

Leaseholder's Forum

26th January 2022



**Leicester
City Council**

Welcome

- Last Leaseholder's Forum held on the 23rd June 2021.
- Today we provide you with updates to the Leasehold service area and projects that are planned in .
- We want to continue to work with you and value your suggestions to help shape the service going forward



Agenda

5.00pm-5.05pm	Introductions and Agenda Overview
5.05pm – 5.15 pm	Overview of Last Meeting & Up to Date Contact Details Request
5.15pm – 5.40 pm	Service Developments
5.40 pm – 6.00 pm	Service Charge Debts and Recovery of Arrears/ Debt Advice & Signposting
6.00 pm - 6.20 pm	Projects
6.20 pm – 6.30 pm	Revised Cleaning Contract
6.30 pm – 6.40 pm	Representatives for a working group.
6.40 pm - 6.50 pm	Buy Backs
6.50 pm – 7.00 pm	Covid update on Services



Polite Request

- Please make sure your contact details are updated with the Right to Buy or Leasehold team.
- If you sub-let your property, please notify us of your permanent address.
- We have to abide by GDPR.
- Online forms



Service Developments

Pre- Right to Buy interviews

- Pre RTB interviews have been introduced.
- Why? To Increase the knowledge of applicants in relation to financial obligations once a leasehold commences.



Service Developments

Statutory Loans

- We are working on the introduction of statutory loans.
- Criteria will apply.
- We aim to have the process in place very soon and are currently in the final stages of introducing the new scheme.



Service Developments

Discretionary Loans

- A discretionary loan scheme is being designed.
- This is not a substitute for financial advice.
- Interest rates will be variable
- Amounts of loan on offer based on statutory levels.



District Heating: Alteration Requests

- Only qualified district heating engineers can work on your system
- Requests to alter or re-site radiators must be sent to the leasehold team.
- We have created a process to assist in these requests.



Service Developments

Business Actions

- Business Actions have been developed as a mechanism to log, create and monitor work.

Our current Business Actions include:

- Breach of Lease/Anti Social Behaviour
- Safeguarding
- Invoice Queries
- Debt Recovery



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Service Developments

Service Charge Debt and Recovery of Arrears.

- Payment of Service Charges is a requirement of your lease and should be treated as a priority debt to avoid home loss.
- New debt recovery process has been designed.
- Ultimate sanction is foreclosure.



Service Developments

Debt Advice & Signposting

If you are in this situation please contact us for Signposting for Debt Advice and Income Maximisation

- Support agencies
 - Community Advice & Law Service Ltd (CALs)
 - Citizens Advice
 - Shelter
 - StepChange
 - National Debt Line
- Household Support Fund
 - Food/Energy bills



City Projects

- Environmental Pest control
- Communal Fire Stopping
- Lift installation almost completed – on schedule. (St Leonards Court)
- District heating trial meters
- Legionella Risk Assessments
- Sprinkler Systems



City Projects

SPRINKLER SYSTEM



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Fire Safety Charges

- Separate to service charges
- Will include payments for
 - Fire Safety Inspections
 - Fire Safety Reviews
 - Admin
- We will consult with you.



Revised Cleaning Contract

Service Under Review

- We are in the early stages of reviewing our Communal Cleaning contract and will be entering into consultation with our leaseholders shortly.
- Two forms of consultation
 - Specification
 - Section 20



Consultations and Working Groups

- We would like to invite representatives to become involved in the formation of specifications and customer feedback on your satisfaction.



LCC Buy Backs

- The Right of First Refusal - **must** offer the property back to us within the first 10 years of purchase
- Housing Development Team
- If selling within the first 5 years of purchase RTB discount reduction
- The property can be brought at the full market value as agreed between you and LCC



Covid Update on Resources

- We continue to exercise a degree of caution locally.
- Under constant review.
- Officers are able to hold face to face meetings via our platform Remote Assist



Future Invitations and Consultations

- All future invitations and consultations will be sent on line only.



Website for Leaseholders

- We have now created a designated page for Leaseholders and all the relevant information for you as Leaseholders.
- Please visit;

www.Leicester.gov.uk



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