

# Leasehold Forum Meeting

20 April 2026

## Minutes

Present: Kate Grandfield Housing Management Service Manager

Richard Jones, Housing Management Team Leader, (Home Ownership)

Julie Hood, Housing Equalities and Engagement Facilitator

Bridget Walters, Leasehold Management Officer

Chloe Scott, Leasehold Management Officer

Andrew Bebbington, Housing Policy Officer

14 Leaseholders

Apologies: 5 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.

## **Leasehold Team**

Kate Grandfield Housing Management Service Manager

Richard Jones, Housing Management Team Leader (Home Ownership)

Kate explained that since the last meeting Richard Jones had joined the Leasehold Team as Housing Services Team Leader (Home Ownership).

As noted in the last meeting Claire has left and Nicki and Tessa have also moved on. Kate wished them well in their new ventures.

Bridget Walters and Chloe Scott have joined the team as Leasehold Management Officers. There will be another new Leasehold Management Officer in the very near future and currently we are advertising for Bridget's job share.

Richard told the meeting that he has previously worked for Leeds City Council in the Commissioning Team and Social housing Team. He has experience of tenancy management and support.

The new Leasehold Team are a very passionate team who are determined to build on the good work the previous team have done.

The Leasehold Team contact details remain the same and are email [housing.leaseholder@york.gov.uk](mailto:housing.leaseholder@york.gov.uk) or phone 01904 551550 option 4, option 4

Richard can be contacted by email [Richard.jones@york.gov.uk](mailto:Richard.jones@york.gov.uk) or tel 01904 553643

## **Energy Performance Certificates**

Andrew Bebbington, Housing Policy Officer

Andrew explained that the City of York Council are working to a retrofit action plan. This is based on tackling fuel poverty and making homes warm and comfortable.

The Government minimum energy efficiency standard is bringing in an upgraded target to band 'C' by 2030

The methodology is also changing. Insulation, heating and smart technology will be individual measures with insulation being the most relevant.

The changes will only require one of the measures to be band 'C'

The Government have not released further details as yet.

City of York Council have undertaken a lot of retrofit work including:

- Double glazing
- External insulation
- Upgraded external doors
- Cavity wall insulation

The majority of City of York Council flats and maisonettes are band 'C' or above.

Typically houses/bungalows have a bigger heat loss area and flats have lower heat loss area.

Most of our flats have 200mm or more loft insulation contributing to a band 'C'

Options to improve band rating for flats without a roof (these would be top floor flats) are limited.

### Improvement schemes

Warm homes government funded programmes:

These are cross tenure with specific criteria. Properties must have an EPC of 'D' or below. They also include income criteria.

Minimum Energy Efficiency Standards:

Awaiting government guidance and new EPC methodology.

The government release funding opportunities at different times. Each opportunity has different criteria. How Leaseholders would be affected by retrofit works to the block they live in would depend on the specific criteria of the funding. Leaseholders affected by the work would be contacted by our Retrofit team.

If Leaseholders have an EPC band 'D' and below please let us know by emailing [saveenergy@york.gov.uk](mailto:saveenergy@york.gov.uk)

Andrew was thanked for coming to the meeting and giving information about energy retrofit work.

Following the meeting Andrew sent this information which may be relevant to leaseholder landlords:

## **Future government requirements for private landlords**

There is a difference in approach for the private rented sector Minimum Energy Efficiency Standard, to the social rented sector set out here, which may be relevant to leaseholder landlords:

<https://www.gov.uk/government/consultations/improving-the-energy-performance-of-privately-rented-homes-2025-update/outcome/improving-the-energy-performance-of-privately-rented-homes-government-response-html>

There are three metrics proposed in the new system –

- Fabric performance / heat loss
- Smart readiness / technology such as solar photovoltaic panels
- Heating system

Whereas social landlords have to meet one of the three metrics, private landlords must meet what the government refers to as the “dual metric” requirement:

“Private rented homes will be required to meet a primary standard set against the fabric performance metric on new EPCs and a secondary standard set against either the smart readiness metric or the heating system metric on new EPCs. The decision of which secondary standard the property should meet will be at the discretion of the landlord.”

However there are also a number of exemptions set out by the government that may apply.

## **Insurance**

Kate Grandfield, Housing Management Service Manager

Kate explained that she is currently working with our Building Services team, Insurance team and Property Services to gather the information needed.

Our Insurance team have spoken with a number of insurance providers who will provide quotes. Amongst other information they have asked for the rebuild cost for Leasehold properties. This information is more difficult to provide, property services are currently working to provide it.

Once all the required information has been gathered it can be sent to the insurers who will then provide a quote.

Leaseholders will be kept up to date with progress, through this forum or separately where appropriate.

The following questions were asked:

- Will the additional cover be optional?
- Will the quote be the same for flats and maisonettes?

Kate will take these to the insurance providers to answer

Any enhanced cover will cover Leasehold properties only. There is no intention, at this time, to increase the cover for the councils rented properties. Any additional liabilities arising for the councils rented stock which are outside the current insurance cover will be managed by City of York Council.

The quotes being asked for are for Leasehold properties only as above.

In the case of a rebuild of a block of flats any leaseholder living in the block would claim on their insurance and the City of York Council would claim for any rented flats. As above.

**Action:** An update will be brought to the next meeting

### **Any Other Business**

Three items of any other business have been received:

#### Leasehold Services Charges

1. How to spread the charges and how to pay online

R If your invoice cannot be paid in one instalment the Leasehold Team can help with spreading your payments and can be contacted via email [housing.leaseholder@york.gov.uk](mailto:housing.leaseholder@york.gov.uk) or phone 01904 551550 option 4, option 4.

If a direct debit has been set up previously this will continue (with revised payments). If regular payments are made by any other method, such as bank transfer/standing order an agreement will need to be made each year with the Leasehold Team.

You can pay your service charge on line through the online payments section. This is a link to the web page <https://www.york.gov.uk/PayOnline> the section needed is the 'Pay housing rents and charges' then 'Pay rent for your housing, garage or Leasehold service charge' There is then a section for Rent (ref 60) this is the section you will need.

The number you need to input is your Leasehold account. The ref begins 60, you can find this on your invoice along with other payment methods.

2. What is the procedure for making queries about an item on the annual service charges notification Leaseholders receive each year?

R Please contact the Leasehold Team they will be able to help. Their email is: [housing.leaseholder@york.gov.uk](mailto:housing.leaseholder@york.gov.uk) , or telephone: 01904 551550 (option 4, option 4). If they are busy with other customers will get back to you if you leave a message.

3. Last year I had to challenge 2 charges for pothole repairs to an access road next to our block (still not been fixed despite being put on invoice) which has nothing to do with our block. I have also just had to challenge another charge relating to a gate post in the access road that again has nothing to do with our block. The ladies at housing.leaseholders do a fantastic job getting these issues resolved quickly but the charges shouldn't be on there to start with. Can the issue of "incorrectly allocated charges" be addressed

R. This happens because the work is allocated to the wrong block of flats. It is an administrative error which, as noted, continues to happen. Richard is working with our Building Services team looking at these issues.

We are working towards a more consistent approach throughout the year to improve the quality of the service charge bills.

It was noted that the Management charge has increased by 30+%

**Action** Richard will bring a breakdown to the next meeting

### **Next Meeting**

A date in July 2026, to be confirmed.

## Agenda items

- Public Realm/grass cutting
- The calculation for communal repairs.
- Increase in management charge
- Insurance update