

Leasehold Forum Meeting

3 August 2026

Minutes

Present: Jacob Finney, Head of Fleet and Operations (from 7pm)

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

Julie Hood, Housing Equalities and Engagement Facilitator

Bridget Walters, Leasehold Management Officer

Callum Shaw, Leasehold Management Officer

10 Leaseholders

Apologies: Jenny Ward, Leasehold Management Officer

6 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.

Jacob Finney, Head of Fleet and Operations would be joining the meeting at 7pm, it was suggested to move the agenda items to reflect this. All agreed.

Leasehold Team Update

Richard Jones, Housing Management Team Leader (Home Ownership)

Jenny Ward has joined the team as job share with Bridget Walters. Bridget works the beginning of the week and Jenny works the end of the week. Callum Shaw has joined as a full time Leasehold Management Officer.

The Leasehold Team contact details remain the same and are

email housing.leaseholder@york.gov.uk or phone 01904 551550 option 4, option 4

Richard can be contacted by email Richard.jones@york.gov.uk or tel 01904 553643

There have been some changes to returning calls when Leaseholders leave a message. Previously the call would be returned, however further information may be needed so the correct advice/solution could be given. This meant that the Leaseholder may receive several phone calls before their issue was resolved.

A new voice mail system is now in place, so the Leasehold Management Officers have the information they need to return the call. This has reduced the length of waiting time for responses. The voice mail is checked at least three times every working day.

One of the Leaseholders present has recently needed to contact the Leasehold team and found the new system to be good. They agreed it is a great idea and worked really well. They suggested including a response timeframe as they received a response phone call very quickly.

Service Charges

Richard Jones, Housing Management Team Leader (Home Ownership)

Calculation for Management Charges

The management charge element of the service charge is calculated by adding the cost of the Officers and dividing it by the number of Leaseholders and Shared Owners.

The cost of Officers includes any cost associated with their employment e.g. pension, national insurance, training, IT equipment and software licences etc.

Calculation for Communal Repairs

The calculation for the cost of communal repairs is the cost of the repair divided by the number of flats affected by the repair e.g. a communal door which serves four flats; the cost of the repair will be divided by four.

Sometimes a block of flats can have three communal doors, each door serving four flats so any repair would be divided by four. However, if all 12 flats share a roof any repair to the roof would be divided by 12.

Increase in Management Charge

Unfortunately, following the meeting it was discovered that the information presented to the meeting contained a mistake.

The increase in Management Charge (30%) will be included on the agenda for the next meeting.

We apologise to those present for our mistake.

Insurance Update

Richard Jones, Housing Management Team Leader (Home Ownership)

Good progress is being made. The delay in obtaining an estimate is due to the size of properties being needed. The properties differ greatly in size.

Work is underway with several different City of York Council teams to move this along and it is anticipated that a more thorough update will be available at the next meeting.

A Leaseholder has asked if any others would share who they currently have their insurance with they would be grateful. If anyone is willing to share please email Julie who will pass it to any Leaseholder who would like the information. Email Julie at Julie.hood@york.gov.uk

Public Realm

Jacob Finney, Head of Fleet and Operations

Jacob introduced himself and explained that part of his responsibility is Public Realm.

Currently the Transformation Team are working with him improve the service. To make it more modern, efficient and impactful. Value for money is also an important factor.

They are working on two strands

- 1) To digitalise the service. This means the team will be more able to schedule work effectively and keep accurate records as to work completed and work needed. This will benefit customers and operatives.
- 2) The structure of the services has not been reviewed for several years. Changes may be necessary to deliver the current service. There are plans to create a third supervisor post to supervise the estate workers

Grass cutting is undertaken 6 times a year and is dependent on the weather. The first cut is usually March however if the grass is too wet it can't be cut. This year the weather was really good so the grass grew very quickly making the cutting much more difficult and more time consuming..

Grass cuttings are not collected as we don't have the necessary machinery.

At the moment there are no timetables for grass cutting on the website however once the system is digitalised it is hoped that the system can be used to publish the programme. It is anticipated that this will be summer next year.

An issue with thorny bushes and weed growing over the door entry system and the handrails was raised. This was reported to the Leasehold Team early in June and then again a few weeks ago. This should be reported to the Housing Management Officer or through the website here <https://www.york.gov.uk/ReportWeedsAndMoss>

Leaseholders thanked Jacob for coming to the meeting and sharing this information.

Any Other Business

Three items of any other business have been received:

Neighbourhood Caretakers

Can we have an update on the Neighbourhood Caretakers:

- What have they been doing
- Is there a schedule of when and where they will be working for the coming year
- What sort of work do they do

R The Neighbourhood Caretakers focus on priorities identified through Ward Walkabouts. Two weeks later they return to the areas identified to undertake the work. They deliver visible improvements in the area - from removing weeds and street cleaning to supporting biodiversity and climate resilience projects.

At the present time there is no programme of ward walkabouts.

Insurance

In regards to insurance please can we ask if anyone would be willing to share who their insurers are please email this to Julie and if anyone wants a list of insurer other Leaseholders have please email Julie.

R This will not be a CYC recommendation just Leaseholders passing information to other leaseholders. Please contact Julie if you are willing to share your insurance details at Julie.hood@york.gov.uk

Subsidence

What are City of York Council's obligations to Leaseholders if subsidence of the block of flats in which they live causes damage to their flat?

R. City of York Council would investigate the cause of the damage and rectify any structural damage. Any major works needed would be consulted on under a section 20 notice. The Leaseholder would like more information; this will be given outside of the meeting.

Other issues received before the meeting:

Several issues relating to individual properties and/or individual blocks of flats were received. These have been addressed outside of the meeting.

Some items relating to external communal space maintenance were received before the meeting. These were given to Jacob Finney to cover within his agenda item.

Antisocial Behaviour

A question was raised about reporting antisocial behaviour. They were advised, in the first instance to report it to the housing Management Officer for the area. There is more information about antisocial behaviour, what it is, how to report it and what to expect after reporting it on the website <https://www.york.gov.uk/AntisocialBehaviour>

Next Meeting

A date in October/November 2026, to be confirmed.

Agenda items

- Increase of Management Charge by 30%
- Insurance
- Fire Regulation for internal communal areas.