

LAG Focus Points for LH Workshop on Mears Contract Renewal: July/August 18

The Leaseholder Action Group has compiled a list of important focus points for the workshops that are being held by the council for the purpose of consultation with all residents. These points are as follows:

1. **IT System** -The council are in the process of buying a new IT system. It is vital that all stakeholders are provided with the spec for this system because it will impact hugely on the future reporting of responsive repairs, planned maintenance, and major works. The current reporting system is completely inadequate. Repair logs must exist for all the contractors that the council employ but only the most sketchy details are available when requested.
2. **Asset Management** - It is crucial to future relations with all stakeholders that stock is managed appropriately.
3. **Warranty Management** - Either the council or the contractor should be responsible for the actioning of warranty terms, something that does not happen at the moment.
4. **New contract** - Any new contract should not be long term, but managed on a day-to-day basis.
5. **3 Levels of Works Identified** - a) A small team on permanent call (clerk of works) for lowest level of works. b) Surveyor-recommended and costed jobs. c) Major works - spec put out to tender.
6. **Clerks of Work & Surveyor Council Posts** - more of these are needed. Surveyors should be employed directly by the council from a bank of local ones on an as-and-when basis, and the type of post matched to the level of work/cost of job.
7. **Transparency and Accounting** - transparency in all things is vital. There is none at the moment.
8. **The Leaseholder Workshop Attendance List** - this should not have a tick box for agreement "to share" because people filling it in have no idea who they are sharing with. This is counter-productive to communications between LAG and all leaseholders, a situation which has been perpetuated by the council's past refusal to facilitate communication. The attendance sheet must say at the top, "If you would like to receive news and information from the Leaseholder Action Group please provide your contact details below." As the workshops have been divided into leaseholder and tenant categories, this should be simple to apply.

Please note that this list is not exhaustive and that other elements of contract management will also be important to LAG. Leaseholders and tenants have been separated for the workshops. The reason given by Larissa for this is that leaseholders seem to be concerned with major works while tenants are concerned with responsive repairs. This division can only have arisen because the LAG Aims for this year were largely based around major works, but, as LAG explained more than once, it is because priorities for the year needed to be set. Leaseholders are, in fact, just as engaged with responsive repairs as tenants.

