

Charnwood Leaseholder Forum

Minutes of Meeting held on:

25 November 2009 | 2pm | Committee
Room 2 | Council Offices | Southfield Road



Present: Mrs Rowbotham Sally Harbey (Chair)
Mrs Bunney Tal Mehta
Mr Storr Brian Gilliver
Mrs Storr Grattan Glendining
Mrs Spurr Chris Moore
Mrs Dilley Sarah Taylor
Mrs Hollingsworth Emily Clarke (minutes)

Item		Action:
1	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Mr Rowbotham and Isobel Rickard.</p> <p>Sally welcomed Sarah Taylor to the meeting. Sarah explained that she is now going to be the first point of call for leaseholders. She previously worked with Mary Green in Charnwood Borough Council but is now working for Charnwood Neighbourhood Housing. If she is not at her desk, the call will divert to Grattan Glendining. Sally suggested that this information could go into the next leaseholder news. The group agreed. Sarah Taylor: 01509 634830</p>	
2	<p><u>Minutes of 22nd September 2009</u></p> <p>The forum agreed the minutes as accurate.</p>	
3	<p><u>Matters Arising</u></p> <ul style="list-style-type: none"> • Strip of Land at The Mills, Quorn – Grattan informed Mr Storr that the land in question is not housing land. • Sycamore tree at The Mills, Quorn – Grattan explained that the survey has been completed, but not all of the results are in. Mr Storr informed Grattan that the tree is healthy, it just needs cutting back. • Gardening service – Sally explained that work has not been completed on the store where the tools will be kept. CNH are still intending to get the scheme up and running, but there has not been any development on this. • Communal windows at The Mills, Quorn – Tal explained that work has started on the windows. Leaseholders at The Mills stated that the new windows have made a big difference to the stairwells. • Gutter clearance at Thurmaston – Nick has reported this to 	

	<p>maintenance.</p> <ul style="list-style-type: none"> • Overgrown garden – Grattan explained that this has not been followed up yet. He will update the forum at the next meeting. 	GG
4	<p><u>Section 20 Consultation – Window installations</u></p> <p>Brian Gilliver introduced himself as the Contracts Supervisor for CNH. He explained that the Decent Homes programme have been installing windows this year in Loughborough Town Centre, Mountsorrel and The Mills, at Quorn.</p> <p>He added that the Audit Commission have highlighted that CNH should be doing further consultation with leaseholder where major work is planned.</p> <p>The consultation consists of two stages. Stage one is to introduce the leaseholder to who is carrying out the work and why it needs to be done. The leaseholder is invited to write to CNH if they have any queries or comments about the work that is to take place within 30 days. (The letter could also invite the leaseholder to nominate a company that they think are better to carry out the work. In this case, it is not possible as the contract has to be advertised in the European Journal due to the value of the contract).</p> <p>CNH are trying to get the windows fitted for leaseholders as soon as possible. Therefore, CNH can waiver the 30 day period if the leaseholder agrees and would like to speed up the process.</p> <p>Brian explained that the costs of the work are sent out with the second stage notice. The leaseholder is given a further 30 days to consider the cost of the work. (Again, CNH can waiver the 30 days to speed up the process if the leaseholder agrees). He added that the majority of the work would be post-inspected. The costs for the work are then given to Sarah Taylor, who sends out the invoices. Sarah added that the cost for any major works is invoiced separately and is spread over four quarterly payments. She added that she also tries to stagger these payments so that they do not fall in the same period as the service charge payments where possible.</p> <p>A satisfaction survey is then sent to the leaseholder once the work has been completed. If the leaseholder is not satisfied. Brian or one of his colleagues would visit the leaseholder to inspect the work.</p> <p>Tal added that his team are currently carrying out surveys of all blocks where leaseholders live so that CNH know what work needs to be done.</p>	

	<p>Brian also explained that the conditions in the new leases differ slightly to the old ones. The notices are for where the responsibility for windows lies with CNH. However, CNH are offering the same windows at the same cost to other leaseholders, to take advantage of the rates that the contractor is offering, but CNH do not have to give 30 days notice.</p> <p>Grattan added that the requirement to consult is only triggered if the cost of the work is over a certain amount.</p> <p>Brian also explained that a 3% arrangement fee is added to the invoice, but this does not cover the cost of the arrangement fee, so this charge is nominal.</p>	
<p>5</p>	<p><u>Tree Survey Update</u></p> <p>Grattan stated that the tree surveyor has virtually completed the whole of the borough and has found more trees than expected. The bad weather has put the completion date of the survey back one week.</p> <p>Chris Moore suggested that if anyone would like information on a particular tree, to contact Grattan Glendining on 01509 634625 and he will be able to advise when work is scheduled for that tree. He added that the work for all trees will be phased over a five year period.</p>	
<p>6</p>	<p><u>Grounds Maintenance and Cleansing Contract</u></p> <p>Chris Moore explained that there has previously been no service level agreement (SLA) for cleaning on the estates. CNH have negotiated with the Council and have entered into a new contract with Serco. The new contracts provide excellent value for money as the standards of the estates should also improve considerably. Both of the contracts are being provided for a fraction more than the previous grounds maintenance contract alone.</p> <p>The new contract is based on an output specification, which means that there will be penalties for the contractor if they do not achieve the standards agreed. (There will be additional charges for clearance of needles and fly tipping etc).</p> <p>Mrs Hollingsworth raised the issue of shed roofs, as people are throwing rubbish on top of them. Chris suggested that Grattan take the details from Mrs Hollingsworth and he will pass this information on to the Housing Officer.</p> <p>Chris informed the forum that the council have obtained funding for the provision of community compost bins. If there are a group of tenants or leaseholders that wish to start a community compost scheme should contact Grattan Glendining</p>	<p>GG</p>

7	<p><u>Leaseholder Newsletter Feedback</u></p> <p>Sally asked the forum if they read the leaseholder newsletter and if they find it useful. The forum stated that they did.</p>	
8	<p><u>Door Entry Systems Contract</u></p> <p>Tal explained that about 47% of the housing stock is made up of flats but CNH do not have a proper servicing contract for door entry systems. CNH will be putting out a contract to cover annual service, repairs and upgrades. He added that he would like at least one leaseholder on the selection panel for the contract.</p> <p>Tal explained that the tendering process, if anyone was interested in taking part would include the following:</p> <ul style="list-style-type: none"> • 3 days in January 2010 • 4 days in February • Monthly and then quarterly monitoring meetings <p>CNH will invite interested companies to tender. The selection panel will read and discuss their response to the 22 questions on how the company intend to deliver the service and what they can bring to CNH's tenants and leaseholders. The process will also consist of site visits to where the companies have worked before. In March the panel will make a decision and the contract will then begin in April 2010. Volunteers can claim any expenses incurred and will receive guidance from Tal's team.</p> <p>Sally added that it is a huge value to CNH, but it is also really useful to tenants and leaseholders. Anyone interested should contact Emily Clarke on 01509 634931.</p>	
9	<p><u>Any Other Business</u></p> <p>Tal informed the group that Charnwood Borough Council have won a government grant for cavity wall insulation. There will be no cost to the leaseholders for this. The project is hopefully starting in December 2009 and will hit about 70% of flats over the next two years.</p>	
10	<p><u>Date of Next Meeting</u></p> <p>Thursday 21 January – 2pm – 4pm – CNH Boardroom</p>	