

# LEASEHOLDER FORUM – 18<sup>th</sup> March 2009

## MINUTES

### AGENDA ITEMS

#### **Minutes of last meeting Item 1**

Agreed as a correct record

#### **ITEMS RAISED:**

No issues

#### **Agenda Items**

#### **BUILDING INSURANCE**

##### **ITEM 2 – Buildings Insurance**

Jen Holt, Insurance Officer, attended the meeting at the request of leaseholders and delivered a presentation on the Leasehold Building Insurance. Issues arose as below:

- Are internal burst pipes covered under the policy – yes they are
- Are contents covered following an incident - it is possible to claim for negligence against another party dependant on the consequences and circumstances
- Excess – this was reduced to £50 for leaseholders 2 years ago
- Sky dish/Aerials – Yes, these are covered on the policy
- Storm/Flood - yes, this is covered with the exception of the following circumstances
  - Damage caused by frost, subsidence, ground heave or landslip
  - Damage attributable solely to changes in the water level table
  - Damage in respect of fences and gates

#### **SATISFACTION SURVEY RESULTS**

##### **ITEM 3 -Satisfaction Survey results**

Jen Bolan spoke about the Leasehold Satisfaction survey that was carried out in January 2009. Details as follows:

JB detailed the number of leaseholders contacted in the recent survey as being 28. She went on to pick out various parts of the survey emphasising the mostly positive results that were received.

This included the number of repairs reported, although there was only a small number of repairs reported (10) the results for this work were high.

JB went on to discuss the satisfaction with staff and the group talked about getting hold of the correct person, please find the following useful numbers:

- Paula Potter – Income Recovery 0161 331 2051
- Repairs – 0800 027 0828

JB also then highlighted the response for ‘Yours views are taken into account’ as being one of the lower results, however, ‘Satisfaction with overall service’ was a good result with 82% being either fairly or vary satisfied.

JB then asked how we could achieve a better response rate with a future survey. Some members of the group suggested that things deemed as a mail shot were often just

thrown away, however, other suggested the following:

- Paper questionnaire in the post
- E-Mail
- Phone – different times of the day
- Signing up on the internet

## **ISSUES OF INTEREST FOR FUTURE MEETING**

### **ITEM 4: Issues of interest for future meeting**

JB and the group discussed what would like to be talked about at future meetings.

Various members of the group spoke about individual issues that concerned them and would be interested in knowing more about these included:

- Re-let Policy - as the group wanted more information on what criteria was used by New Charter to house people. JB stated that this had been brought up before, another member of the group stated that had been invited to a separate presentation regarding this topic, however, not all the group had heard this especially newer members of the group.
- Improvement Programmes -the group said they would be interested in knowing about future improvement programmes (including environmental), this to be looked at for a future meeting
- Tenancy Compliance – again, various members spoke about individual instances of Anti Social Behaviour and the question was asked about what we actually did about this – JB asked if they would welcome another presentation on this subject and this was agreed, particularly as newer members of the group were not aware of what New Charter does to combat ASB.

### **Any other business**

- Repairs & improvements were discussed and the lack of information given prior to works done was raised. JB to address with Building Company
- Gas Service – this doesn't appear to be recognised by the Repairs team – JB to speak to Alan Bocking
- Roof insulation – This is not New Charters responsibility, however, it may be possible to refer your request to Hillserve – please see JB for further details
- Various individual issues were discussed with Officers at the end of the meeting – these will be dealt with individually

**DATE OF NEXT MEETING 23<sup>rd</sup> September 2009 at 6.00pm  
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