

Leasehold Forum Meeting

27 January 2026

Minutes

Present: Kate Grandfield Housing Management Service Manager
Julie Hood, Housing Equalities and Engagement Facilitator
Claire Race, Leasehold Officer
17 Leaseholders

Apologies: 4 received from Leaseholders

Julie Hood opened the meeting and welcomed everybody. City of York Council Officers introduced themselves.

Julie reminded the meeting that:

- although you are sitting in your home you are in a meeting; please do not do anything you wouldn't do in West Offices e.g. eat
- that everyone is in the meeting for their own reasons
- to treat everyone with respect at all times, this includes staff, attendees and any organisations present/discussed in the meeting.
- let others raise their issues
- Housing issues are the only issues staff may be able to change, they have no influence over other CYC departments e.g. Council Tax, Parking etc
- if it is suggested that your issue will be investigated outside of the meeting do not continue to discuss it
- no items will be discussed in any other business unless they have been sent 7 days prior to the meeting, under any circumstance.

Kate began the meeting by explaining that she would be leading the Leasehold discussions as Faith Elsegood no longer works for City of York Council. However, a replacement has been recruited and it is anticipated that they will start work towards the end of March.

A job share for Claire Race has also been employed, it is anticipated they will start work towards the end of February.

This means the team will have a full complement of Officers.

Insurance

Kate Grandfield, Housing Management Service Manager

Kate explained that some Leaseholders have asked for supplementary insurance to the insurance cover for Leaseholders be explored. She has spoken with our Legal department and our Insurance Team.

The Insurance Team explained that more information will be needed on each Leasehold property e.g. square footage, number of bedrooms, the type of property. This information should be available through a desk top exercise.

If it is the case that any costs are likely to be incurred in the course of establishing whether it is possible to obtain additional insurance then this will be brought to a future meeting for agreement.

Once this information is available the Insurance Team will get some quotes.

These are initial enquiries. Once further information is available it will be brought to the Forum for discussion.

Areas of concern for some Leaseholders are:

- Would all Leaseholders have to agree this
- Could Leaseholders 'opt in' or 'opt out'

Our Legal Team would need to check that there aren't any implications for current leases.

The current policy does not have the cover leaseholders want/need.

Action: Kate will bring the answer to this to the next meeting

Updates

Kate Grandfield, Housing Management Service Manager

Leasehold Team

This is the busiest time of year, year end sees all the service charge information being brought together so the invoices can be sent.

These will be sent towards the end of March.

Information about the charges, how to pay and how to raise any issues will be included.

As the team are very busy responding to phone calls and emails may take longer than usual, please bear with us.

Registering on Open Housing can help prevent issues arising with the service charge invoices. By checking your account every few months and making sure any repairs are logged correctly, and queries can be addressed immediately.

If you need to register the Leasehold Team can help. Please contact them by email housing.leaseholder@york.gov.uk or phone 01904 551550 option 4, option 4

Some leaseholders will see credits on this year's service charge invoice. This is because consultation on major work has not been done appropriately. In this case only £250 can be charged to individual leaseholders.

Any Other Business

Four items of any other business have been received:

Energy Performance Certificate

I read recently that there's a requirement to make all rental homes have a minimum energy performance certificate of C by 2030. I'm curious whether this policy will be feasible and what sort of alterations will be necessary. For example, if roof insulation is required in a block of flats. It's currently very difficult to get the landlord to do any repairs, how will installing insulation be achieved?

I'd welcome informed discussion about this.

R The meeting agreed that this should be an agenda item for the next meeting. An Officer from Building Services will be invited to the next meeting to explain the process.

Roles and responsibilities of the Leasehold Team

What are the roles and responsibilities of the different Officers in the leaseholder team? What are the appropriate methods of communication? What are the response time service levels that we should expect to receive?

Only I, and I am sure others too, have been trying to illicit a response, even a holding response, ANY response from the team for 6 months now without even the courtesy of a reply.

R Response standard If a voice mail is left the response time is 2 working days. Responding to an email is 5 working days. Emails can be sent through the Housing Portal, this is our preferred method of contact. The team will assess and prioritise emails and will get back to you as quickly as possible.

An individual issue regarding no response to emails from a leaseholder was raised. Kare apologised for this and asked that the leaseholder email the leasehold team and she will pick it up and investigate.

This is an opportunity for us to improve the service we give. Kate will ensure this is fed into the improvement process.

Roles

Leasehold Officers look after 800 leasehold and shared ownership properties. This work includes:

- LP1 enquiries (selling properties)
- Breaches of leases e.g. air b and b's; selling parking permits so includes working with the Fraud team
- Notice of transfers when properties are sold, contacting the new Leaseholders etc
- First right of refusal
- For Shared Ownership properties work also includes working with contractors e.g. window cleaners

Each Leasehold Officer has a third of the City in regards to service charges and arrears East, Central and West.

For the other issues they work across the City.

Changes to properties that need permission was raised.

Any changes that relocate pipework need permission e.g. moving a gas boiler, kitchen sink, bath would mean that the gas pipe/water pipes would need to be moved. In these cases permission is needed as moving the pipes could affect the rest of the block of flats.

Renewing a fire door would also need permission as our Fire Officer would need to make sure the door is the correct standard.

Any request for making internal changes is done on an individual basis.

Yorkshire Water

Where does Yorkshire Water's responsibility start and end with respect to supply, leaks or drainage issues

2 recent incidents

- I saw YW engineers fix a sewer pipe in Rosemary Ct before Christmas, but sewers still seem to be blocked as waste water is still spilling out on to paved areas from adjacent building; Are residents charged for such repairs (or non repairs)?
- At bottom of Navigation Rd outside the building 'Huby Ct' water has been pouring out over pavement in to road for days (over weekend of January 9th to 12th). Leaks of this nature can cause sinkholes and subsidence issues for nearby buildings. What is responsibility of Yorkshire Water and will they compensate CYC for pavement repair, road repair, and more seriously what if it causes subsidence issues for CYC buildings.

R Yorkshire Water is responsible for the public water mains and public sewers outside the property boundary.

- Landlords or residents are responsible for private pipework serving only their building or land.
- YW repair and maintain the public network, so residents are not charged for works on public sewers or mains.

Rosemary Court

- If Yorkshire Water repaired a sewer there, that would usually indicate it forms part of the public network.
- If wastewater is still appearing, it may be a new issue.
- It is helpful if residents report these incidents directly to Yorkshire Water, as they will log it as a fresh case and send an engineer where needed.

Navigation Road

- A leak in the public highway is usually Yorkshire Waters responsibility if it relates to their infrastructure.
- Repeated or ongoing leaks should be reported as soon as they are seen. Resident reports help Yorkshire Water prioritise and respond quicker.
- If the leak has caused damage to the highway or surrounding area, Yorkshire Water would normally assess and deal with that as part of their responsibility.

If residents see leaks, flooding, blocked sewers or wastewater on the surface, the quickest route is to report it directly to Yorkshire Water via:

Phone: 0345 124 24 24

This creates a case number, allows them to track repeat issues, and usually results in a faster response than going through the Council first.

The issue of wipes/nappies being put down toilets was raised. These block the drain and should be reported to Building Services and Housing Management. The Housing Management Officer will raise it with the residents (if they are known).

Communal door upgrades

There is currently no programme for the replacement of communal doors. Please report any issues to our repairs team.

An individual issue about a communal door was raised. The Leaseholder was asked to contact the Leasehold Team who will investigate and respond directly.

Next Meeting

A date in April 2026, to be confirmed.

Agenda items

Improving energy performance in blocks of flats.