

MINUTES

Haringey Leaseholders' Association Committee meeting

held on Friday, 7th November 2008 at the Civic Centre (Rm 6), Wood Green

In attendance

Committee

Sue Brown (Chair)

XXXX (Treasurer)

Selim Buyukdogan (IT Manager)

Catrina Zahoor (Membership Secretary) (Minutes)

Nick Martin Clark (Funding Manager)

Leaseholders

Ayten Goknel

Scott Russell

Rita Batzias

Charles Connolly

Guest

Chris Graham; London Leaseholders' Network

The meeting was opened by Sue Brown at 19:25 and the attendees introduced themselves.

1. Apologies

From Emeka Ekeowa; Piers Johnson; Anne Crellin; Delsie Grandson; Russell Chater; Sarah Rooney

2. Previous Minutes

Minutes of the Committee meetings held on the 7 March 2008, 4 April, 2008; 5 September 2008 and 3 October 2008 were agreed.

3. Matters Arising from mtg held on 5 September 2008

a. March and April minutes circulated; Selim will upload to website.

Action: SBu

b. £129.35 is still sitting in the Abbey's HLA Co Ltd account and which the bank is refusing to move to the HSBC account without authorisation signature of Rupert Marsh, who has resigned. It was agreed that a cheque would be raised for this amount and paid into the HSBC account. It was also agreed that a copy of Rupert Marsh's resignation letter should be sent to the HSBC.

Action:XX

c. It was confirmed that a cheque of £383, the remainder of funding from H4H was paid into the HLA Co Ltd account on the 18th September 2008.

d. Selim confirmed that he had uploaded the Constitution to the website.

e. Nick had not received a response to the email he sent to FLAG (Ferry Lane Action Group) suggesting a dialogue/relationship between HLA and FLAG. It was agreed that NMC would attend one of their meetings to further this.

Action: NMC

f. Draft Accounts for the HLA were produced for the AGM but the full accounts for the limited company needed to be signed off and submitted to Companies House. It was agreed that XXXX would liaise with HLA Accountant, Deepak Shah, to finalise accounts.

Action: XX

- g. CZ would look up the submission due by dates for HLA Ltd accounts. Action: CZ
 - h. XXXX would request the 2007 missing bank statements from the bank. Action: XX
 - i. FAQ for the website still outstanding. Action: CG
4. Matters Arising from mtg held on 3rd October 2008
- a. XXXX and Catrina Zahoor confirmed that they were liaising over issues regarding standing orders and other payments. All STOs had been printed off and are being reconciled with the bank statement and members/leasehold addresses.
 - b. Signing off of accounts; as discussed earlier (point 3f above refers)
 - c. Sue confirmed that she had completed and returned Haringey Council's Questionnaire.
 - d. Sue confirmed that she did not reply to Bruce Nicholas' letter regarding the AGM and it was agreed that a response would not be necessary.
 - e. NMC confirmed that he did write to Nesan Thevanesan regarding the Committee's stance in regarding the "Leasehold Panel minutes issue"; this issue is still ongoing and would be discussed as an Agenda item at this meeting.
 - f. The possibility of posting complaints/issues on "YouTube" was to be investigated by Emeka. As he was not present this would be discussed when he next attended. Action: EE
 - g. Selim confirmed that he was hosting a Turkish speaking meeting for Leaseholders on Saturday 6th December between 10 am and 12 noon at the Civic Centre. He would advertise this in appropriate media. Catrina and Sue agreed to circulate flyers to their Turkish neighbours which Selim will email to them. Action: SBu, SB, CZ
 - h. SBu will distribute a Turkish translation of the Standing Order Form at the Turkish Leaseholders meeting. Action: SBu
 - i. SB did not respond to Simon Godfrey's concerns over the HLA Constitution. Simon Godfrey had subsequently emailed NMC that he would recognise the HLA this year.
 - j. XXXX confirmed that CZ, SBu and LZ had met (11th October 2008) to develop the new role of Membership Secretary and that this was an on-going task. Sue Brown recognised XXXX & Zahoor's hard work over the preceding weeks and this was acknowledged by a round of applause. XXXX circulated to attendees an email from CZ dated the 11 October 2008 which summarised the decisions, objectives and suggestions taken by them at that mtg. The email is attached to and forms part of these minutes.
5. Correspondence
- a. Sue advised that she had very little correspondence to report on but had received an email from Ayten Goknel and invited her to attend this meeting.
 - b. Selim is still receiving bank statements which he will pass on to XXXX. Action: SBu

- c. CZ mentioned that Sue had not replied to any emails that she had sent to Sue's HLA address. Sue confirmed that these emails have been set up to come into her work mailbox but do not get delivered if her mail box is full or if they are too large.

7. Finances

- a. XXXX produced a redesigned STO form which now includes essential information to be supplied such as the leasehold address and email address. It was agreed that the word "ANNUAL" would be added to the title of the STO form. Action: X X
- b. SBu is going to upload the new STO to the HLA website. Action: SBu
- c. SB to email letterhead to XXXX and CZ. Action: SB
- d. A letter from SB and NMC has been sent to HSBC to ask the HSBC for closer involvement with HLA treasurer re standing order queries in future and will be discussed at a meeting with HSBC.
- e. SB and NMC signed cheques to be returned to Leaseholders who had overpaid via their banks not processing the STO correctly. XXXX only has 3 over-payers left to identify which she is doing via the bank. Action: XX
- f. Signing off of accounts; as discussed earlier (point 3f above refers)
- g. XXXX needs to be accompanied by a signatory to the Bank to be introduced as HLA Treasurer. XXXX also to be made a cheque signatory. Action: X X
- h. Both bank statement addresses need to be changed from SBu to LZ's Action: XX
- i. XXXX drafted two letters to the bank which were signed by SB and NMC. One to authorise XXXX to be added to mandate and changing the bank statement postal addresses and the other requesting the missing statements. Action: XX

9. Membership Matters

- j. It was agreed that CZ would be the person responsible for maintaining the Leaseholder database. All amendments and information requests to be sent to CZ.
- k. SBu and CZ are investigating having the database accessible to key committee members via the web to enhance the operation of the HLA. Action: SBu & CZ

10. Outreach

As Emeka was not present this item will be agenda'd at the next meeting. Action: SB, EE

11. Recognition by HfH

Simon Godfrey of the Resident Involvement Team had confirmed, via an email to NMC, that HLA would get recognition this year. It was not clear whether this confirmation pertained to this year only and would have to be reapplied for next year. NMC to clarify. Action: NMC

12. Leasehold Panel

- a. SB circulated a paper entitled "HLA position regarding the Leasehold Panel", dated 6 November 2008, which summarised the situation to date. SB clarified that the first sub-paragraph related to minutes of the August 2008 Leasehold Panel meeting and not September as written. SB would amend this date and the amended paper would be attached to and forms part of these minutes. Action: SB
- b. NMC reported that because the minutes could not be agreed, the Leasehold Panel was suspended on the 6 November 2008 until further notice by the Panel Chair and supported by the HLA Committee.
- c. SB will obtain a copy of the Resident Involvement agreement which sets out how to operate meetings. Action: SB
- d. A unanimous vote decided that NMC would draft a complaint letter/email about the minutes procedure of the Leasehold Panel which HLA would submit to Haringey's Complaints Dept. via SB. Should this complaint remain unsolved it was agreed that the matter would be submitted to the Government Ombudsman. Action: NMC, SB
- e. It was also decided by a unanimous vote that the complaint would not contain any compromise by HLA.
- f. SBu to upload SB's statement (12a above refers) to the HLA website. Action: SBu
- g. It was agreed to discuss the Leasehold Panel at the next HLA committee meeting. SB to agenda. Action: SB

13. Windows

- a. SBu was going to get quotations, etc. from prospective window contractors regarding installing L/H windows. Action: SBu
- b. Charles Connolly reported that Nesan Thevanesan, Head of Home Ownership, was refusing to give out the names of window contractors who HfH had already approved.

14. Decent Homes Programme

The list of properties due for Decent Homes work is still not on the Haringey/HfH website. CZ reported that she had requested the list from Ola Akinfe via email which he had forwarded to Nesan Thevanesan. XXXX subsequently spoke to Nesan Thevanesan at the Leasehold Panel meeting on the 6 November where NT told XXXX that the list would have to be ratified before it could be released. SB will chase this up at the next Asset Management Panel meeting. CZ will also follow up with Pauline Hinds as an alternative. Action: SB, CZ

15. Website

- a. Selim would put an alert on the HLA website advising Leaseholders to obtain their "statement of accounts" from HfH to identify any credits due to them. Action: SBu
- b. SB reported that the link "LTV" should be changed to read "LVT". Selim requested that all amendments are emailed to him. Action: All

16. London Leaseholder's Network

Chris Graham introduced the National Tenants Voice. www.nationaltenantvoicedebate.org.uk Initially the working group was set up with a few tenants and no leaseholder, although the latter has now been rectified. He felt that

there should be elections for regional reps. Chris also mentioned the London Tenant Federation. They now have funding to continue. He said that they have not been allowed to get involved with the National Tenants Voice as they do not represent cross-tenure tenants, only Council tenants, which is all they are allowed to do under the terms of their funding. Chris also mentioned that he had made a few site/estate visits and had been discussing replacement roofs.

17. **Credit Union**
Rita Batzias suggested forming a Credit Union. It was decided not to take this any further as this had previously been investigated by Martin Laheen and was a very complicated process.
18. **Expenses**
NMC handed over some paper and printing expense receipts to XXXX for reimbursement. A cheque was written, signed and handed over.
19. **Date of Next Meeting**
Friday 5 December 2008.

From: Catrina Etheridge [mailto:catrina.etheridge@btinternet.com]

Sent: 11 October 2008 14:15

To: Nick Martin-Clark (mph28@hotmail.com); Sue Brown (sue.brown@haringeyleaseholders.org.uk)

Cc: Selim Buyukodogan (info@turkish-properties.co.uk); XXXX (lz015f6692@blueyonder.co.uk); 'sue.brown@cjs.gsi.gov.uk'

Subject: Database

Hi

Please see below details of our meeting on Saturday 11th October; some points we feel should be agendaed at our next committee meeting for agreement purposes.

Selim, XXXX and I are currently discussing the database/membership/treasury aspects and realise that we cannot carry on working with different databases being updated by different people. We are all in agreement that there should be one database which is updated by one person.

This person (me) should be sent the information for updating.

Selim has **list of leaseholders 11.09.08**+which has 4425 contacts on it.

I have received from XXXX **contacts 15.09.08**+which has been updated by XXXX and **list of leaseholder addresses last**+which is similar to Selim's list but is not identical.

We will work through all the lists and make the **master database** so from this point onwards, please let me have any information which should be input on to the main database which I will maintain.

Membership Number

Each leasehold property/member is to be given a unique membership number - which has already been added to the **master database**+(Selim's which CZ now has)

Subscription Period

We all agree that there should be one subscription period . preferably 1st April to 31st March

Standing order form

We all agree that the STO form needs to have the Leasehold property address on it . clearly distinguishable from the correspondence address.

A field for any email address

WRITE IN BLOCK CAPITALS

Beneficiary reference field with 12 character spaces

One STO date . preferably to correspond with HLA accounts year which is 1st April (with part years to be discussed or nominal amount for partyear)

Please see proposed revised form attached.

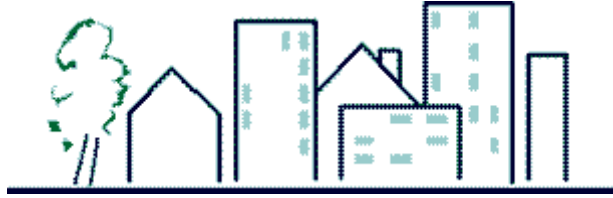
Bank statements

XXXX needs missing bank statements numbered 24 . 35 inclusive (28th December 2006 . 28th December 2007) A/C 51463284

Bank statements address needs to be changed to XXXX's address:

Additional sig mandate form needs to be completed adding XXXX as cheque signatory to the leaseholders membership account. A/C no. 91489577. (XXXX has a form which she will bring to the next committee meeting).

Best wishes,
Catrina, XXXX and Selim



Haringey Leaseholders' Association

Run by Leaseholders for Leaseholders

HLA position regarding the Leasehold Panel

With regard to the ongoing disagreements with Homes for Haringey on administrative matters in relation to the Leasehold Panel, there have been a number of misunderstandings and imperious actions on the part of Homes for Haringey which have led to a lot of the arguments. To make the situation clear:

- HfH are refusing to distribute with the minutes of the August 2008 Leasehold Panel meeting the papers which Nick Martin-Clark tabled at that meeting. In the many many meetings I have attended, I have always found that it has been normal to distribute documents that are tabled at meetings to members, especially when those documents are mentioned in the minutes, so that those who were not able to attend know what was discussed. Without being supplied with a copy of the documents, members who were absent are likely to wonder what exactly these papers were. They would not have received a full record of the meeting.
- HfH claim that these papers relate to a personal complaint from Nick and that the Panel has no remit to deal with such a complaint. However, at no point has Nick asked the Leasehold Panel to resolve his individual complaint. He merely wanted them to be aware of it. The complaint is to go through the normal channels to be resolved, although Nick did offer to withdraw it if a meeting with one of the parties resulted in a satisfactory conclusion. This has nothing whatsoever to do with the problems with the running of the Leasehold Panel, which are with the refusal of Homes for Haringey to distribute information papers submitted by the leaseholder Chair on a concern which does have some relevance to the Panel, along with an explanation as to why they are relevant, ie the matter has an influence on him in his position as Chair and at Core Group meetings and makes some meetings with HfH officers awkward for him. Panel members should be aware of this fact. Panel members have never been asked to pass any comments or make any judgements on the complaint. This was purely an information item.
- The matter was passed to the EMT for their opinion. They also were never asked to resolve Nick's complaint. They were to discuss whether the papers Nick presented at the Panel, one of which involved Ola Akinfe, a member of the EMT, should be distributed to members of the Panel for information. As these papers involved Ola Akinfe, we feel that he should not have taken part in any discussion on whether or not they should be distributed unless other parties who wanted them distributed were present to put their case for distribution. Being present during the discussion, Ola was in an unfair position of being able to influence the decision as to whether this paper involving him was to be distributed or not.

- HOT officers sent out a letter to all Panel members saying that the EMT had made a %definitive ruling+on the matter. The HLA objected strongly to the EMT making such a ruling without coming back to the Panel to get a mutual agreement. Leaseholders do not work for HfH and are not subject to the EMT. The Panel should be run on a democratic basis. The terms of reference say that officers %serve+the panel. At a subsequent meeting of a few Panel members with Jackie Thomas on 13 October, she said that she would ask the EMT to have the letter withdrawn as they had not known it was going out. We were subsequently informed that the withdrawal was agreed. However, no-one has been notified that it has been withdrawn.
- On behalf of leaseholders, the HLA find it totally unacceptable that HfH officers think they can pick and choose what goes into the minutes and what can be discussed. Nor is it right that they undermine the position of the elected Chair and Vice Chair. This is not democratic and is a hypocritical way of conducting matters.
- In view of all the ongoing disagreements and what we consider is unacceptably overbearing behaviour by HfH officers, the HLA feels that our members are not being treated fairly, openly and honestly in relation to the Leasehold Panel. We think that it is not right that our members should be expected to participate in such a poorly run set-up. Unless a fair way of running things is agreed (not dictated by HfH), then the HLA will recommend to our members that they do not attend future Leasehold Panel meetings.

Sue Brown
Chair
6 November 2008