

LEASEHOLDER FORUM – 12th September 2007

MINUTES AND FEEDBACK

AGENDA ITEMS

**The role of the Estate Manager**

**Lorna Le Fevre, Head of Tenancy Management, made a presentation to the group in relation to the role of the Neighbourhood Officer. Those present raised the following points**

**ITEM RAISED:**

No liaison point for leaseholders

**RESPONSE:**

The handbook is clear in that it states that the point of contact is the Neighbourhood Officer and the telephone number is stated. Leaseholders are also free to use the telephone numbers on their invoice where a member of the Revenues staff will take details and ask the appropriate person to get in touch

**ITEM RAISED:**

Using the telephone numbers in the handbook is difficult. Takes days to get through. Don't get back to them. (Raised previously)

**RESPONSE:**

The numbers are clear in the handbook. Lorna asked to be notified when leaseholders are not getting a response. There is no reason why it should days to get through.

**ITEM RAISED:**

Concerns about standard of repairs/what is an emergency.

**RESPONSE:**

Emergency repairs are items such as bursts, no electric in stairwells, dangerous brickwork or roof tiles.

If there is an issue in regard to the standard of repair for a specific issue, then please raise it with us and we will certainly look into the matter

**ITEM RAISED:**

Want New Charter to take over gas servicing. Can not get through on phone to take up the offer.

**RESPONSE:**

The service is new and is now being taken up by some leaseholders. The Gas Servicing Section will call you back if you cannot get through to the officer concerned. Queried lack of contact and the response was that calls were being returned to the leaseholder, but there was no answering service available for the particular leaseholder. A message could not be left to state that contact had been attempted. The section was only aware of one call at that time

**ITEM RAISED:**

List of drop in centres in Neighbourhood offices.

<p><b>RESPONSE:</b> A list is attached with these minutes with details of the Neighbourhood Offices</p>
<p><b>ITEM RAISED:</b> Query re energy efficiency and how will it effect leaseholders.</p>
<p><b>RESPONSE:</b> New Charter is in the process of carrying out cavity wall and loft insulation to blocks of flats. Leaseholders are included in the process and if you have not already been contacted, or work has not been carried out, if you make contact with us to let us know, we can arrange for a survey to be done. The usual process is that a survey is undertaken to see if work is required and then carry bout that work if necessary. Energy advice is also offered along with a welfare benefits health check should you wish, through a third party.</p> <p>There is no charge for the service</p>
<p><b>ITEM RAISED:</b> Are all leaseholders on database to receive repairs that should be?</p>
<p><b>RESPONSE:</b> All leaseholders are on the database. If you need to report a repair, the telephone number is 0800 27 0828 which is a freephone number. The details of your responsibility are detailed in the handbook. Remember you have to pay your share of any works carried out to the property</p>
<p><b>ITEM RAISED:</b> Shops reacting to leaseholders issues particularly reporting issues that relate to our tenants.</p>
<p><b>RESPONSE:</b> Thank you for this comment – the New Charter Shop staff are always pleased to be able to deal with your enquiries.</p>
<p><b>ITEM RAISED:</b> Maintenance of adopted rights of way on New Charter land.</p>
<p><b>RESPONSE:</b> If the land belongs to New Charter and it is part of maintenance package, then we will maintain it. Some land is not on a maintenance contract and any additional works to these areas will be subject to a charge. If you have a particular concern, please contact your Neighbourhood Officer or the number on your invoice</p>
<p><b>ITEM RAISED:</b> TV Ariel's – who is responsible – communal area with tenants.</p>
<p><b>RESPONSE:</b> Communal aerials are the responsibility of New Charter. Not all blocks have a communal aerial. Those leaseholders who have a communal aerial have to be aware that any works carried out will be recharged on an apportioned basis as with any other works. If you are affected by the digital switchover in 2009, we will be in touch to advise you how works may affect you</p>

<b>New Charter Housing Trust Allocations Policy</b>
Lynn Sandelance, Relets Manager attended the meeting to give a presentation to the group. This was arranged from matters raised at the last meeting. The group decided they did not want to receive the presentation
<b>Dealing with Anti-Social Behaviour</b>
Sue Hird, Head of Tenancy Compliance Service, attended the meeting to give a presentation to the group. This was arranged from matters raised at the last meeting. The group decided they did not want to receive the presentation
Thank you to the officers who attended and prepared presentations for the group. Your time and effort is much appreciated.
<b>Any other business</b>
<b>ITEM RAISED:</b> Put minutes on website from each Forum meeting.
<b>RESPONSE:</b> This has been actioned and they can be viewed on the leaseholder section of the New Charter website
<b>ITEM RAISED:</b> Digital switch over impact.
<b>RESPONSE:</b> This is an area of work that New Charter is looking at. You will only be affected if you have a communal TV aerial. We will contact you before the switchover to let you know if you are affected. The switchover takes place in 2009
<b>ITEM RAISED:</b> Central Dukinfield – write to all tenants – merge meetings
<b>RESPONSE:</b> This is specific to this particular group of leaseholders and arrangements will be made directly with them
<b>ITEM RAISED:</b> Who owns which land – NCHT/Tameside /Highways and who takes responsibility?
<b>RESPONSE:</b> The owner of each piece of land is responsible for it. If there is an area of specific concern, we will be able to advise you if we own the land
<b>ITEM RAISED:</b> Insurance leaflet – the link on the document does not work
<b>RESPONSE:</b> We have checked the document and there are two links included. One links you to an email address and the other to Zurich’s website. Both work from our network. Can only assume that they are not working due to personal settings on your own PC

<b>ITEMS FOR NEXT MEETING</b>
<b>The items below are suggestions for future meetings</b>
1. Rules to be set – the feeling of the group is that people bring personal issues to the public part of the meeting
2. Agree items for discussion for forthcoming meetings, this will be developing a work plan and may include some or all of the following: <ul style="list-style-type: none"><li>• Items of interest/concern</li><li>• Any specialist subjects</li><li>• Speakers that you would like to hear</li><li>• Legislative changes</li><li>• Arrears recovery</li><li>• Review of handbook</li></ul>
<b>DATE OF NEXT MEETING 19<sup>TH</sup> MARCH 2008 AT 6.00</b>
<b>Note – this is a change of date from the original date</b>

**NEW CHARTER HOUSING TRUST  
NEIGHBOURHOOD OFFICES,  
NEIGHBOURHOOD SURGERIES AND SHOPS**

**NEIGHBOURHOOD OFFICES**

**OPENING TIMES**

1 Wellington Parade, Dukinfield  
(for Central estate)

Tuesday 9.30 am to 12.30pm  
1.30 pm to 4.00 pm  
Friday 9.30 am to 12.30 pm  
1.30 pm to 3.00 pm

1 Ullswater Terrace Stalybridge  
(for Lakelands estate)

Tuesday 1.00 pm to 4.30 pm  
Friday 10.00 am to 12.00 noon

Crowswood, Crowswood Drive Stalybridge  
(for Crowswood estate)

Tuesday 10.00 am to 12.00 noon  
Thursday 2.00 pm to 4.00 pm

Micklehurst, Mansfield Road Mossley  
(for Micklehurst estate)

Monday 10.00 am to 12.00 noon  
Tuesday 10.00 am to 12.00 noon  
Thursday 2.00 pm to 4.00 pm

**NEIGHBOURHOOD SURGERIES**

**OPENING TIMES**

LARA Centre, Somerset Road Droylsden

Wednesday 1.30 pm to 3.00 pm

37 Acresfield Road, Hyde

Thursday 2.30 pm to 4.00 pm

Surestart Office, Hazelhurst Road, Ashton

Tuesday 2.00 pm to 4.00 pm

Top Mossley Library, Mossley

Wednesday 2.00 pm to 3.00 pm

**NEW CHARTER SHOPS**

**OPENING TIMES**

(which apply to all Shops)

2 Henrietta Street, Ashton  
9 Albert Street, Denton  
12 Clarendon Street, Hyde  
63 Grosvenor Street, Stalybridge

Monday 9.00 am to 5.00 pm  
Tuesday 10.30 am to 5.00 pm  
Wednesday 9.00 am to 5.00 pm  
Thursday 9.00 am to 4.30 pm  
Friday 9.00 am to 4.00 pm