

LEASEHOLDER FORUM – 19th March 2008

MINUTES AND FEEDBACK

AGENDA ITEMS

Minutes of last meeting

Agreed as a correct record

ITEM RAISED:

No issues

Ground rules for meetings

ITEM RAISED:

There have been issues at previous meeting where personal issues were being discussed in the main body of the meeting. This was preventing issues to the wider audience being discussed and causing some disruption

RESPONSE:

Agreed with the group that any personal issues should be raised with the officers at the meeting following conclusion of the main meeting.

Officers are ready to take any queries/complaints away with them and to respond within 5 days.

Leaseholders were informed that the main contact point is Mrs Potter who can be reached on 0161-331-2051.

Review of Handbook

ITEM RAISED:

It is now 12 months since the launch of the handbook. Leaseholders were asked to comment on the content for a formal review. If there were no comments immediately, they were asked to contact New Charter at any time as issues become apparent.

RESPONSE:

The following items are to be amended in the handbook:

- Sinking fund information
- Gas servicing
- Details of the forum

These will be incorporated in to the handbook as part of the review

Developing a work plan

ITEM RAISED:

At the meeting in September, Leaseholders were not happy with the content of the agenda. The members were asked to identify the items they would like to see on future agenda and issues they would like to discuss

RESPONSE:

The following items were raised for discussion in the future:

- Buildings insurance - how to make a claim. Repairs – reporting when there is no fault of the leaseholder. Particular issues with gutters and whether there is a cyclical inspection programme
- How does the repairs service deal with leaseholders when they try to report a repair (there were different experiences shared)
- Out of hours emergency service – when can leaseholders use it and why is it sometimes not delivered
- Capping reserves in sinking funds
- Grass cutting – what is the service. Damage being caused to the grass

Any other business

New Charter would like to thank all those present who completed a questionnaire in relation to their personal circumstances. This is part of a bigger project affecting customers of New Charter so that services can be adapted to particular needs and to ensure that everyone is treated equally. Those leaseholders not attending the meeting will receive a questionnaire in the post

ITEMS FOR NEXT MEETING

Any items that leaseholders would like to add to the agenda for the next meeting should be logged with Jen Lee or Paula Potter

**DATE OF NEXT MEETING 24th September 2008 AT 6.00
at New Charter Housing Trust, Cavendish 249, Cavendish
Street, Ashton-under-Lyne**

**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