

New Charter Housing Trust

Leaseholder Forum

Wednesday 28th March 2007 at 6.00 pm

Held at:

New Charter Housing Trust
Cavendish 249
Cavendish Street
Ashton-under-Lyne

Notes

1. Launch of the Leaseholder Handbook

JV welcomed the group. She thanked the leaseholders for their help in creating the handbook and circulated copies. Each leaseholder will receive an individual copy with the new invoice.

Comments are required at the next meeting for any changes required.

JV pointed out that following a request of a leaseholder, gas servicing can now be carried out by New Charter. The leaseholder must telephone 0161-331-2822. John Corr will deal with any requests. The cost is in the region of £50 and is payable as the work is carried out.

Details of issues raised at the June 2006 meeting were circulated to the group.

2. New Charter Housing Trust – “*More than just housing*”

Martin Frost gave a presentation of the work being undertaken by New Charter. This included environmental works, social and financial inclusion and the Academy.

3. Budget Setting – understanding the process

Helen Stoddard gave a presentation in relation to how budgets are set and cascaded down to a property level.

4. Buildings Insurance – an overview

Jen Holt gave a presentation in regard to the buildings insurance scheme that leaseholders contribute to. This included how the scheme

operates and how to make a claim. Contact numbers were circulated to the group.

5. Any other business

Mr P Hyde – Washing areas and parking spaces. Details passed to Neighbourhood Manager

Mr W Dukinfield – grass cutting, fencing, outhouse door issues. Details passed to Neighbourhood Manager

Central Estate Dukinfield – issues in relation to varying charges to be looked at by Jen Lee. Contact to be made with individual leaseholders.

General - Commercial Street – trees being cut, tenants taking logs. Referred to Neighbourhood Manager

Digital TV arrangements – to be updated at next meeting

6. Issues were highlighted in the following areas;

A) What is the role of the Estate Manager? – Lorna LeFevre will attend the next event and give a presentation to the group.

B) Vetting process for prospective tenants – Lynn Sandelance to give a presentation to the next meeting. Lynn to look at including Tenancy Compliance to explain what would happen if things go wrong.

C) Repairs – Steve Norris has been asked to attend and give details in relation to service standards. This will include arrangements for emergency call out.

D) There was a matter raised that invoices say ‘pay in 7 days’. Leaseholders can pay in 12 equal instalments. This has been checked and this wording was actually removed in 2002.

E) Statements – leaseholders concerned that the statements are late. This caused a great deal of dissatisfaction. Helen explained the situation in relation to an audit taking place on each fund and promised they would be sent out in the next week. This is an area of work that needs to meet client timescales and is acknowledged as such.

7. Next Meeting 12th September 2007