

OPERATIONS GROUP

Housing & Revenues Division
Town Hall, Darlington DL1 5QT
DX69280 Darlington 6

TITLE OF MEETING	Leaseholder Group Meeting
Date	20 th July 2023
Present	Jackie Brown (JB), Matthew Hufford (MH) & Fahima Al-Hafiz (FAH) -DBC staff
	5 Leaseholders attended.
Apologies	Apologies received from two leaseholders who could not attend

Item	Item Heading	Comments	Actions
No.			
1	Introductions	Warm welcome to all Leaseholders including new Leaseholders	N/A
2	Minutes from last meeting.	No proposed changes. Minutes Agreed	No further action

3	Tree & Bushes	Tree at the rear of Gouldsmith Gardens is leaning and overgrown. Raised by leaseholder- BG	Email and photos from Leaseholder were passed to the Councils Arboricultural Officer. He has inspected the tree and found there is no structural weakness. He will instruct a crown lift to the low branches to 2.5 metres, within the next 3 months.
		 Walkways that are located at Gouldsmith Gardens; (leading to Whinfield Road) the bushes are overgrown, and people cannot walk down them. Raised by leaseholder- BG 	Email and pictures have been forwarded to our Streetscene team and we are awaiting their response. Leaseholder will be contacted directly with an answer.
4	Any other business	 Trees at the Sycamores are overgrown and are blocking natural light from entering block of flats. Raised by leaseholders at The Sycamores. 	Query passed to the Councils Arboricultural Officer to investigate and provide advice/action where necessary.
		 Heatherwood grove estate is in a state of neglect. Leaves are blown to the side and not picked up, which results in them clogging drains. Leaseholders want to know if leaves can be taken away. Raised by leaseholder -CD 	Housing Officer is working with Streetscene to get a solution for this.

Pinecones and leaves are accumulated at the back of the Sycamores and	Housing Officer is working with
are causing the fence to rot and is also a potential fire hazard. Raised by leaseholder- CD	Streetscene to get a solution for this.
 Resident at the Sycamores want to know why people on the ground floor are allowed to have items outside their flat. People on first and second floor are not allowed. Raised by leaseholder -CD 	Advised this is a fire regulation - and there is no movement on this. No further action.
 Pigeon mess is trodden across the communal areas in the Sycamores, as residents are not allowed to have mats in the communal area. Raised by leaseholder- CD 	Advised this is a fire regulation - and there is no movement on this. No further action.
 Coxwold house-Since the bike racks have been removed residents are carrying their bikes into their flats and the bikes are leaving marks on the wall. Raised by leaseholder - JH 	MH has suggested a community engagement event to raise community spirit. He will lead this with Housing Officer- Ricki Hotton and will look to do this at the end of the summer.
 Heatherwood grove- Patio sheds are not allowed. However, one has been installed by a resident. The Council have set a deadline for removal which has now surpassed, and nothing has been done. Raised by leaseholder- CD 	We are still waiting for this to be removed, the Housing Officer is working with the tenant to get it removed as quickly as possible.

	 Car parking at Heatherwood grove. Cars are blocking access, and this causes problem for emergency vehicles, bin wagons and delivery vehicles. Raised by leaseholder- CD 	To be raised with Housing Officer to investigate.
	 Coxwold house-Meter cupboard is being misused. People charging phones and kettles. Raised by leaseholder- JH 	Raised with Housing Officer to inspect.
	 Gouldsmith gardens-Parking is an issue. Car passing space is tight and causes issue with emergency vehicles. They want to know if grass verge parking can be installed. Raised by leaseholder- BG 	Will raise with Housing Officer to investigate.
	 Removal of Junk at the Sycamores- All residents of the block have received a letter regarding junk removal. They want to know where in lease it states that Leaseholder will pay the charge for removal. Raised by leaseholder- CD 	The letter has gone out to all residents, leaseholder and tenants alike. The Council does not know who the perpetrators are that are leaving the rubbish and the letter acts as a deterrent. The charge is a last resort.
	 Residents of the Sycamores want to know if they can be informed beforehand of the state inspection. They also want to know how frequent the inspections will be. Raised by Raised by leaseholder- CD 	MH advised that posts are placed on Facebook to inform residents, however he appreciates not everyone has Facebook. Will look at leaflet

	drop. The estate inspection is only usually arranged when tenants have a lot of issues. With it being such a small estate, the Housing Officer would usually not put something in the diary in advance. Nothing is in the pipeline at the minute.
 Residents of the Sycamores wish to know if a Placard; signposting the location of their block, can be placed near the entrance of Heatherwood grove, as it will assist in directing emergency services, postal workers, deliveries, lifeline officers and visitors. Raised by leaseholder- CD 	Raised with Housing Officer.
 Leaseholders want to know if the Council will look at starting a suggestion scheme, with a reward incentive- where residents can submit cost savings ideas. Raised by leaseholder- CD 	The Council welcomes feedback and will take on board suggestions. The suggestion for a reward incentive will be forwarded to the Housing officer.

Fire evacuation map located in the Sycamores does not resemble layout. The arrows pointing to the fire exit have been removed, by Council tradesman and not replaced. Raised by leaseholder- CD	Raised matter with Building services to provide an update.
 Will estate inspections be conducted at Gouldsmith Gardens. Raised by leaseholder-BG 	MH advises it's up to Housing Officer discretion if one is required.
 After the shrubs were removed from the rear of the Sycamores the paths now floods. This has been raised in the past and nothing has been done. Raised by leaseholder- JM 	Housing Officer looking to plant something in the area which floods which may reduce the water.
 Communal areas in the Sycamore were painted blue. Leaseholder feels it darkens the hallways and would have preferred it white. The residents were given the choice between blue and white but they did not sign the waiver, therefore the halls were painted blue. Raised by leaseholder-JM 	Will pass feedback to Building services so they can use for next painting cycle.
 Pets in Coxwold house. Leaseholder believes residents do not have permission for pets. Raised by leaseholder- JH 	MH confirms that Leaseholders & tenants must adhere to Councils pet policy and should seek permission prior to keeping pets. Leaseholder will monitor situation and will report to Council.

Leaseholder wanted to know how to raise repairs. Raised by leaseholder-BG	Advised to call into housing repair line. Details taken for block guttering repair so FAH can book it in.
The meter cupboard door, at The Sycamores, was forcibly removed earlier this year. The removal was reported to the Council months ago. It's still laid on the floor and totally disregarded as a fire hazard by the Council. Who will pay for this repair. Raised by leaseholder- CD	MH provided update- A job has been raised for this, hopefully it will be done as soon as possible. With regards to the charge as its an act of vandalism which the Council are aware of, there will be no charge passed onto residents.

Next meeting – To Be Arranged - June 2024