

Leaseholder's Forum

30th June 2021



**Leicester
City Council**

Welcome and Introductions

- Introductions
 - Leasehold Team
 - District Manager
 - Head of Service
- Agenda items
 - Any AOB



Agenda

- Action points from last Forum
- Welcome from Head of Service
- Update on Handbook



Head of Service Update

- Gurjit Minhas
- Portfolio includes:
 - Estate management
 - Tenancy Management
 - Support service (STAR)
 - Gypsy and Travellers
 - Leaseholders



Notes of Last Meeting & Action Points

- Major works repayment
 - In progress



Leicester
City Council

Handbook Update

- Published on website
- Hard copy available on request
- <https://www.leicester.gov.uk/media/2ijfamuw/leaseholder-s-handbook-may-2021.pdf>



Impacts of COVID

- Council wide New Ways of Working
- Many staff working remotely
- We no longer have local offices
- Use of modern technology.
 - For example: Remote Assist .



Leasehold Legislation

- White paper published
- Proposed changes to:
 - Ground rent
 - Length of lease
 - Extension process
- Seek independent advice
- Had impact on forum constitution.



Revised Call Out Charges

- Labour £55.56 for first 90 mins
- Then £37.04 per hour
 - Subject to annual increase
 - Does not include parts or consumables
- All call outs will result in a charge
- Check repair responsibility



Changes to Insurance Policy

- From April 2021, Ocaso SA UK are the new provider.
- Claim line 0344 856 2032
 - Davies Claims Solutions
- Building only
- Not contents – obtain your own policy.



On-going work

- Process reviews
 - Debt collection
 - S125 notice
 - Service charges
- Cleaning contract
- Fire safety



Contact details

- Make sure your details are up to date
- If you sub-let we need your correspondence address
 - Liaison
 - Updates
 - Emergency access



Change of Address

- Our registered address has changed to:

City Hall,
115 Charles Street,
Leicester,
LE1 1FZ



Leicester
City Council

Contact the Leasehold Team

- Customer Service Centre: 0116 4541007:
- Email: customer.services@leicester.gov.uk

Our service standards

- Acknowledge
- Response within 15 working days
- Over 1,600 leaseholders
- MyAccount
- My Leicester <https://my.leicester.gov.uk>



Forum dates in 2021

- Propose 3 times a year
- Format of meetings
 - Virtual
 - Possibly face to face in future
 - Hybrid



AOB

- Any AOB
- Questions

