

Appendix 3

Date Returned	Agree/ Disagree	Comments
15 November 2021	Yes	I am interested in the proposal (I would find it easier and cost effective to complete my own repairs). Ideally I'd like to purchase the freehold but the other block of 44 Darrell Road have not shown interest and I can't purchase alone
15 November 2021	Yes	I would like to be able to decide on the repairs and be in control of maintenance of the building with the other flat owner in the building
16 November 2021	Yes	It sounds like a great idea to me, assuming it includes major works (which isn't currently clear from what you've sent me) as I've been appalled by the recent costs for major works relative to the work done. It's a shame that it involves the up front costs, but that does seem unavoidable. It helps people like me who would like to buy the freehold, but the other leaseholder can't afford it, as hopefully this will be more affordable but have a similar effect
17 November 2021	Yes	This sounds like a good middle ground - I wish this had existed a few years ago, as we would definitely have taken advantage of this option. As it happens, both ourselves and our downstairs neighbours are 100% committed to either getting the share of freehold or taking this option, if it becomes available, so it's good to potentially have this on the table.
17 November 2021	Yes	Yes I am in support of carrying out my own repairs to my flat. For the past 2-3 years I have chased the council to fix and replace my windows and doors which are in a dire condition and nothing has happened. I offered to replace myself - yet they refuse. The situation is not good so I am in support of the policy to allow leaseholders to fix their properties
18 November 2021	Yes	Taking as an example the major works carried out at Salisbury estate that cost 3 times more compared to the option of carrying on the repairs by ourselves, I'm in favour of a policy which would allow leaseholders in blocks where all the flats have been sold to choose to undertake their own repairs
18 November 2021	No	I welcome this review as I do share some of the concerns of the cost and quality of some of the repairs that are carried out by the council. My major concerns, and this is the concern I have that is stopping me trying to buy the freehold, is that I would be jointly responsible with another homeowner for repairs to the building. Currently I live in a conversion flat with just 2 owners in the block. My current neighbours are a couple who bought the flat coming up to a year ago. They are nowhere near as considerate or as conscious of the practicalities of looking after a property and where our previous neighbours were really good at chipping in to make sure communal spaces were taken care of, they're just not bothered. Having the council service makes this so stress free as a 3rd party can be contacted by either of us without the approval or consent of the neighbour to get work done and charged back. This wasn't an issue with our previous neighbour, and who knows whether this would be even worse with whoever is our future neighbours. Having the council do repairs to the building is literally the sole reason why I don't want to own the lease with my neighbour as any dispute could really be stressful and expensive. I'm sure this would be great for some but I would not be happy to this change that leads to this surrender and regrant. I would welcome strategies that look at the quality of the tenders for these services and how these can affect better value for money for tenants. Surely the council should be able to negotiate better deals than homeowners. Perhaps we can be offered a tiers of repairs to opt in and out of for instance

22 November 2021	No	The proposal by Southwark Council to keep the ownership of a property, remove the leaseholder's ability to purchase the freehold, but land the costs of repair on them is a scam and a cover-up of the severe poor quality of maintenance that Southwark has imposed over many years. As a leaseholder I was subjected to a QHIP 2017-18 that made no effort to resolve what an independent surveyor pointed out as serious issues, but which charged a large amount of money (over £3,000.00) for what was less than £1,000.000 of poor quality work. (Literally painting over cracks rather than fixing issues.) What we leaseholders have gone through under QHIP was very similar to the way cowboy builders extort money from the vulnerable with bogus repairs. But instead of the Southwark cowboy builders being taken to court, we were threatened with being taken to court if we obstructed them or ddn't pay them for the poor-quality work that was done on our properties. The QHIP was not a one-off, previous 'repairs' were also of poor quality and the many years of low standard 'maintenance' was partly the reason for the independent surveyor's concerns. To stop that happening again we have purchased our freehold and I know of at least one other group on our street who has done the same. Your proposal could be scrapped if you simply did the proper work that you aggressively state that you have responsibility for, but refuse to let us to do. To 'allow' someone to do the work that you refuse to do if they release their right to be able to purchase the freehold is just a scam to keep ownership. I guess my argument is partly mute now as I've escaped Southwark's extortion tactics with the purchase of my freehold. However, I oppose the idea as it would be detrimental to any of your existing leaseholders. Hopefully my explanation above gives you an indication, but happy to give you specific details if required.
22 November 2021	Yes	I think this could be a fantastic idea and allows people who cannot purchase freehold because others within the block don't want to the ability to control their own repairs
23 November 2021	N/A	Not sure this is relevant. The best way forward for me would be to jointly acquire the freehold with other leaseholders.
24 November 2021	Yes	I would appreciate more freedom about how repairs and building works are carried out
26 November 2021	Yes	I am strongly in favour of the policy to allow leaseholders to undertake their own repairs. The current process is too long winded and despite having been asking for urgent repairs on my window for what is now 2 years, I will be able to sort out these problems myself.
27 November 2021	N/A	Would be good to understand how it would work if not all neighbours have gone with the proposed lease changes, out situation is it's a maisonette, what happens if the other leaseholder does not go with the new lease option? Would the costs be split with the council? Why is the cost so expensive to have the lease changed and does th enew lease remain with the same years left or does it start again?

27 November 2021	No	The proposed consultation lacks significant details and is therefore not fit for purpose. The Q&As do not provide enough information for any leaseholder to make such an important decision or choice. What are the legal grounds for the proposal and legal details allowing an assessment to be made? The discontent from leaseholders in respect of the cost of repairs is driven by significant mismanagement issues within Southwark Council. For example we were issued the same section 20 twice in respect of one of my properties at a 3 year interval. The council had to withdraw it acknowledging their mistakes, however the harm was done and it is totally understandable that leaseholders now have zero trust in the processes followed by the council when it comes to maintenance and repairs. The solution is not to pass on the responsibility for repairs to leaseholders but to sort out the effectiveness of the council's services. Finally and most importantly, the proposal is asymmetrical. you are proposing that leaseholders renounce the right to purchase their freehold AND pay for repairs ie the council gets a double benefit by relinquishing all responsibilities whilst keeping the freehold asset. The leaseholders does not benefit absolutely nothing. This in not a fair proposal and I actually doubt it is legal - I think it is an abuse of power from the council as freeholder and should this be pursued, I (and I will encourage others to) will pursue legal action against the council. In summary the council's proposal is unacceptable if not illegal.
28 November 2021	Yes	We would like to take control of our own block repairs
29 November 2001	Yes	Yes I would like to be in charge of my own repairs because of the bad workmanship and over pricing of EVERY job done on my property so far. Particularly by Saltash
29 November 2021	Yes	I live in a Victorian house conversion. It is divided into 2 flats. Both are leasehold of which Southwark owns the freehold. Whilst I have experience of being on the receiving end of being presented with some extremely inflated repair costs which I have had to challenge Southwark on during my time as a leaseholder, and would therefore to some degree welcome the idea of the responsibility for repairs to the outside of the property - the idea that I would have to forfeit my right to buy (the freehold) for this seems totally ludicrous. i am pretty sure that the 'right to buy' is law/the legal right of a leaseholder? So I am not entirely sure what Southwark is proposing in terms of the policy/leasehold "deal" is actually legal. I certainly wouldn't want to give up my right to buy. Could you clarify that this is actually what Councillor Stephanie Cryan has proposed in her letter please.
01 December 2021	N/A	Resulting from major works there were serious concerns: 1. The works was not value for money and expensive. 2. Overall workmanship was very poor. 3. The wooden sash windows could not be opened following painting and your contractors had to be called back to ease the windows to open. 4. Similar with the front door, which could not open properly after painting. 5. Gutters was broken when scaffolding was erected
03 December 2021	Yes	I agree that this proposed option would be a step in the right direction, as our past experiences with (any) repair works carried out to our block had been nothing but the utter discontent (needless to say) costing us significant amount of money. Therefore, being in charge and able to make decisions as to when and if any future works are deemed necessary as well as having a full control and manage its cost would be welcomed. Nevertheless, before we start with an open dialogue in relation to this proposed plan, I would also like to express a strong interest in buying a share of freehold and equally be interested in finding out more including the cost involved. Whilst I am seeking independent legal advice in this matter, can you please in the meantime provide me with more information in what initial steps are needed so I can look into it in more details. It is also worth to mention there are two apartments in our block, and it is to my knowledge that there has been no prior communication about your proposed plan with the owner of ground floor flat (21A). I assume you would need both parties to collectively reach agreement in order to take either of these above options further. Looking forward to hearing from you in due course.

14 December 2021	Yes	I am pleased that the council have given me the opportunity to comment here. I am proud to own my flat and along with the owners of the other property 52B in our block we have and continue to maintain this property to a very high standard. Subject to reviewing and agreeing the documentation, I fully support the proposal of surrendering my current right to buy lease and being regranted a lease which gives me the responsibility for all repairs to the block.
21 December 2021	Yes	We decided not to buy the freehold as it was expensive but we would like to have more control to fix the things we want to fix that the council would not prioritise and to plan with the other owner in the block when we fix things. The only concern I have is perhaps not knowing when things need fixing and where costs are shared, how we would get the other owner on board. Some way of making it like a share of freehold where we put money in a pot would be useful. Would this mean there is no service charge?