

LEASEHOLDER CONSULTATION EVENT – 14th June 2006

FEEDBACK AND RESPONSE

INTRODUCTIONS AND BACKGROUND

Group 1
QUESTION/COMMENT:
RESPONSE:
Group 2

OUR SERVICE TO YOU

Group1
QUESTION/COMMENT: Equal Opportunity complaints procedure
RESPONSE: Everyone thought it was ok
QUESTION/COMMENT: Training for residents – policy and procedures
RESPONSE : Noted.
QUESTION/COMMENT: Forums – possibly look at them becoming more formal – i.e. committee
RESPONSE : Noted.
QUESTION/COMMENT: Is the leaseholder handbook standard regardless of property (high rise or 2 storey)?
RESPONSE : The handbook is a standard document. Each leaseholder is advised to check their own lease for specific details. The front cover of the booklet makes this clear.
QUESTION/COMMENT: Issue with responsibilities – Leaseholder or NCHT?
RESPONSE : The booklet explains who is responsible for what. Again, if in doubt leaseholders need to refer to their own lease
QUESTION/COMMENT: Ensure written permission procedures are adhered to.
RESPONSE : Noted.
QUESTION/COMMENT: Interaction/communication between legal and revenues needs to improve.

RESPONSE : Noted.
QUESTION/COMMENT: Staff not getting back to residents and not getting messages passed to them.
RESPONSE: Martin gave his number out and said that if this happened the Leaseholder should contact him direct. The handbook gives specific reference to the sections that can be contacted if there is a query
QUESTION/COMMENT: Need more clarification of ownership of fixture and fittings
RESPONSE: This will be detailed in your individual lease
QUESTION/COMMENT: Why do tenants need written permission for improvements?
RESPONSE: Martin told the group about the leaseholder who had knocked down a supporting wall. The lease is the contract and this requirement is contained in the lease.

YOUR LEASE – RIGHTS & RESPONSIBILITIES

Group 1
QUESTION/COMMENT: More clarification of what internal windows are.
RESPONSE : The booklet says ‘glass in windows in your home’. This is any glass that is in the property
QUESTION/COMMENT: Whose responsibility is it to improve externals? i.e. guttering.
RESPONSE: The external fabric of the building is the landlords responsibility although the leaseholder must pay their share of the costs of any works. This is detailed in the ‘repairs’ section of the handbook
QUESTION/COMMENT: Maintenance of gas/electric appliances – if permission not given for replacement
RESPONSE: This is not NC responsibility and should not cause any problems
QUESTION/COMMENT: Pg 12 meter cupboards – should say ‘shared meter cupboards’.
RESPONSE : This has been amended in the book
QUESTION/COMMENT: New legislation for meter cupboards states there should be a cut out unit on electric meter cupboards.
RESPONSE : There is a requirement where the meter and the fuse box are in 2 locations that there is a cut off switch. In tenanted properties we ensure this is the case. For leaseholders, this is your responsibility and should be carried out by an electrician who would

undertake any required require works. You should take advice from your electricity supplier if you are in doubt.

Group 2

QUESTION/COMMENT: Being a good neighbour section – like it to state NCHT will enforce tenancy conditions on NC Tenants?

RESPONSE: As answer from previous consultation and included in the book

YOUR ANNUAL SERVICE CHARGE

Group 1

QUESTION/COMMENT:

Ensure that the service charge bill goes out on time.

RESPONSE :

Agreed that in the past it was late but this year everyone conceded that procedure had improved as it was received in early May.

QUESTION/COMMENT:

Benefits agency only pays part of the service charge.

RESPONSE :

Noted and thank you

QUESTION/COMMENT:

If kitchen units or bathrooms are changed by leaseholder are they still covered under the insurance if they leak?

RESPONSE:

Yes if there has been permission granted

QUESTION/COMMENT:

Definition of fixture and fittings.

RESPONSE :

Noted.

Group 2

QUESTION/COMMENT: Dukinfield Central are charged a service charge for a communal area – where is this in Dukinfield?

RESPONSE: There are communal stairwells and walkways

QUESTION/COMMENT: Need further explanation on sinking funds and what happens if there is a shortfall?

RESPONSE: If there is a shortfall, the leaseholder is required to pay the difference. An invoice will be raised. This has now been included in the book in Section 5

QUESTION/COMMENT: Do tenants pay a sinking fund?

RESPONSE : No all expenses are taken from rent (not broken down on rents)

QUESTION/COMMENT: What happens if there isn't enough money in the sinking fund to finance the repair required?
RESPONSE: Leaseholders would have to find money required for work if shortfall occurs.
QUESTION/COMMENT: Would like it mentioned in handbook about shortfalls in sinking fund. (p23 when work is complete)
RESPONSE: Now included

PLANNED MAINTENANCE & IMPROVEMENTS

Group 2
QUESTION/COMMENT: Are outstanding repairs reflected in property price?
RESPONSE: Yes
QUESTION/COMMENT: Are NCHT responsible for horticultural problems?
RESPONSE: Would depend – but NCHT would send an inspector to visit the site.
QUESTION/COMMENT: Horticultural problems need to be treated earlier. I.e. problem of excessive trees on Commercial Street, Hyde needs looking at.
RESPONSE: Noted and passed to manager of the service
QUESTION/COMMENT: Do planned maintenance regularly check areas for horticultural problems?
RESPONSE: Yes
QUESTION/COMMENT: Early repairs also need to be done to fencing – to reduce major expenditure.
RESPONSE: Estate inspections are done regularly by Neighbourhood Management Officer.
QUESTION/COMMENT: Who do you report damage to fencing to?
RESPONSE: Neighbourhood Management Officer – details at the back of the book.
QUESTION/COMMENT: Area to the rear of Rose Hill Road/Crescent needs to be cleared/cut back.
RESPONSE: NCHT to chase up with Neighbourhood Management Officer. Passed on.
QUESTION/COMMENT: Who is legally responsible for accidents on NC property

due to uneven paths?
RESPONSE : This would depend on the circumstances. If you feel that New Charter is at fault then you can claim against our policy and it would be investigated fully to establish liability. Details included in the book
QUESTION/COMMENT: Are leases issued by TMBC still valid?
RESPONSE: Yes
QUESTION/COMMENT: Re-pointing of masonry (individual leaseholder)
RESPONSE: NCHT to look at when last done.
QUESTION/COMMENT: Do you have a choice when a major improvement of works is happening?
RESPONSE: Need permission to alter property (to use own contractor) NCHT do have right to replace windows etc if required. NCHT will put in conditions if you use your own contractor. You will be consulted when major works are due to start and if you have any concerns, these will be addressed at the time.
QUESTION/COMMENT: Would this include people who have had work done for disablement?
RESPONSE: Contact needs to be made with New Charter if you find yourself in these circumstances
QUESTION/COMMENT: Can NCHT look at speeding up process for disabled adaptations for leaseholders?
RESPONSE: This is specific to an individual. Please make contact then we can look at the case
QUESTION/COMMENT: P12 needs rewording – says “your responsible for window in your home.” Should say glass.
RESPONSE: Amended in the book
QUESTION/COMMENT: What is the difference between a repair and a major improvement?
RESPONSE: Improvements when whole estate is done and are planned. Repairs are responsive and are carried out as they occur. They can not be planned for.
QUESTION/COMMENT: Why don't NCHT give house-builder guarantees to leaseholders?
RESPONSE: NCHT work will be guaranteed. At consultation process for major works residents have right to look at documents.
QUESTION/COMMENT: What happens if you have internal dampness?
RESPONSE: NCHT would send an inspector to find out cause of problem – cause will determine who is responsible
QUESTION/COMMENT: Grass cutting – 34 cuts per year – only done 3 times in 3

months. Do you get a refund for too few cuts? Why can't grass be collected everywhere?
RESPONSE: Residents should join the working group looking at monitoring service teams' performance.
QUESTION/COMMENT: What would the difference in cost be for the gold standard?
RESPONSE: Passed to manager of service
QUESTION/COMMENT: NCHT aren't collecting branches after they have pruned trees.
RESPONSE: Will look into.
QUESTION/COMMENT: Should certificates be supplied to leaseholders when boilers are serviced?
RESPONSE: When New Charter carries out the annual service for tenants, a gas certificate is issued. Servicing of gas appliances is the responsibility of you as the leaseholder. The company carrying out your servicing should issue you with certificate. New Charter can now offer this service to you - you need to request the service by ringing 0161-331-2822 . You will be required to pay for the service at the time the works are carried out. The fee is approximately £50 (as at March 2007)
QUESTION/COMMENT: Don't like having to tell NCHT who you are selling property onto?
RESPONSE: This is part of the requirements of the lease. As this is part of the contract then it is an obligation.
QUESTION/COMMENT: Could NCHT give leaseholders information on whether leaseholders can manage their own block – what percentage is needed “right to manage”
RESPONSE: Details on the Right to Manage are now incorporated into the handbook. The Commonhold and Leasehold Reform Act 2002 brought with it a Right to Manage. At least two thirds of the total number of flats in the premises must be let to qualifying tenants and at least 50% of the qualifying tenants in the block must agree to take over the management of the block.
QUESTION/COMMENT: Would like further information on legislation to extend leases.
RESPONSE: Whether you have the right to extend your lease depends on whether you qualify to do so under Section 1 of the Leasehold Reform Act 1967 (as amended Commonhold & Leasehold Reform Act 2002). You may have the right to buy your freehold or the right to extend your lease by 50 years. You will probably have to pay a modern ground rent if you go ahead which is likely to be more than you pay now. You are strongly advised to take legal advice to ascertain if you have the right. To start the process you must serve notice on the landlord in the prescribed form. The landlord must respond within 2 months. You do not have to pay a premium to extend the lease but you will have to pay your costs and those of the landlord.
QUESTION/COMMENT: Why are some communal areas fenced and others not? i.e. Oak Tree Drive, Gorse Hall play area.
RESPONSE: To look into.
QUESTION/COMMENT: Too many CCTV cameras on Gorse Hall Road

(disagreement from other estate residents)