

LEASEHOLDER FORUM – 24th September 2008

MINUTES AND FEEDBACK

AGENDA ITEMS

Minutes of last meeting Item 1

Agreed as a correct record

Matters arising:

- Buildings insurance – deferred to next meeting for presentation to be given by Insurance Manager
- Sinking funds – capping the fund. Debate ongoing as some leaseholders do not want a cap. Julie Vickers (JV) Explained to the group that if this was to be an option, then it would be a voluntary agreement with individuals which would be instigated by the individual. This would not be compulsory

Agenda Items

REPAIR SERVICE

ITEM 2 – Repairs Service

Steve Norris (SN), Head of Responsive Repairs attended the meeting at the request of leaseholders. Details discussed as follows:

RESPONSE:

- Issues with gutters – this is no longer a cyclical programme but reactive unless there is a known problem in particular areas. Will be completed within 20 days of report.
- Gutters – where there is a repair to gutters, should be a check made around the building. Feeling was that there were 2 visits being made to the front of the building and to the back. SN agreed to look into the issue.
- Reporting repairs – this is the reason SN was invited to the meeting. Since the invite, changes have been made to the system to ensure that the repairs service is aware that New Charter carries out repairs for the leaseholder. SN asked the group if service had improved. No one had reported a repair since so there was no comment. SN asked for feedback direct to him if there were continuing issues
- SN answered some specific queries relating to individual properties

GROUNDS MAINTENANCE

ITEM 3 -Grounds Maintenance:

Gordon Clayton (GC), Environmental Services Manager attended the meeting at the request of leaseholders. He was joined by Dave Griffiths (DG) who represented the contractor. Details discussed as follows:

RESPONSE:

GC explained that New Charter service 731k sq mts of grounds per annum which includes 33 grass cuts per year. These are carried out March to September, phased across the Borough. This includes weekly litter picking around the area.

There are issues when the weather is bad but when there is a cut of long grass, there is a collection service as well. The normal grass cutting programme does not include a collection service.

From November to February, shrubs are taken care of plus an additional summer prune if there are health & safety issues

Spring and Summer also sees bedding plants being planted.

On a monthly basis, the following are measured/monitored:

- Grass cutting
- Shrub pruning
- Litter picking
- Weed spraying
- Complaints & rectifications (these are forwarded to Service Team who carry out the work with a target date to respond)

Leaseholders asked about the following:

- Trees, when are these looked at? – GC explained trees are not part of grounds maintenance and should be reported to the Housing Officer if there are problems
- Litter, how is it defined? - GC explained this is up to the size of a house brick
- Collection of grass – GC stated this is only at the first cut
- Wet grass is causing problems as it is sticking to windows doors and is chewing up – GC stated if this happens, he needs to know. He explained that it can look a mess on the day but the next day will be fine. If the grounds and left with trenches, then this is different and should be reported. It is difficult to balance the right time but the contractor must return to make good if damage is caused
- Tenants taking it upon themselves to maintain common areas is ok at the time but when they lose interest, what can we do? – GC acknowledged this is a problem. Contact should be made with GC then he can arrange for Service Team to look at the issue
- Individual problems with trees were recorded by officers at the meeting to be passed on to the Housing Officer
- Gorse Hall has not been sprayed – GC will look at the issue

GC reiterated it was important to log any issues with him so that they can be included in the complaints report that is sent to Service Team on a weekly basis

SATISFACTION SURVEY

ITEM 4:

JV circulated a draft questionnaire to the group. She explained that it was the intention to carry out a satisfaction survey in January 2009 at the same time as it is undertaken for tenants.

She asked if there would be any problem with a telephone interview to which there was no objection from the group.

The group were asked to take the draft away and feedback any comments they may have. Feedback should be received by the end of November 2008.

The questionnaire is not for completion at this point in time.

Any other business

- Sinking fund capping to be revisited
- What is the cost of a replacement roof – JV to find out details
- Leaking roofs, can this be paid for from sinking funds – response is yes as there is an element on the service charge for roof maintenance

**DATE OF NEXT MEETING 18th March 2009 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