

Leaseholders Service Charge Working Party

Report to RCC September 2018

Members

Anne Mason - Chair (BEO), Michael Bennett (BEO), Helen Davinson (BEO), Jim Davies (Deputy Chair of RCC), Helen Wilkinson, Jane Northcote, Phillip Burgess, David Lawrence, David Graves

Mary Gilchrist has resigned from the working party due to other commitments.

Meeting - 13 August 2018

Improving Communications with Leaseholders

In May four blocks Lauderdale, Andrewes, Mountjoy and Speed (468 leaseholders) were chosen to receive the trial service charge letter for the 2018/19 estimates.

The letter provided more information on the variances from the previous year's estimate and an additional schedule is included showing the comparison with the 2016/17 actuals.

Leaseholders in the trial blocks were invited to comment on the new letter with a view to compiling a list of frequently asked questions.

Only three comments were received from the trial, they were positive about the new format and asked for further clarification regarding forthcoming major works.

The new format is being used for all blocks for the Actuals and a note will be made of the comments received and additional time taken to prepare the letters.

Anne Mason reported that meetings had taken place with regard to including Service Charge information on the City's website and that this will be progressed over the next few months.

Service Charge Actuals

The RCC report on the service charge outturn was discussed, and in particular the changes to the car park concierge costs, window cleaning and technical services.

Underfloor Heating KPI

David Laurence undertook to contact the Chairman of the Underfloor Heating Working Party regarding the heating KPI's.