

LEASEHOLDER FORUM – 28th September 2011

MINUTES

AGENDA ITEMS

Item 1 - Minutes of last meeting

Agreed as a correct record

Matters arising:

- JV updated the group on the launch of 'Looking Local' which had been discussed at the last meeting. An information leaflet is enclosed with the minutes. Leaseholder section not yet developed but will be included in the near future
- The group had discussed moving the meeting to an annual event however, it was decided that the meetings should continue on a 6 monthly basis which was agreed

Item 2 – Service Standards Review

Service standards were agreed 12 months ago with members of the group. The meeting reviewed the standards.

Lisa Jackson Revenues Manager led the discussion. Copies of the standards were circulated. Attendees were happy with the content with no changes to be made

Item 3 – Leaseholder Survey

Julie Vickers, Director of Business Support, circulated the final version of the survey. Agreed by the group that it should now to be circulated. Most likely process will be to send by post.

The group was asked about incentives to encourage leaseholders to complete the form – the decision was that there should be no incentive as the group do not feel it will make a difference

Item 4 – Arrears Recovery

Jen Bolan, Service Unit Manager discussed the arrears procedure to establish if there were any recommendations to change the process and consider the wording of the letters.

Papers were circulated to the attendees. There were no recommendations to change the process or wording of letters

Item 5 – Any other business

- Gorse Hall parking during sheltered scheme works – this should now be resolved. Contractors were waiting for planning permission which should have been resolved early October
- Gorse Hall Roofs – There is a mixture of tiles on this estate hence the ‘patchwork’ effect. Staff from Property Services will take a look to see if replacements are required.
- Gorse Hall Fencing – This will be discussed with Property Services and the Neighbourhood teams to see how the issue can be addressed
- Hitchen Close Flooring – Communal flooring to be replaced around Christmas time, letters were issued to residents in March/April 2011
- Ashton Road stopcock – a repair ticket has been raised for this to be inspected
- Hitchen Close Privets – There is a difference of opinion with residents as to how high the privets should be. However, the Grounds Maintenance Team states they are ready to be trimmed and this will be done soon.
- Hitchen Close edge spraying – verges on to the road are maintained by Tameside Council, however, when the contract is changed next year the Grounds Maintenance Team envisages that more spraying in these areas will be carried out
- Ashton Road – spraying drying area, this is to be carried out at the end of next month
- Some leaseholders had experienced problems letting New Charter know that they were attending. Connect (*the customer contact centre*) had not been informed of the meeting and therefore did not have the details. This will be addressed so that for the next meeting they are fully aware. Staff apologised for the error
- Painting charges – question asked about why they are different. The cost for each block will relate to the amount of work required. Generally this needs to be taken up on an individual basis by leaseholders who feel they may be paying more than their neighbours
- Solar panels – this is an area of work that New Charter is considering. This is at the very beginning of the process and if leaseholders are affected, information will be provided
- Communal aerials on many blocks have been fitted and some remain to be fitted. The work is usually carried out at the same time as roofing works and communal door works. When aerials are fitted, they are then ‘Sky Ready’

which means, when residents subscribe to sky, they don't need a dish. If there is a specific query, this needs to be addressed on a property basis

- Roofing average cost – generally a roof on a semi detached property would cost in the region of £3,500. A block of 4 flats would therefore be 2 x £3,500.

The cost per resident in a block of 4 flats therefore would be in the region of £1,750. This cannot be taken as the actual cost on any scheme as each roofing project will differ. **This is a guide only and not binding on New Charter in relation to the price the leaseholder would be expected to pay**

- Following the meeting, a suggestion was made by a leaseholder that the next forum be featured in the newsletter to attract more people. Suggested that there be a forum photograph at the next meeting to promote the group

**DATE OF NEXT MEETING 28th March 2012 at 6.00pm
at New Charter Housing Trust, Cavendish 249,
Cavendish Street, Ashton-under-Lyne**