MINUTES OF
LIVING AND WORKING SELECT COMMITTEE

Tuesday, 5 December 2017
(7:00 - 8:51 pm)

Present: Cllr Phil Waker, Cllr Mick McCarthy (Deputy Chair in the Chair), Cllr Syed Ghani, Cllr Giasuddin Miah, Cllr Dave Miles, Cllr James Ogungbose and Cllr Linda Zanitchkhah

Apologies: Cllr Irma Freeborn

18. Declaration of Members' Interests

There were no declarations of interest.

19. Minutes (30 October 2017)

The minutes of the meeting held on 30 October 2017 were confirmed as correct.

20. Leasehold Service Charges

The Chair varied the order of the agenda to bring forward item 6 as representatives from Barking and Dagenham Leasehold Association were in attendance.

The Chief Operating Officer (COO) presented a report to the Select Committee regarding Leasehold Service Charges. The report was first presented to the LWSC on 2 May 2017 (min. 48 refers), however following requests for additional information on leaseholders at the last meeting officers presented the report again as a starting point for the discussion.

The Select Committee discussed the report in detail and debated various issues such as charges for graffiti removal and estate management.

The Select Committee were keen to hear the views of leaseholders and invited representatives of the Barking and Dagenham Leasehold Association to address the meeting.

Mr Cross, the Chair of the Barking and Dagenham Leasehold Association, was in attendance and advised that the Select Committee that he felt the consultation process for the graffiti charge and safer neighbourhood / estate police charge was not undertaken properly. Mr Cross also raised concerns that the Management fee should be charged in three bands rather than two, to make it fairer for conversion properties.

Following further discussions on the issues raised by Mr Cross, the Select Committee requested that a further report on leaseholders be added to the work programme for the next meeting:

- Current management arrangements;
- Consultation requirements;
The Council’s position on refunds; 
- Estate Boundaries’; and 
- Outline proposals / implementation plan for the new Management Fee.

The Select Committee also had several questions regarding the maintenance of lifts and it was agreed a report would be brought to a future Select Committee addressing:

- The lifts the Council repaired;
- Contractors used; and
- Performance statistics.

The report was noted.

21. LWSC Working Group Update

The Lead Member advised that the working group had not met.

22. Delivery of Internal Works by Contractors

The Group Manager for Capital Commissioning and Delivery presented a report to the Select Committee regarding a summary of contractor performance on internal works to council properties both in occupation and as part of the voids programme delivered by external contractors.

The Living and Working Select Committee had requested a report outlining the performance of contractors undertaking internal works to council properties in occupation and as part of the works programme.

The Select Committee had before them detailed information on Home Services and Be First, which included a breakdown of the number of properties completed, customer satisfaction and budget and actual spend. The Select Committee discussed and considered the performance data contained within the report in detail.

While noting the report before them, the Select Committee requested that a further information on the delivery of internal works by contractors be circulated to the Select Committee in the new year to consider:

- How the Council measured the quality of the work undertaken;
- Who received the Clerk of Works reports;
- What is level of snagging in properties?;
- What tenant liaison is undertaken?; and
- Are contractors using apprentices and if so how successful are they?

The report was noted.

23. Work Programme

The work programme was noted.