

TABLED DOCUMENT:

Tenants', Residents' and Leaseholders' Consultative Forum

10 December 2014

PUBLIC QUESTIONS (AGENDA ITEM 4)

Under Rule 50 of the Executive Procedure Rules, members of the public may question Chairs of Forums at meetings.

There is a time limit of **15 minutes** for the asking and answering of public questions.

1.

Questioner: Question submitted by **Ms Debbie Alway**

Asked of: Councillor Glen Hearnden, Chair of the Forum

Question: "As a large portion of the work that used to be carried out by the Leasehold Services Department is now being handled by Access Harrow and other departments, on behalf of the Harrow Leaseholders' Support Group (of which I am Chair), I am asked by our committee to enquire exactly what duties are currently carried out by the Leasehold Services Department that are chargeable to leaseholders as part of the annual service charges?"

2.

Questioner: Question submitted by **Mr Richard Herman**

Asked of: Councillor Glen Hearnden, Chair of the Forum

Question: "Why don't the leasehold services department seem to ever come up with any answers to queries on service charges? To this day they have not answered my queries to either last year or this year's bill. It seems they respond initially with a holding reply, then that is all they do. Obviously I have proof of this which I am happy to share. The only response seems to be to ignore coming up with any justifiable answer and then add the amount to the following year's bill."

3.

Questioner: Question submitted by **Mr Jayesh Pabari**

Asked of: Councillor Glen Hearnden, Chair of the Forum

Question: “I and many Harrow Leaseholders have written to Harrow Council, namely Leasehold Services department and Asset Management (Repairs) department via emails and letters. We constantly receive no replies to our emails/letters. We neither receive any acknowledgement to our emails/letters if the reply is going to take time to respond. We as leaseholders feel very strongly that the council is working against us rather than working with us. We are paying for these services through our service charges and strongly feel that we are not getting value for money. Please can you let me know what senior management / Councillors will undertake to do by way of a formal investigation, independent customer survey etc. to find the extent and breadth of issues and views of leaseholders, and how these complaints will be recorded and monitored by this forum on an ongoing basis?”