

Leathermarket JMB Home Owners meeting
Tuesday 31 March 2009

1.	<p>The meeting was chaired by John Paul Maytum, Chair of Leathermarket JMB.</p> <p>JMB Staff: Andy Bates and Ruth Wilson</p> <p>Southwark Council Officers: Paul Halpin, Gulam Dudhia, Trevor Wellbeloved, Chris Flynn, Leone Stanley</p> <p>John Paul Maytum (JPM) explained that people who owned homes on JMB estates, were officially leaseholders under the Landlord and Tenant Act, with the lease describing the legal relationship between the home owner, the Council (as building owner) and the JMB</p>
2	<p>Responsibilities to leaseholders</p> <p>2a Andy Bates (AB) explained that both Southwark Council's and Leathermarket JMB's responsibility is to act for the benefit for all residents of both tenants and home owners. Leathermarket JMB delivers housing management, cleaning, repairs, gardening and structural alterations. The JMB carries out everyday repairs in residents' homes and on the estates. Southwark, as landlord, are responsible for the larger repairs to the fabric of buildings.</p> <p>2b Southwark Council's Home Ownership Unit (HOU) are responsible for collecting service charges and major works contributions from leaseholders. They are also responsible for agreeing permissions for alterations and dealing with leaseholders buying and selling their</p>

RESIDENTS ARE THE REASON WE ARE HERE

2c	<p>properties.</p> <p>Building insurance is included in leasehold services charge payments. However, building contents insurance have to be taken out separately by the individual home owner.</p>
3	<p>Role of weekend cleaners</p> <p>3a AB told the meeting that the weekend cleaning service was provided for tenants and leaseholders to carrying out a more basic cleaning service than weekdays, including the removal and cleaning of the more unpleasant waste that may occur during the weekend, rather than wait for the weekday cleaners to carryout the job on Monday morning.</p>
4	<p>Service Charge bills</p> <p>4a Gulam Dudhia (GD) explained to the meeting that the most recent service charge bills are estimated. The calculation is based on the actual 2008 charges i.e. heating, lifts and repairs. The final bill will be based on all the bills provided by contractors and the costs of Leathermarket JMB where they run the services directly. Final bills will be sent out in September based on all the information gathered at the end of the financial year to confirm the actual costs incurred.</p> <p>4b A request was made for meters to be installed in the district heated properties. It was explained that this service would not be feasible as this would be a major works project and incur significant further costs for homeowners.</p> <p>4c GD explained that the difference between estimated bills and actual bills is that estimated bills predict in advance what works will be carried out and how much they will cost, with actual bills given once works are completed and the final costs are in. However, the final bills are unlikely to be higher than the estimated bills.</p>

<p>5</p> <p>5a</p> <p>5b</p> <p>5c</p> <p>5d</p> <p>5e</p>	<p>Major works</p> <p>Paul Halpin (PH) told the meeting that before a contractor is appointed to carry out major works to a block there is a 2 stage consultation. This includes a 30-day period for leaseholders to raise questions and suggest companies to bid for the works. Tenders are monitored separately by an independent contractor. The specification showing what works will be undertaken is available for residents to view.</p> <p>If any home owner is unhappy about any aspects of the works they can phone the Home Ownership Unit to lodge a complaint. The Home Ownership Unit have leaflets available outlining the process to complain.</p> <p>AB requested that leaseholders should inform the JMB as soon as possible if they think that any service is not up to standard.</p> <p>PH outlined the payment methods that are available for major works:</p> <ul style="list-style-type: none"> • Pay all costs in one go • Pay within three years interest free, • Pay between 4 and 25 years on a variable rate with a £450.00 legal fee. • A voluntary charge payment, where the payment does not have to be made until the property is sold. <p>If a leaseholder is facing financial hardship they should ring the Home Ownership Unit to discuss payment options available for major works.</p>
<p>6</p> <p>6a</p> <p>6b</p>	<p>Concerns about service charge billing</p> <p>There were concerns expressed that it takes up to 18 months to sort out and get service charges reduced when they are incorrectly calculated.</p> <p>Complaints were also made that staff at the Home Ownership Unit do not give their names when telephone enquires are made.</p>

6c	PH Told the meeting that it should not take 18 months for a disputed bill to be sorted out. However, the office will be recruiting extra staff to deal with accounts.
7	<p>Leaseholder questions</p> <p>7a The meeting then went into a question and answer session from the audience, dealing with the questions that were given in writing at the start of the meeting. JPM said that the JMB was committed to answering all the questions given by the leaseholders and that the answers would also be up on the JMB website.</p>
8	<p>Actions</p> <p>Action 1: HOU would provide service charge invoices to show complete breakdown of services charged</p> <p>Action 2: A further meeting to be held in 3 months for feedback</p> <p>Action 3: Leathermarket JMB leaseholders to organise a forum amongst themselves to discuss matters arising regarding leasehold issues</p>
9	<p><i>Date of Next Meeting</i></p> <p>Next meeting to be held in approximately three months, date to be confirmed nearer the time.</p>