

Notes of NLA 2022 Annual General Meeting

Date: 19/10/2022

Venue: Chapelfield Methodist Church, Norwich at 19:00 hours

	Discussions/Decisions	Actions
1.	Welcome and sign in The committee members and other members signed in and were welcomed to the meeting.	
2.	Introductions & Apologies The Committee was introduced. Alice Holtom, committee member, was unable to attend and had sent her apologies. The Chair introduced the meeting.	
3.	Notes of last AGM The 2021 AGM was held in December 2021. Notes of that meeting were posted on the website. There were no comments or requests for alterations, so those notes were accepted as a true record of the meeting. There were no matters arising.	
4.	Financial Report Provided by Penny Ellis (Treasurer) See separate report.	
5.	Chairman's Report Provided by Jon Neville-Jones (Chair). See separate report.	
6.	Nominations for Committee Being an AGM means that all Committee positions are officially vacant and have to be filled again for the following year. There were no nominations for the committee positions from the floor. Most of the existing committee members stated they were prepared to stand for re-election. (Iain Gwynn was not present and had not proposed himself for re-election). Jon Neville-Jones noted that he had served as Chair for over five years, and felt that it was time for a fresh face and a fresh approach to the role. He therefore intends to step back in the coming months, but was prepared to stand for re-election for the time being.	
7.	Elections of Officers The following were proposed, seconded and elected via a voting from all present at the meeting: Chair: Jon Neville-Jones Treasurer: Penny Ellis Secretary: Vacant Community Liaison Office: Lorna Kirk	

	<p>Mark Smith: Committee Member Alice Holton: Committee Member Nan Neville-Jones: Committee Member Paul Neale: Committee Member Barbara Ellen Joseph: Committee Member</p> <p>There were no nominations for the position of Secretary, and this remains vacant. The position will be left vacant and advertised on our website for anyone to express their interest at a later date.</p> <p>Everyone else was invited to express an interest to join as a committee member. This can still be done through contacting the NLA at any time. Other members may be co-opted during the year if agreed by the committee.</p>	<p>AH – Please ensure vacancy is shown on NLA website and to make contact in usual way if interested</p>
<p>8.</p>	<p>Questions from the floor Discussions took place regarding issues members raised including:</p> <p><i>Community lighting charges</i> A leaseholder queried if communal lighting charges are something a leaseholder is expected to pay. The Chair was able to confirm that this is a standard charge of which a proportional amount is liable for the leaseholder to pay.</p> <p>The leaseholder was advised that it would be useful for them to check the proportional increase in price since their last invoice and if greatly increased query with the leaseholders’ team why there is such an increase and ask for justification</p> <p><i>8-month wait for replacement fire door.</i> A leaseholder enquired as to any advice regarding waiting for 8 months for a replacement fire door on his flat. He had written on many occasions since February 2012 and responses were slow in forthcoming. When he did get a response, he was advised he could replace the door himself, but was concerned about not having the correct fire safety regulations and what if a fire should happen and the door, he had installed failed, where would the liability lie. He stated that would rather council install the door. The council accepted that the door did need replacing and that it was a priority, but they were in the process of changing over contractors. He will get something sorted before April 2023. Leaseholder was very frustrated and had made complaints about the situation and raised the Grenfell Tower situation as a reason for his concern with regards to little being done, except now been told new contractors in place and he is top of list. He had tried his local councillor, but no response gained twice. The leaseholder also wanted to know when to go to the ombudsman. Other present sympathised with the leaseholder and his situation.</p> <p>The leaseholder was advised to make formal complaint. Document everything and also try getting hold another City Councillor who covers their area for support and local try communication with his local MP. Also keep the NLA informed of how things are going and if he needs any assistance. It is best to make a formal complaint and go through that process and a tribunal if the complaints process is not correctly followed before going to an ombudsman, however that is actually your own choice when you approach them.</p> <p><i>Winchester Tower: Lift repairs</i> A leaseholder enquired as to any advice regarding what to do about the lift maintenance</p>	

contract being moved to Stannah rather than Otis. The lift service has significantly deteriorated and a lot worse than previously experienced. There have been 34 call outs in last 2 months. The concern is as leaseholder will there be a call-out fee for all these callouts, and we are expected to pay a proportion on these. When in fact they are repairing the doors with second-hand parts, and it may be a fix that night, but it is not fixed properly and therefore another callout can be as quick as the next day or so for the same issue.

The leaseholder was advised to keep a record of all the lift incidents and the inconvenience caused. Make a formal complaint and if billed for all the callouts put the invoice in dispute and challenge that repeated callouts are due to the fault not being properly fixed and also ask to see what the agreement for the contract states about repairs.

Winchester Tower: Tenant and mental health issues affecting use of lift

The same leaseholder stated that unfortunately the lift is often unclean and cannot be used due to urination. A leaseholder's mental health issues actions can put the lift out of action due to hygiene issues and it needs to be cleaned before it can be used again. This is cleaned by the caretaker when they are on duty but in the evenings or early hours residents, but council and leaseholders clean it themselves. The caretaker seems reluctant to report as says there is nothing that can be done. The police and mental health team have been involved and very helpful.

The resident advised to document incidents, report to leaseholder team and police under antisocial behaviour. If Leaseholder team do nothing, make formal complaint. If formal complaint actioned, get each neighbour, tenant, or leaseholder to log complaint as more complaints more likely action will be taken. Let NLA know how you get on with formal complaint.

Bin cleaning not adequate.

A leaseholder asked for advice about in adequate bin cleaning and the amount they had been charged when they bins are rarely cleaned and when they are it is poorly done so.

The leaseholder advised to put that part of their invoice in dispute, Pay the other parts they are in agreement with especially the ground rent as that is a requirement of your leasehold. Once in dispute ask a breakdown of what the agreement for the bin contract is and what work are they expected to carryout. The agreement should detail what is expected with regards to cleaning the bins in detail. Then you can challenge if they are not meeting the agreement, or if the agreement is so poorly written there is no detail you can challenge how can the council know if the job is done correctly or not, and is it value for money.

Time period between works being completed and works being charged

A leaseholder enquired how much time can elapse from the work being complete to the time we can still to be charged?

The leaseholder asked to email in so the answer to this question could be answered for them as there is a timeframe, but if could not be remembered and would rather give correct details than guess.

	<p>Admin costs</p> <p>A leaseholder queries if everyone else had huge admin cost increases. Theirs had increased to £354 on one property, which was approximately between 250 – 300% increase from last year. They had enquired why and were advised “Firstly, the previous method of apportioning management fee did not include any repair costs. Instead, we applied an administration fee to each repair, as detailed on your service charge statement. This year we are not charging a repairs administration fee but have instead included repair costs in the apportionment of management fees”. The leaseholder checked the repair work relative to their property and blook repairs were £2,400 (for repointing work which was not done correctly)! Also, exactly same price for another repair.</p> <p>The leaseholder was advised to ask for a breakdown of the said repairs included in the increase of management fees. It may be just coincident both charges the same, but a breakdown should show this. Put the invoice in dispute whist doing so and pay the elements of the invoice you are happy with. Keep the NLA informed of how you get on.</p> <p>No response from NCC on extending Lease.</p> <p>A leaseholder asked for advice on trying to get the council to respond quicker. Their solicitor had been waiting since August for a response on the valuation of their property. Others stated they had been waiting for response to correspondence and months seemed to be the norm now, due to staff shortages and high work volumes and waiting hours to get someone to answer the phone.</p> <p>The leaseholder advised to send chasing emails themselves to the relevant department and put in a formal complaint regarding the length of time the council has taken to respond to their solicitor’s correspondence. Again, let the NLA know how you get on with your formal complaint.</p>	
9.	<p>AOB</p> <p>No points were raised.</p>	
10.0	<p>Date of next meeting and Meeting Close</p> <p>Notes of this meeting will be available on the NLA website shortly.</p> <p>We anticipate the next AGM will be in July 2023. We will announce the date nearer to the time.</p> <p>A photograph was taken, of those who gave permission for the image to be shared by Norwich Leaseholders Association, to commemorate the evening and for possible publicity material.</p> <p>The meeting was closed at 20.45</p>	