

Park Heights Leaseholder Meeting
24 April 2023

Queries/Comment/Feedback	Advice Given	Further Action from SW9	Lead Officer	By Date	Update
1 The cost has of gas has massively increased. This is a sticking point for Leaseholders who are trying to sell. Is this comparable to other buildings? Is the cost fair and of good value?	Both SW9 and Network go to the wholesale market to secure long term prices. In 2022 the SW9 contract came to an end, and in September that year Network secured a price for the gas and electricity. This was based on the new rate and the costs you have received are estimates as we have to base the service charge on the market kilowatt rate. We currently do not have the full April 2022 to March 2023 bills. We do have the bills up to December 2022 and just need the February and March 2023 information. We carried out a guestimate exercise on what we think the cost will be and when we receive remaining bills for the 2022/23 financial year we will reapply the costs.	Leaseholders are due to receive the actual costs in September 2023. We also need clarity from the Government on any applicable subsidy charges and will put in an application for this information. We will inform you of any subsidies received which will be apportioned correctly. When the full 2022/23 costs are received we will reapply these charges accordingly.	Mark Gladstone	29.9.23	19/09 - Actuals for 22/23 have been conducted and are currently with auditors for approval and sign off.
2 Are SW9 making a mark up on the electricity charges?	The electrical estimates were secured by Network from the wholesale market. The actuals for the electricity are calculated six months into the financial year.	A review of these charges will be conducted over the next few weeks. In June we will give you an update on the results of our review. If there are any reductions we will inform you.	Mark Gladstone	30.6.23	19/09 - No. We go to Monarch who are our utility brokers and in October 2022 they gave us the best tariff available. For 23/24 a new lower tariff has been agreed.
3 What are the actual costs going up? In Nine Elms their service charges are £ 300 and these are bigger and more complex properties. Is this miss management?	A real break down will be conducted to ensure the invoices are related to Park Heights.		Mark Gladstone	30.6.23	19/09 - A breakdown will be provided as above. This is not considered mismanagement as we aim to provide value for money.
4 It seems there have been sharp increases in the insurance premium by 31%. Has Park Heights been undervalued?	Network procure the insurance as one portfolio and claims could include those from other properties across Network's housing stock. We will urgently contact the Head of Insurance to better understand the claims that have been made.	On-going Mark has chased Paul Francis on 28 April and again 4 May 2023.	Mark Gladstone	31.5.23	19/09 - Further clarification on this was provided to all leasehold by Paul Francis - showing how the properties were valued and how insurance premiums are calculated.
5 Buildings are having issues with cladding and most of the insurance cost relates to the EWS1 form. This has decreased the premium and puts the building at greater risk. We do not want to receive a higher management fee because others do not have EWS1 forms and may of had their properties misvalued.	We want to do the best for our Leaseholders and are mindful that the insurance covers the entire portfolio. Our aim is to deliver value for money in this area and we will be communicating with the Head of Insurance to understand which claims have been made. We will also look into the insurance quotes received for the different pockets of the stock to establish if there can be proportioning. We will let you know if we need to escalate this issue.	On-going Mark has chased Paul Francis on 28 April and again 4 May 2023.	Mark Gladstone	31.5.23	19/09 - refer to point 4.
6 There have been increases to items related to the estate and block across every building. What is the process of sorting the contracts given the 15% fee, is it in SW9's interest to take the more expensive option?	The increases are due to the outsourced contracts which include an element to uplift. We can share the invoices with you in September 2023. In the past residents have challenged us where we have over charged or should not have charged at all. There are efficiencies to be achieved and small savings. This mark may come out when the review has been completed. We will explore this area in greater detail to establish where we can make improvements going forward.		Mark Gladstone	29.9.23	19/09 - As per advice given.

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7	<p>What is the process of adding a new charge? What are the three lines of security such as a warden, we don't have any violence on our side of the building and we have a concierge?</p>	<p>The warden is the concierge service. We added one line this year across a number of buildings for the Parkguard patrol service to tackle the anti-social behaviour (ASB) including rough sleeping on the estate which has been a challenge from our side. This meeting has given us the opportunity to recognise that as Park Heights has a concierge there is not so much ASB coming into the block, and we can review removing the Parkguard cost. The Leaseholders offered to campaign to the local MP about the Police response rates to the estate.</p>		Mark Gladstone	29.9.23	19/09 - For 23/24 the security element will be refunded as agreed by the SW9 Board.
8	<p>This is not the first time that line items and categories have appeared on the service charges, last year it was the gas maintenance costs. Why do you add line items below the section 20 threshold as it does not give us the opportunity to challenge and makes us feel uncomfortable. You need to have the bills ready.</p>	<p>We want to take a transparent approach and will make the invoices available. It is not our intention to make money from our Leaseholders. Where mistakes were made in the past we have held our hands up and paid you. We have legacy contracts such the sprinklers and note that costs have gone up. When their terms end we will go out to the market to get better values and costs.</p>	<p>Next year meetings will be held with our Leaseholders before the services are set.</p>	Mark Gladstone	29.2.24	19/09 - As per advice to be provided - letter outlining 'Results of Service Charge Review'
9	<p>If the contracts are being procured correctly then surely £ 175 to £ 374 is quite a jump?</p>	<p>Going forward we will sit with everyone and explain the reasons for any increases or decreases and give you the opportunity to challenge.</p>		Mark Gladstone	30.9.23	19/09 - As per advice given.
10	<p>The communication around the Community Fibre works has been poor. This is a health and safety issue for people in the building. We want assurances that their work will not compromise the fire safety of the building, and that Network will inspect this at their own cost.</p>	<p>We apologise that this work was not communicated sooner and will take these issues up with the Fibre Broadband Project Manager.</p>		Michelle Levy	31.5.23	19/09 - On 15 March a letter was sent to all residents by Community Fibre informing them of works. Installation works has no charge to residents, this piece of work was carried out to give residents the option to shop around for different suppliers. Fire safety was not compromised as all requirements were followed and any penetration made were sealed by fire contractors on the same day. Works is now complete. Post inspection was carried out by Network Homes and Community Fibre in July 2023 and no concerns identified.
11	<p>The reserve fund must be a significant amount now given that interest rates have increased?</p>	<p>We will check what interest is being charged on the reserve fund and provide you with a breakdown.</p>		Mark Gladstone	30.6.23	19/09 - Mark liaising with Finance.
12	<p>I had to involve a Solicitor as SW9 have taken money off me again for the purchasing and selling. I was told this was due to bad record keeping between SW9 and Network. Network receive their fee and SW9 are not aware if this fee has been paid?</p>	<p>Please e-mail Mark directly so he can contact the Network finance team to confirm what has actually been paid.</p>	<p>We aim to resolve this query within 24-48 hours</p>	Mark Gladstone	<p>Within 24-48 hours of receiving the e-mail.</p>	19/09 - Complete.

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13	The record management for parking is poor. You do not know who has a space or who is paying for one, this is reducing the funds you can generate. Each time I was asked to move during the cladding works there was already a car there. How does parking work when people don't have a permit during construction works and how do ambulances get access. A car with multiple tickets had taken up the footpath.	We are looking at a new parking contractor and new systems such as APNR. The Neighbourhood Team are creating parking accounts and in one month we will provide you with more information on this. If we change parking contractor you will be involved in the discussions.		Anthony Akerele	24.5.23	19/06 - Network Homes' Regeneration team are currently making changes to the parking within the whole estate. Please refer to the parking update newsletter on the SW9 website. SW9 are also making improvements in the way in which we capture parking data. 21/09 we have given a specific officer, John Valencia, the parking brief, and he is scoping digital solutions for visitors parking and a more streamlined response to issuing fobs and replacement fobs, and an update to our parking register.
14	The TV aerial issue took too long to repair and only half of the channels were fixed. Everyone passed the buck when it's a joint responsibility. It's been on our tracker as most residents have not had a TV signal for 6 years.	We will reach out to our parent organisation who have a specialist aerial team and will get back to you in 14 working days.		Orane Lewis	16.5.23	09/23 The resident who raised this waited until 08/23 to have his repair done, which revealed poor wiring from install, and suggested an adaptor to use. Some improvement but not perfect using Sky in bedroom
15	Who are SW9?	We are a managing agent funded by a proportion of the rents from tenants, we manage the stock for our parent company. Network have clear areas of responsibility such as building developments, health and safety inspections, social rented gas and boiler checks along with other safety obligations.				
16	We are having serious issues with the NACD panels. The second door panels have never rang and it may be cheaper to replace them. We had lots of communication with Tabatha who had to refund us one year. If we get rid of them who pays?	This has been raised with Network who are looking into this and we will keep you posted.		Orane Lewis	31.5.23	09/23 We have not made good headway on this, but will carry out a survey to pinpoint how extensive this problem is and then make a decision over replace or remove or repair.
17	Do we have comparable costs for other properties?	We carried out this exercise a while ago with Campbell Tickell and shared their report which found that our charges were comparable. We will be doing more benchmarking with Housemark across different housing providers to review their data and will also go out to the private sector.		Miles Lanham	31.7.23	09/23 HouseMark do not provide benchmarking costs around Service Charges, but we have been advised verbally that our Service Charges on a par or cheaper than Network properties.
18	We are living in a building site, the road is blocked by contractors working on the Robsart Street Building Safety Project. This affects us and we are interested in how Lidcote House works. A date was given to remove the panels for this project and we are aware of a few more issues before the building can be signed off.	We will inform you of the project updates and timescales.		Gabriel Aboyeji	31.5.23	07/23 Residents can contact Building Safety Team - Network Homes for updates: BuildingSafetyTeam@networkhomes.org.uk. An update was posted to all residents in July - a copy of this is available on the SW9 website under "Your Home" titled Robsart St Projects .

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19	Can you update us on the window cleaning and grounds maintenance procurement?	We are procuring the window cleaning and grounds maintenance contracts to improve on service delivery, achieve value for money and increase resident satisfaction. We are working with the framework company Fusion 21 and expect to introduce these new services by August 2023.		Michelle Levy	31.8.23	19/09 - Quotes from two suppliers were well above the current supplier. We are now considering two options 1) bring the service in-house (grounds) 2) outsource more economically (within our budget). This decision to be concluded by April 2024. We continue to remain with Zing at present.
20	The grounds maintenance needs improvement. Will SW9 cover the cost for the plants that have died in Dudley Green and the roof area?	Yes, SW9 will cover the cost for the plants that have died.		Michelle Levy	30.6.23	19/09 - Now that we are in the cooler months we will be replanting.
21	Three of the emergency lights are faulty.	The Fire Safety Team are aware of these faults and we will keep you posted on the completion of works. We will put stickers on the light so you know we are aware of these faults and will check if the SLA has been broken.		Michelle Levy	30.6.23	19/09 - These are now in good order.
22	Insight energy topping up. The ADSL line connection has been out of service for 18 months. This effects our ability to top up. We end up with three separate records for the meter, system and dashboard.	This has been a major problem and we have been in close communications with BT to sort this out as they did not put enough lines in the building. We have now ordered a new line and Insight are due to visit site again within the next week to set up their router.		Keith Rowbury	31.5.23	19/09 - Insite reconnected the metre monitoring system by disconnecting the BT modem.
23	The comms about the roof garden closing were to abrupt, why has it taken a year to get to where we are now? Why has it taken so long to clean the communal glass?	We have had to close both roof areas due to the Health and Safety issues concerning the shattered glass panels and the fixtures holding the glass in place. We instructed the specialist consultant Wintec to investigate these concerns and their report is due to arrive week commencing 1 May 2023. The findings of the report may highlight that the glass is contaminated and we will raise any latent defect issues with Network. This has also affected the communal window cleaning work as there were differences in opinion on the glass panel removal that is needed to abseil. We considered replacing the abseil access panels with doors which went on for a few months. Network have chased us for this report and we have had some samples back which indicate that Nickle Sulphide is present in the glass. The contents of the report will be discussed with the Network development team.	This is a high priority on our weekly tracker and is discussed by the Senior Leadership Team each Monday. Miles has taken personal responsibility of this issue.	Miles Lanham	On-going	19/09 - Residents have been updated fortnightly by newsletter, and these posted on the website
24	Communication. We prefer text blasts in order of the categories that we would want to know about. We don't all get the same messages and get text messages from different numbers. Why do we have to involve Delroy to get responses, your tone is also important to us.	We may think we have communicated with all residents when we have only informed one person. We need to improve on our mail outs. A text message is the quickest way to keep you informed on urgent issues. At the moment we have an external company that does our text blasts. Our new phone line system will be launching soon and will integrate with our CRM system. This will allow for text messages to be sent from one number. We use our Newsletter to communicate with all residents and we will also send letters for important issues where appropriate.	Miles is looking at improving the front line responses given to you and the customer services training needed for a more consistent approach. We want to deliver services with empathy and warmth. Miles is keen to make these changes quickly as we want to deliver respectful and polite engagement with our residents and will call this behaviour out if you advise us that this is not the service you are receiving. We are also committed to closer working with Network, we attend monthly liaison meetings and use these forums to raise issues.	Miles Lanham	31.7.23	19/09 - We have introduced a new section on our website "Your Home" which has the most recent newsletters and communications with Park Heights leaseholders. This was a trial session, and although successful, it has proven harder to update action lists like this one. We are looking at a display screen for reception to provide updates as you come and go - like a electronic noticeboard

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25	<p>Have residents seen improvement in SW9? The constructive feedback given by the Park Heights Leaseholders was that there has been improvement in some areas and not all. The engagement with Miles has been positive and he 'shines through'. The positive work going on in the background is appreciated.</p>	<p>We have had some staff changes and want our new recruits to display the right values.</p>		Miles Lanham	on-going	
26	<p>The insight price increase letter for January and February was back dated. I was informed that the letters were sent on 20 September, and in February the price was implemented. The communication was inappropriate for example 30 days for a change of contract. This is not a conductive relationship and is challenging for people when prices are getting higher. There were connection issues and once I was connected there was a £ 400 debt on my account.</p>	<p>We were out of contract and choose to contact an energy provider to get an average cost and provide this to insight. We were not aware of the charges as the government is still confirming how this applies to these systems. We will have a more realistic view in a years time and will text you when the line is up and running.</p>		Keith Rowbury and Mark Gladstone	29.6.23	19/09 - Mark liaising with Insite.