the meeting and acknowledged apologies.	
2.	<p><b>Approval of minutes</b>            Minutes were approved.</p> <p>2.1 <b>Updates on actions from previous minutes.</b></p> <ul style="list-style-type: none"> <li>- <b>Building Insurance</b> – We can send letter out at the end of the month</li> <li>- <b>Second Service Charge Letter</b> – All welcomed content, style and approach. Comments made on the need for consistency as the repair and maintenance letter looked far too complicated.</li> <li>- <b>GIS update</b> – Good progress on documenting HRA land</li> <li>- <b>Fly tipping</b> – Seeking legal advice on who can pay for fly tipping.</li> </ul>	
3	<p><b>Main Activity</b></p> <p>3.1 <b>Guest Speaker: Euan Darling, Landscaping Client Manage</b>            During the GIS surveying of land, land has been identified that has not been previously plotted and belong to Housing. We cannot use public money to maintain this. Euan and team are using the following process:            1) Where is it? 2) What is the condition? 3) What do we need to do to arrive at a basic standard? 4) Discussion with residents            AH is working on a business case to try and get a budget to pay to get the grounds back to basic standard. We would then look to residents to pay for the ongoing maintenance. MKCC are looking for sustainable solutions.</p>	

<b>3.2</b>	<b>Garden Maintenance Contract</b> The contract for maintaining sheltered grounds will be coming back in house.	
<b>4</b>	<b>Update from Natasha.</b> Update on Repair and Maintenance consultation. We need to ensure we have a consistent approach to engagement and consultation.	
<b>5</b>	<b>Update from subgroups – Caretaking and Cleaning Focus Group</b> . Meeting has changed to 23 <sup>rd</sup> November. Group members have provided feedback and SK will add to the Caretaking and Cleaning standards document. We will also be looking at the different charging options. We will present a summary of our deliberations. This will be the final meeting so we will also discuss next steps	
<b>6</b>	<b>Correspondence and Documentation (rent review letters)</b> Not discussed	
<b>7</b>	<b>Any other business</b>	
<b>Date of Next Meeting: Wednesday 13<sup>th</sup> December on Teams</b>		