

## Appendix 1 Leaseholder Service Charge Action Plan

No	Recommendation (see body of report for text)	Owner	Target date	RAG Assessment
a)	More information could be given to leaseholders to allow them to scrutinise their own service charges. (page 2 of report)	Martin Green / Paul Halpin	Dec 2012	
b)	The council should seek to maximise leaseholders involvement in checking that bills are accurate. (page 2 of report)	David Lewis / Louise Turff	Dec 2013	
c)	Steps should be taken, as an extension of the BAR Project to make available online details of major works and annual service charges relating to individual leaseholders. (page 2 of report)	Martin Green / Paul Halpin	Dec 2012	
d)	Leaseholders should be issued with details of an individual account to which they can log-on and see details of the annual and major works service charge calculations to which they are subject. (page 3 of report)	Gerri Scott / David Lewis	July 2012	
e)	Leaseholders should be able to opt to receive more of the necessary correspondence from the council via email rather than paper letter. (page 2 of report)	David Lewis / Dave Markham	Current	
f)	Serious consideration should be given to whether or not a contracted out model of repairs is the most suitable for a service which needs to be flexible and subject to direct	David Lewis / Dave Markham	Current	

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	management control of senior managers. (page 4 of report)			
g)	Council officers responsible for signing off work should be encouraged to refuse to pay contractors for poor quality or incomplete work. (page 4 of report)	Dave Markham/David Lewis	Dec 2012	
h)	The name of the officer signing off works should, in essence, be publicly available. (page 4 of report)	Martin Green	Current	
i)	In 2012, the Housing & Community Safety Scrutiny Sub-committee dedicates a meeting to the council's work on contract management in Housing. This should be attended by Councillor Ian Wingfield (Cabinet Member for Housing), Gerri Scott (Strategic Head of Housing Management), David Lewis (Head of Maintenance and Compliance) and David Markham (Head of Major Works) to review progress on the council's work. (page 5 of report)	Martin Green	Dec 2012	
j)	Leaseholders should be able to continue to "drop in" to the Home Ownership and Tenant Management Initiatives office and speak to a person face to face. (page 5 of report)	Martin Green / Neil Brown	Dec 2012	
k)	Work needs to continue to be done in getting officers in the wider Housing Department to work more closely with	David Lewis	Current	

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	officers in HO &TMI, and vice versa. (page 6 of report)			
l)	<p>Expand the remit and function of HO &amp; TMI to take on a more general housing management role and activities to cover Leaseholder issues; or</p> <p>Have a dedicated leaseholder officer based in each of the other housing management services who may or may not come under the HO &amp; TMI but will have to liaise and report to it.</p> <p>There should also be increased training and raising awareness amongst staff dealing with leaseholders, promoting a more integrated system.</p> <p>(page 6 of report)</p>	Martin Green	Completed	
m)	HO &TMI must be made aware of works which would involve charges (and therefore a section 20 consultation) for leaseholders. (page 6/7 of report)	Martin Green	Summer 2013	
n)	<p>A new two-tier system of charges should be introduced to cater for requests to make minor changes to properties.</p> <p>At its final meeting on Monday 28<sup>th</sup> May the Steering Group agreed that action plan was complete and we were now entering into a cycle of monitoring and report backs to</p>	Gerri Scott	Completed	

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	Home Owner Council. (page 7 of report)			
o)	The cabinet member and director should be urged to review counsel's advice already received on offering fixed service charges, make a thorough assessment of the financial implications for the council, and see whether any difficulties need to be overcome in order to make this option available to leaseholders. (page 7 of report)	Martin Green	June 2013	
p)	All recommendations of the Grant Thornton report be speedily implemented.			
q)	The sub-committee (or its successor) should return to this subject in twelve months' time to assess what progress has been made with regard to the recommendations made in this report.			