



**East Region Virtual Forum Questions and Answers
Tuesday 9 March 2021**

Staff in attendance:

- Ludo Basse, Regional Head of Housing
- Akima F. Bailey, Regional Head of Housing
- Lauren Picton, Sustainment and Partnerships Manager
- Aneka Bogle, Leasehold Manager
- Patrick Lovett, Leasehold Manager
- Robert Manning, Asset Lead – Repairs
- Lisa Gilbert – Assets Lead - Repairs
- Gail Newton, interim Head of Assets – Fire Safety Programme
- Ollie Levy, Resident Involvement Manager

Video link <https://youtu.be/8VZeDwsX7UE>

	Questions, Queries & Feedback	NHG Department Responses
1	Please explain how the new fire safety legislation will impact leaseholders? I've tried unsuccessfully to clarify this with our PMO. I have sent three queries since December 2020 - all unanswered.	<p>Fire/Building Safety Team - Gail Newton, Nazir Hafezjee</p> <p>The pending Fire and Building Safety bills require that Freeholders and Property Managers implement a number of new processes and procedures to ensure that buildings meet the new requirements. This does mean that some extra services may need to be provided, which could increase costs to leaseholders. In some of these buildings there may be a requirement to carry out works to bring the building up to the new standard required. We will endeavour to raise these costs from external sources. However, if this is not possible, leaseholders may be required to contribute to such costs. Fire Safety Bill - GOV.UK (www.gov.uk)</p>

2	How do we find the name of our window manufacturer? We have serious problems with opening and closing the windows and need a remedy as soon as possible. After queries sent in October 2020, our PMO has not responded since November 2020. This is really urgent, and we have had no answer for four months now.	Leasehold- Aneka Bogle/Jamie Flintoff Please let us know your address and we can look into this for you.
3	The "My Account" feature on NHG webpage goes back only for the past 12 months. Is it possible to make ALL historic transactions visible, so I don't have to ask my PMO? Thank you	My Account - Niamh Murray We don't have any plans to do this. Annual rent and sundry/service charge account statements are sent to residents to retain for their records.
4	Would it be possible for PMOs to make regular (monthly or quarterly) visits at their locations? This would make shared owners contact with their PMO more personal and also current issues could be addressed in a more efficient way. Thank you	Leasehold - Aneka Bogle/Jamie Flintoff As lockdown restrictions have started to ease we are keen to get back out into our communities and meet with residents. PMOs are resuming estate inspections from April/May 2021
5	Retention of PMOs appears to be an ongoing issue as we have a new one every six months and have done for the past few years - what's being done to ensure staff stay on longer?	Leasehold - Aneka Bogle/Jamie Flintoff We recently had a recruitment drive to increase the number of permanent staff within Leasehold. Whilst some vacancies remain with temporary staff members this recruitment was successful in increasing the number of permanent staff within the Leasehold Services department.
6	Who/where would we get information about window manufacturer in order to arrange a repair?	Leasehold - Aneka Bogle/Jamie Flintoff Please let us know your address and we will look into this for you
7	Hi team, I am wondering why an open tender process for maintenance works is not possible. We are told that Axi Corporation will have to do the maintenance for our block as they have a longstanding relationship with NHG - however, we have not received a detailed breakdown of costs. 80k for fixing some windows seems very excessive. Why can there not be a more transparent open tender process?	Leasehold - Aneka Bogle/Jamie Flintoff NHG currently have a qualifying long term agreement in place with Axis. Leaseholders are able to view a breakdown of the costs associated with major works. Please request this from your PMO.
8	Do you have any plans taking the climate emergency into account, like energy efficiency, insulating or fitting solar panels?	Fire/Building Safety Team - Gail Newton, Nazir Hafezjee Our fire and building safety focus to date has been to consider what is required to make buildings safe. NHG is assessing the best way in meeting this, and in meeting the climate challenge, across our existing homes, and in in the specification of new build homes.
9	By way of update, have firm decisions now been made on the future of the Paragon & its viability? What are the cost implications of these issues on the remainder of the NHG portfolio & existing leaseholders?	Fire/Building Safety Team - Gail Newton, Nazir Hafezjee

		There have been no firm decisions made on Paragon at present. Various options are being considered/ reviewed. They are stand alone decisions at this moment in time.
10	Just checking that the slides will be circulated after the meeting?	Resident Involvement (RI) The slides will be on the video that is posted on the website
11	Service charges are too high for shared owners at High Point Village. Service charges and managing agents are currently not regulated enough by law and so the system is open to abuse. How can we get more professional support (ie. in accounting) from NHG? Just for 2017, there are nearly 4,000 invoices to scrutinise, which is a huge project. Can you provide maybe contact details of professional accountants with knowledge of this specific area? Or any training in accounting would be welcome as well. We currently cannot sell or remortgage due to the cladding/ fire safety scandal.	Leasehold - Aneka Bogle/Jamie Flintoff Service charge accounts are audited by an independent examiner before we publish them. It is important that this task is carried out by a qualified professional. To avoid any potential influence, it would be best for residents to choose an accountant from ICAEW - https://www.icaew.com/ - this is a regulatory body for accountancy.
12	Who monitors the call out frequency for external repairs such as electric gates? Also, whether the contractors are effectively repairing or making temporary repairs, which has a financial impact when the service charge is reviewed annually.	Leasehold - Aneka Bogle/Jamie Flintoff Whilst our M&E department manage the contracts in place for maintaining M&E equipment such as lifts and vehicle gates, the PMO is able to monitor the call out frequency and quality of works being carried out.
13	Can you please confirm whether or not EWS1s are now available for the blocks at Shire Place, The Ham, Brentford, TW8?	Fire/Building Safety Team - Gail Newton, Nazir Hafezjee An EWS1 B2 rating has been achieved. A Frequently Asked Questions document was sent to residents on 6 April explaining the rating, EWS1 assessment findings and next steps. We have committed to providing residents with a regular update.
15	Would it be possible for PMOs to make regular (monthly or quarterly) visits at their locations? This would make shared owners contact with their PMO more personal and also current issues could be addressed in a more efficient way. Thank you	Leasehold - Aneka Bogle/Jamie Flintoff As lockdown restrictions have started to ease we are keen to get back out into our communities and meet with residents. PMO's are resuming estate inspections from April/May 2021
16	Hi there, how do you operate the cyclical works for leaseholder properties? Should you not have some idea of what works will be involved in the next round of cyclical?	Planned Works - Nick Trottman The leasehold team put forward a list of properties that require cyclical works and these will form the programme for the forthcoming year.

		A ground-level survey will allow a specification and pricing to be produced for each individual property on the programme. This will then go through a S20 consultation, before works are delivered on site.
17	Can you tell me why the rent has gone up 7%? Isn't this quite an high increase?	<p>Housing Management General Needs - Ludo Basse - Rent Increase</p> <p>In September 2019, the government introduced a new 5- year policy for social housing rent increases. This means that from April 2020, all social housing rents can increase by CPI+1% of the existing rent each year until April 2025. The increase will apply to the rent element of your total rent charge and not the service charge or personal charges. What is CPI? The Consumer Price Index (CPI) is a figure used to measure inflation. The previous September's CPI is used to calculate rent increases. In September 2020, CPI was 0.5%. Therefore, your rent this year will increase by CPI+1% = 1.5% (0.5% + 1%).</p> <p>You may also have experienced a service charge increase which is the reason for the increase above the 1.5%. Please contact your Housing Officer who can review this for individual homes.</p>
18	Where are the details of the cyclical programme?	<p>Planned Works - Nick Trottman</p> <p>The 21/22 cyclical programme is still being created. Your PMO will be able to find out when a property is due for cyclical works.</p>
19	The "MyAccount" feature on NHG webpage goes back only for the past 12 months. Is it possible to make ALL historic transactions visible, so I don't have to ask my PMO? Thank you	<p>MyAccount - Niamh Murray</p> <p>It's not possible now. We can potentially look into it, but my suggestion is that if they need it for some specific reason, they can ask the PMO for it. Statements are sent annually by post also.</p>
20	Why are there growing delays to the cyclical maintenance programme for leaseholders? My property was last subjected to CM in 2012. When did you decide to delay cyclical maintenance for leasehold properties and why was this not communicated to leaseholders? The delay cannot be blamed on the merger with Genesis. And leaseholder staff seem reluctant to discuss the matter, I have asked and cannot get an answer. Frankly unacceptable.	<p>Planned Works - Nick Trottman</p> <p>The leasehold team put forward a list of properties that require cyclical works and these will form the programme for the forthcoming year.</p> <p>Please contact your PMO/Leasehold team</p>
21	Our cyclical works are now overdue (plus 7 years). This negligence by NHG is leading to expensive repairs for residents. Why was Penn Court W14 omitted from the 2021/2022 cyclical works?	<p>Planned Works - Nick Trottman</p> <p>Penn court is planned in for the financial Year 23/24; however, we continue to manage to develop the cyclical program and if capacity becomes available will be pushed forward.</p>

		We will always aim to complete cyclical on properties to keep them in good condition & meet our landlord obligations. In the interim, continuous maintenance and repair will be carried out on a day to day basis.
22	Why does the Factory Quarter contact person change every few months and nothing gets done?	<p>Housing Management General Needs - Ludo Basse - Rent Increase</p> <p>On the night can we have your contact details so we can follow this one up please. The Housing Officer who oversees Factory Quarter is Jasbir Chahal. She has managed homes at this scheme since 2019 and is an experienced Housing Officer who has been with NHG for several years.</p> <p>If there are concerns with a lack of progress on any issues please contact us for any updates.</p>
24	Who or which department can I contact for lease extensions?	<p>Leasehold - Aneka Bogle/Jamie Flintoff</p> <p>Resaleandlegal@nhg.org.uk</p>
25	Has Shire Place, The Ham, TW8 been earmarked for an intrusive building survey?	<p>Leasehold – Aneka Bogle & Jamie Flintoff</p> <p>The PMO has now written to all leaseholders at Shire Place with an update on the EWS1 process and distributed an FAQ document answering the most frequently asked questions.</p> <p>Fire/Building Safety Team - Gail Newton, Nazir Hafezjee</p> <p>The BS Team is collating a response from the relevant manager and will provide an update shortly.</p>
26	Service charges & cyclical works - does this include cleaning of the walls and windows externally? This impacts the maintenance of the external and the condition of the walls & windows	<p>Leasehold - Aneka Bogle/Jamie Flintoff</p> <p>Window cleaning and jet washing of the external façade can be budgeted for and carried out by our Cleaning Teams. If this is something you would like to see done please contact your PMO who can arrange.</p>
27	Hi, we find that our representative at NHG is not very helpful and merely sends emails and receives emails. She is never able to answer any questions and does not effectively manage contractors (hence current external works have dragged on with no communication or information). How do we complain or speak to someone with more authority at NHG?	<p>Housing Management General Needs - Ludo Basse - Rent Increase</p> <p>Hi, I am sorry to hear that. Can we have your address so that we can follow this one up and update you on the external works.</p>

28	<p>Buying new software costs money, then there is cost for managing software platform and 10% plus VAT payment for every job to DPS. Repairs still don't get done for months. Improvements increase service charge but not service, how can this improve?</p>	<p>DPS – Helen McGregor</p> <p>The DPS platform allows us to post jobs to a marketplace of local tradespeople and select the best quote in order to get good value for money. It is correct that there a 10% cost to cover the costs of the software and ensuring the contractors are correctly vetted; however, any larger contractor that we use outside of the DPS will also have costs for software and ensuring their staff are suitably qualified built into their pricing structure. It's just not as transparent as it will be part of the overall cost of the job.</p> <p>Sorry to hear your experience with the DPS is that jobs take too long. Repairs can take longer if the tradesperson visits and finds the work is more costly than they originally quoted; we have changed our internal processes when this happens to reduce delays after recognising that some jobs were taking too long.</p> <p>We regularly compare the costs and completions time of repairs carried out through the DPS with repairs carried out through other contractors, and based on this we can decide whether particular repairs are best posted on the DPS or sent directly to specific contractor to try to ensure that all repairs are completed as quickly as possible for the right price, and to the right standard.</p>
29	<p>I live in a new development. Is it usual to have a residents' forum or something similar where the residents can discuss things with NHG?</p>	<p>Resident Involvement</p> <p>There may be a Residents Association in your area; ask your Housing Officer. If not there may be others on your estate that may want to start one. At the moment we are having to do forums virtually due to the pandemic but in time we will look at other avenues to conduct the forums too.</p>
30	<p>Are leaseholders allowed to change their windows to PVC as the windows where I have lived for 27 years have only ever been painted and are terrible in winter. The housing really need to look into stopping the upkeep of them every five years and think about changing them</p>	<p>Leasehold - Aneka Bogle/Jamie Flintoff</p> <p>- Hi please contact your PMO directly to discuss this issue, or if you give your address we will get them to follow up with you directly.</p>
31	<p>Who or which department can I contact for lease extensions?</p>	<p>Leasehold - Aneka Bogle/Jamie Flintoff</p> <p>- Hi please contact your PMO directly to discuss this issue or if you give your address we will get them to follow up with you directly.</p> <p>Our resale and legal team would be best placed to advise on lease extensions. you can contact them via resaleandlegal@nhg.org.uk</p>
32	<p>What is TRA?</p>	<p>Resident Involvement</p> <p>Tenants & Residents Association</p>

33	<p>How are Axis selected to manage cyclical works on NHHG rented properties ? Presumably through a tendering process. Axis's performance in overseeing the process is worse than abysmal on multiple issues. NHG are not asking tenants, post works, for their experience/opinion after completion of works? The contractors engaged by Axis are clearly based on cheapness and not quality. This property was left in a worse state, following works, than it was before commencement of works. Who is signing off these works at NHG post works? This smacks of "jobs for the boys" in my opinion!</p>	<p>Planned Works - Nick Trottman</p> <p>Axis went through a tendering process, to assess quality and value for money.</p> <p>Resident satisfaction surveys are being rolled out across all tenures, so this is something that will be implemented in the near future.</p> <p>An NHG Building Surveyor / Clerk of Works will inspect the property prior to handing it over for completion.</p>
34	<p>Who is the named point of contact regarding "Freedom of Information Act" requests from Residents?</p>	<p>Housing Management / GDPR</p> <p>To request a freedom of information act or request any data we may hold your first point of contact is your Housing Officer or PMO.</p> <p>Alternatively, you can write to,</p> <p>Subject Access Request Notting Hill Genesis Bruce Kenrick House 2 Killick Street London N1 9FL</p>
35	<p>Is 10 PMOs enough to provide a good service - don't you need more?</p>	<p>Leasehold - Aneka Bogle/Jamie Flintoff</p> <p>It's not 10 PMOs across the whole of Leasehold. Within the Home Ownership department we have over 50 PMOs, with each PMO managing a portfolio of circa 190 – 250 properties.</p>
36	<p>Hi there, how do you operate the cyclical works for leaseholder properties? Should you not have some idea of what works will be involved in the next round of cyclical works?</p>	<p>Planned Works - Nick Trottman</p> <p>The leasehold team put forward a list of properties that require cyclical works and these will form the programme for the forthcoming year.</p> <p>A ground-level survey will allow a specification and pricing to be produced for each individual property on the programme. This will then go through a S20 consultation, before works are delivered on site.</p>
37	<p>Or heat pumps?</p>	<p>Fire/Building Safety Team - Gail Newton, Nazir Hafezjee</p> <p>Unsure of question but general overview of heat pumps and what they are used for?</p>
38	<p>Where are the details of the cyclical programme?</p>	<p>Planned Works - Nick Trottman</p> <p>The 21/22 cyclical programme is still being created. Your PMO will be able to find out when a property is due for cyclical works.</p>
39	<p>What is the turnaround time in responding issues raised? This is related to issues in the common area.</p>	<p>Assets - Lisa Gilbert</p>

		<p>We aim to make safe emergency repairs within 4 hours, and repair within reason within 24 hours.</p> <p>We aim to complete routine repairs within 20 working days.</p>
40	<p>We have ongoing issues for 16 years. Each time it looks like we're getting somewhere the PMO changes and we have to start again. I believe our problem lies with the manager of our PMOs. What is NHG doing to ensure resident/property centred practice by PMO Managers?</p> <p>MyAccount appears to 'lose' complaints. And finally, our property has only had a mid-level cyclical maintenance work in 20yrs - under NHG policy, how often should cyclical works be completed? Thanks</p>	<p>Leasehold - Aneka Bogle/Jamie Flintoff</p> <p>All current leasehold managers are employed on a permanent basis, so whilst the PMO's change the managers remain consistent. We also have regular one-to-one catch ups with the PMOs which help us to review workload and really focus on long standing issues. We encourage thorough handovers so that the transition to a new PMO is seamless and not disruptive for our residents. We apologise if this has not been the case for some but we hope that with the new customer focus model and the implementation of 'My Account' it will mean that cases and issues are not forgotten about until a resolution has been reached.</p> <p>Management will always promote a resident centric approach to the PMO role. Key to everything the PMO does should be the resident. We invest in our PMOs to ensure they offer good service – training includes both technical and soft skills to ensure they provide good service.</p> <p>MyAccount Niamh Murray</p> <p>My Account logs all complaints raised in a more trackable way than residents raising issues with PMO over the phone/email.</p>
41	<p>What is the situation with void properties? Has lockdown meant delays to bringing a property up to an acceptable standard to be let? How has affected the allocation process? Stephen Johnson</p>	<p>Assets - Lisa Gilbert</p> <p>We have had to change our void process to reflect Public Health England guidance around social distancing & working practices, along with the need to respond to impacts on resourcing as contractors fell ill or were required to self isolate. Challenges with obtaining materials particularly during the first lockdown also impacted on void turnaround times. That being said, during the last lockdown we have seen continual improvements with our average turnaround and our aim is to reduce this to 16 working days where possible.</p> <p>GN – Ludo Basse</p> <p>16 days refers to the time our homes expect works to take. Our re-let target is currently 35 days in total from the property becoming void to a new resident being in occupation. We currently carry out virtual viewings and in person viewings following social distancing and government guidelines. Over the past year we have seen great improvements and our housing and assets teams work closely to</p>

		ensure the void standard is maintained and residents enjoy their new homes.
42	We need a hierarchy diagram (updated) for The West region staff with contact details for greater transparency and accountability. When can we expect this?	General Needs - Ludo Basse / Operational Heads Residents can view their Housing Officer and find their contact details via their My Account profile. This provides the best contact for any day to day concerns. If an escalation is required this goes directly to the manager via our internal systems. We are currently reviewing the best way to ensure residents are kept up to date on concerns with visibility of who to escalate to.
43	We need a hierarchy diagram (updated) for The West region staff with contact details for greater transparency and accountability. When can we expect this?	Leasehold - Aneka Bogle to follow up We can arrange for this to be sent to you, please let us know your PMO or Housing officer's name and we will send you the contact details of their line manager too. Our customer model details your local officer as your first point of contact, but if you are dissatisfied with the service you can then escalate to their line manager with any concerns you have
44	Where/How do I get information about remediation on my specific building?	Housing Management General Needs - Ludo Basse / Operational Heads - Leasehold or General Needs Please contact your Housing Officer in the first instance. If you provide your address, we can check when external works will take place. If the works fall under day to day maintenance, we can advise you of this and provide an idea of when repairs will be carried out.
45	Where/How do I get information about remediation on my specific building?	Leasehold – Aneka Bogle/Jamie Flintoff Please contact your PMO or your HO directly for the information about your block
46	Can we have an update on the right to buy?	Housing Management General Needs - Ludo Basse If you would like specific information about your property, please contact your Housing Officer directly. You can also give your address and we will raise a case for them to contact you.
47	Renoir House - Picasso Court - Security Concern: What is NHG doing to enhance and enforce the security on the development? I have personally witnessed faulty exterior / interior doors not closing, as well as the parking gates / bike room / rubbish enclosure not closing securely due to insufficient and/or inadequate locks. This failure puts all members and our properties at risk!	Leasehold – Aneka Bogle/Jamie Flintoff For any concerns regarding your block specifically, please speak to your PMO. They will be able to put in place any measures for increased security of the sites that they manage.
48	No weekly updates from Factory quarter managers	General Needs – Ludo Basse Housing Management General Needs

		This is a leasehold-led scheme, I am unaware of Housing providing any weekly updates
49	<p>Hi there, our service charge for Gainsborough Court has increased by 60% over the last 3 years. We are being told the increase is due:</p> <p>1) To an increase in services, partly due to inflation – this is a lie because inflation has risen in the past 9 years to 1.6% per year when many services have increased by 4-5% if not more. 2) To an increase in contribution towards the cyclical funds. We are told there will be works to our building at a cost of £80K - completely extortionate (echoing words of fellow resident) for some repairs to windows - even though it looks like a lot of jobs have been added on. We have not been given a breakdown of costs yet nor when the work will take place. We have been paying for years, with the cyclical funds accumulating nicely in the NHG pot. In the meantime, the contractors' costs are be increasing...we're not happy about this at all. Lots of increases to residents' costs with nothing to show for it. How can NHG justify such costs?</p>	<p>Leasehold - Aneka Bogle</p> <p>Service charges estimate budgets are based on previous year's expenditure.</p> <p>Regarding the cyclical works, residents can voice their concerns about the scope of works and may request for any works that are not necessary to be omitted from the schedule of works thus reducing costs.</p>
50	<p>I understand that you instruct defects to be remedied (outside of the developer remedial period) by contractors/sub-contractors through a bidding process so they may attend to individual works in residents' homes. What policies and/or code of conduct (if any) is in place to ensure such contractors/ sub-contractors adhere to certain professional working standards and code of conduct?</p>	<p>Assets – Lisa Gilbert</p> <p>We have clear agreed contracts with all contractors employed by NHG either directly or through Plentific which cover all aspects of customer service, quality, code of conduct & Health and safety. Failure to meet any of these criteria will be investigated fully either on an individual basis when NHG are informed of individual issues, or as part of contract/ performance reviews when patterns or overall performance is deemed to have failed the required contractual levels.</p>
51	<p>How can I convert my leasehold to freehold?</p> <p>We have ongoing issues for 16yrs, each time it looks like we're getting somewhere, the PMO changes and we have to start again. I believe our problem lies with the manager of our PMOs. What is NHG doing to ensure resident/property centred practice by PMO Managers? MyAccount appears to 'lose' complaints. And finally, our property has only had a mid-level cyclical maintenance work in 20yrs. Under NHG policy, how often should cyclical works be completed?</p>	<p>Leasehold – Aneka Bogle/Jamie Flintoff</p> <p>- Please contact your PMO directly to discuss leasehold and freehold matters</p> <ul style="list-style-type: none"> - The lease would normally set out how often cyclical works should be carried out. Please refer to your lease in the first instance and speak to your PMO about when the next cyclical works are due to take place. - Please speak to your PMO about reducing the frequency of window cleaning at your block.
52	<p>If we had natural disaster, we would not be thinking of window cleaning, would we? So, not an essential item. So, why should we have it once per month? It is paid by Housing Benefit so free for those who use it but there are people who have to pay from their</p>	

	pockets. If free, give anything to such people and they will take it. I would like window cleaning cost to be halved to around £1.50 per week. So, once per two months. London. SW6.	
53	With light of the government mandate regarding purchases of homes, when will this be rolled out for all housing associations as it is for council tenants?	Housing Management General Needs - Ludo Basse
54	Is there any information on being given able to buy our housing association property?	On the Night - Contact your HO directly and they will be happy to help
55	Properties on Haymill Close to be specific (Is there any information on being given able to buy our housing association property?)	
	Pre-covid, I've never seen my PMO doing checks in my areas at all. (Is the Lab programme rolled out to all developments? I haven't seen this and have been getting very poor response from the PMO.	<p>Leasehold – Aneka Bogle/Jamie Flintoff Sorry to hear that please contact your PMO to see when the areas get checked</p> <p>Assets – Lisa Gilbert</p> <p>The Lab pilot is currently only with one general needs housing team. The purpose of the Lab is to trial changes to our processes that will improve the experience and service for our customers. Staged rollouts of each of the final processes will then take place. During April we will be preparing to rollout the Assets Inspections process which will improve the turnaround times for complex repair issues that require surveyor involvement.</p> <p>At the moment the Lab is being done with one team at the moment. Would you like to inform us of your address, and we can contact you directly to discuss any issues?</p>
56		
57	Renoir House - Cezanne Road – Development at the end of Cezanne road leading to the bike path is fenced off - can NHG work with the council to repair and remove the fencing? The current situation has caused a build up of rubbish and an increase of rodents on the development	<p>Leasehold – Aneka Bogle The PMO is aware and will be getting in touch with the council in the upcoming weeks to improve this area.</p>
58	Can you share the results for the responses as absolute averages? The index you showed previously don't clarify how you were actually graded. Thanks	<p>Housing – Ludo Basse</p> <p>I believe this is to do with my customer service satisfaction slide. The index refers to scores on each of the 5 categories we survey residents about interactions with their Housing Officers. The 5 scores are, advisor manner, customer effort, general satisfaction, next steps and ownership. Residents score from 1-5 and this is then compiled into a scoring out of 100.</p>

59	More lighting needed for safer roads in Perivale and Greenford	<p>Housing Management General Needs - Ludo Basse</p> <p>On the night - Hi is this for a specific block that is being affected. Please contact your Housing Officer who can review this further.</p>
60	<p>Picasso Court development issues / water drainage – Winter Gardens / Balconies: What is NHG doing to repair these serious development issues which is impacting the structure and use of the properties? And is there any consideration around compensation being considered?</p>	<p>Leasehold – Aneka Bogle/Jamie Flintoff</p> <p>Your Property Management Officer will be best placed to respond to this query. With regards to drainage issues, your PMO is able to appoint an NHG surveyor and a plumber to further investigate what is causing the issue before arranging a repair. If residents have been negatively impacted by these issues they should speak to their PMO in the first instance who can discuss how much compensation is warranted.</p>
61	<p>I have not been receiving notification of rent annual increase. Is this not a legal contractual obligation to notify residents? What proof do you have it was sent/received? Why would I be liable for rent increases where I'm not notified?</p>	<p>Housing Management General Needs - Ludo Basse</p> <p>Rent increase letters are sent out at the end of February/beginning of March. If you have not received this, then please contact your Housing Officer as soon as possible and they will have another letter sent out.</p>
62	<p>I saw a note that we can get a hierarchy diagram - how can I obtain this for my property?</p> <p>Where we're unhappy about the service, where can we go to escalate issues as our PMO never offers any escalation of questions and is equally unable to offer meaningful responses.</p>	<p>Leasehold – Aneka Bogle/Jamie Flintoff</p> <p>York Avenue currently sits within the West team which is managed by Aneka Bogle. Jamie Flintoff is the Head of Leasehold Services.</p> <p>Hi Athar, you can escalate to a formal complaint would you like to give your address and we can contact you directly to discuss your concerns?</p>
63	<p>I've raised the right to buy with housing officer and have been told it is in a pilot phase. This has been some years now. Can we get an update?</p>	<p>Housing Management General Needs - Ludo Basse</p> <p>Hi, please can you contact your HO again to discuss this.</p>
64	<p>Scrutiny panels, do they take place?</p>	<p>Resident Involvement</p> <p>-We have scrutiny panels every quarter</p>

65	How does the cyclical program work?	<p>Planned Works - Nick Trottman</p> <p>The leasehold team put forward a list of properties that require cyclical works and these will form the programme for the forthcoming year. A ground-level survey will allow a specification and pricing to be produced for each individual property on the programme. This will then go through a S20 consultation, before works are delivered on site.</p>
66	My Account has different person contacts detail, not my housing offices who can update the information.	<p>MyAccount - Niamh Murray</p> <p>My Account has the contact details for the person the system says is the HO. Would need to have the specifics sent to the local officer for investigation. No reason to believe there are issues with this.</p>
67	Is NHG doing any lobbying to put pressure on freeholders/developers to pick up all remediation costs for historic fire safety defects? If freeholders refuse to do this, what is the share of costs between NHG and shared owners?	<p>Fire/Building Safety Team - Gail Newton, Nazir Hafezjee</p> <p>NHG are working with a number of developers to ensure that fire safety defects that have been identified are carried. Some developers are keen to work with NHG and carry these out. Others are not, and in these cases we will take legal advice and pursue them for costs of remedial works. We also work with the Building Safety Fund, if the building qualifies and any third party warranty companies such as NHBC, if a policy is in place.</p>
68	<p>Housing Service Charges - Shelter Housing - window cleaning costs unnecessary of once per month. £3.17 per week. It is not an essential item. It should be at least once per two months. It is paid by Housing Benefits so free for those who get it free and they will have all free if given free but there are those who pay from their pockets. It should be halved to £1.50 per week.</p> <p>It is a lot we are paying at present for service charges. When were your NHG windows cleaned last? If we had a natural disaster, we would not be thinking of window cleaning, would we? So, not an essential item as lifts and electricity. London. Fulham. SW6.</p>	<p>Care and Support</p> <p>This matter has been discussed every year with all the tenants at Somer Court. All the tenants at Somer Court agreed and requested to have the window cleaning once per months but only one tenant disagrees with it. We tried to explain that it is not possible to change the charge or the frequency of the window cleaning if the rest of the tenants do not agree.</p>
69	Are minutes of scrutiny panels published anywhere? You used to do it but not anymore.	<p>Resident Involvement</p> <p>They are published to the respective groups only</p>
70	<p>When will the apartments be fully built on Oakland's rise?</p> <p>Will there be a New Style of Management or A2B what is exactly behind it?</p> <p>Extended Right to Buy ERTB will it happen?</p>	<p>Housing Management General Needs – Ludo Basse</p> <p>Oaklands rise is a multi-tenure scheme of just over 600 homes in partnership with QPR football club. There are several tenures with homes for sale, private rent and social housing.</p>

		<p>Our style of management is known as All Together Better. This provides a local contact known as your Housing Officer to deal with all queries in the first instance. We recommend signing up to My Account where you can contact your Housing Officer, raise repairs and make payments online.</p> <p>Residents may have right to acquire but this is dependent on your home and tenancy. Please contact your Housing Officer for more information to whether this is possible.</p>
71	What is PMO?	<p>Leasehold</p> <p>Property Management officer</p>
	It is good to hear that the PMO is scrutinising the work done to ensure value for money. However, this is NOT the case from my experience.	<p>Leasehold – Aneka Bogle/Jamie Flintoff</p> <p>Sorry to hear that thank you for your feedback</p>
72	After this meeting what will be the next step	<p>Resident Involvement</p> <p>Videos and questions published on the website and there will be another round of virtual forums later in the year</p>
73	More a statement than a question - our PMOs clearly do not check for value for money in terms of call outs and contracts. We have set up a resident's association to scrutinise service charge, cleaning contracts amongst other ad-hoc costs.	<p>Leasehold – Aneka Bogle/Jamie Flintoff</p> <p>Thank you for letting us know.</p>
74	What's the website called? Hello, thanks, I got the live video. I went back to NHG email and joined the link from there again.	<p>Resident Involvement</p> <p>-www.nhg.org.uk is our website and you will find different links on there</p>
75	With light of the government mandate regarding purchases of homes, when will this be rolled out for all housing associations as it is for council tenants?	<p>Housing Management General Needs – Ludo Basse</p> <p>Residents may have right to acquire but this is dependent on your home and tenancy. Please contact your Housing Officer for more information to whether this is possible.</p>
76	My main concern is transparency. New contractors on paper are amazing but the reality is very different. Thank you for acknowledging this is work in progress.	<p>Assets – Lisa Gilbert</p> <p>Thank you for your feedback.</p>
77	I am a leaseholder that attended the above forum you moderated this evening. I asked a question copied below regarding cyclical works but did not reply in time to the moderator's follow up request to provide my contact details. I should be grateful if you would please	<p>Leasehold - Aneka Bogle</p> <p>Hi Alex, Thank you for contacting us. I have passed your email on to the team who look after Penn Court so</p>

escalate this query internally. I have separately reached out to my PMO but have received no clarity as yet. Picture of the current state of the front of the building attached for reference.

that a comprehensive response can be provided to you. If there is anything else I can assist with please don't hesitate to get in touch.