

Charnwood Leaseholder Forum

Minutes of Meeting held on:

21 January 2010 | 2pm | CNH Boardroom | Council
Offices | Southfield Road



Present: Mr Rowbotham Sally Harbey (Chair)
Mrs Rowbotham Tal Mehta
Mrs Bunney Brian Gilliver
Mrs Storr Grattan Glendining (minutes)
Mrs Spurr Sarah Taylor
Mrs Dilley Maria Maltby
Richard Patterson

Item		Action:
1	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Isobel Rickard.</p> <p>Sally welcomed everyone to the meeting</p>	
2	<p><u>Minutes of 25th November 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"> • Overgrown garden – Grattan explained that the property in question has been found to be a private dwelling, and further feedback will be given at the next meeting. • Victoria Street, Loughborough roofs – Clearing of these roofs has been ordered as part of the general cleanup of Victoria Street, Loughborough which has much improved since grounds maintenance and repairs work has started. 	GG
4	<p><u>Inspection Update</u></p> <p>The 2006 Inspection under Charnwood Borough Council resulted in a 0 star rating. Since then Charnwood Neighbourhood Housing was formed and a bid submitted for £44m to Government. There has been a programme of change to improve the service. CNH needs a 2 star rating in the up-coming Audit inspection. The Auditors will be on site on the weeks commencing 8th February and 15th February. There will be 3 inspectors and a tenant advisor based at the CNH offices. They will look at the quality of the service given to Tenants and Leasholders and are</p>	

<p>currently looking at the Self Assessment Statement of where CNH is now. This allows the inspectors a focus for the inspection. A copy is available from Sally Harbey if anyone would like to see it.</p> <p>There will have been mystery shopping exercise done that will test the website and other route of customer contact the Inspectors will be visiting the estates and the offices.</p> <p>There will be onsite visits to the sheltered schemes and the tenants and residents group. They will be shadowing the repairs team and meet with the other partnership organisations that CNH work with.</p> <p>They will want to talk to the Tenants and Leaseholders and invitations to attend a focus group have gone out. Leaseholders at the meeting are encouraged to take part.</p> <p>After the onsite inspection a report is written and quality checked which will then be released in May 2010.</p> <p>An assessment score will be given on two counts</p> <ol style="list-style-type: none"> 1. How good the service is – a star rating on a scale of poor,fair, good and excellent. (CNH is hoping for a good or 2 star rating) 2. Prospects for improvement – on a scale of poor, uncertain, promising, excellent (and assesses the capacity of CNH's plans to give improvements) <p>If a 2 star rating is given it will give an assurance that CNH is providing a good service and this is nationally recognised.</p> <p>The £44m is money for the decent homes project and this will free up money for planned maintenance works. If the living environment improves for our tenants there is a knock on improvement for Leaseholders. It is intended that the blocks where leaseholders live will be surveyed for improvements first. Feedback will be brought to the Leasehold forum.</p> <p>It was commented - if some tenants continue to behave badly despite the improvements that CNH will need to take action to curb their behaviour.</p> <p>If the number of issues surrounding a tenancy can be reduced then CNH can concentrate their efforts on addressing problem tenants.</p> <p>The general aim is for all residents to feel proud of where they live. There was acknowledgment that capital investment is required to</p>	<p>TM</p>
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	<p>achieve this and that the environment does impact in the attitudes of tenants.</p> <p>Another benefit of the decent homes scheme is that less work is required on responsive repairs and there can then be a shift in focus for CNH.</p> <p>Mrs Bunney from Quorn agreed to attend the Tenants and residents forum.</p>	
5	<p><u>Data Profiling</u></p> <p>Sarah Taylor reported that a profiling questionnaire has gone out asking for leaseholders e-mail addresses and telephone numbers amongst other things. Responses have been received and 2 prizes drawn for those who responded. The winners are in Sileby and Syston.</p> <p>The exercise has been worthwhile as there are instances when CNH may need to contact the leaseholders in an emergency.</p> <p>It was commented that for some of the older demographic e-mail is still a mystery.</p>	
6	<p><u>Service Charges</u></p> <p>Sarah Taylor intends to produce the estimates by the end of February and will be collating these soon.</p> <p>Comments received were that the summaries don't seem to indicate work carried out to the property.</p> <p>Sarah Taylor explained that this is included in the certified summaries on an attached sheet called the repairs sheet.</p> <p>It was commented that the summaries show that there are no dates of when the work was carried out and that the leaseholders may never have seen the workmen.</p> <p>Sarah Taylor assured them that dates were on the sheets (and brought examples at the end of the meeting)</p> <p>They may have not seen the workmen because the work may have been reported by someone else in the block and the work done to another part of the block or at a time when the leaseholder was not present.</p> <p>It was re-affirmed that if anyone is unsure of an item on their Estimates or Certified Summaries that they are to contact Sarah Taylor 01509 634830.</p>	

	<p>Sarah Taylor will bring examples of the layout of the repairs sheets for the leaseholders to decide which layout they would like to use.</p> <p>It was commented that the Estimates have titles such as Paths fences and gates, but that some estates or blocks have no gates.</p> <p>This heading is generic and indicates that there may be either paths or fences or gates or all three needing work and therefore estimating.</p> <p>Mr Rowbotham asked about work done putting in airbricks to the downstairs flat and whether he would be charged for this. ST to respond.</p>	<p>ST</p> <p>ST</p>
7	<p><u>Grounds Maintenance Feedback</u></p> <p>There is now in place a new service level agreement with Charnwood Borough Council's Grounds Maintenance department. As part of this a set of standards based on an output specification has been established.</p> <p>CNH is asking for tenants and leaseholders to be the eyes and ears for their areas. To monitor performance and report back to CNH. Training will be provided. Copies of the standards will be presented at the next Forum meeting.</p> <p>Comments were how can tenants be allowed to get away with the mess that they make.</p> <p>Very messy gardens are a matter for tenancy services to enforce through the tenancy agreement. If not identified by the Housing Officers these need to be brought to CNH's notice.</p> <p>As grounds maintenance, litter clearance and repairs and maintenance becomes more proactive and the decent homes programme fulfilled then people will be encouraged to take more pride in other parts of the house and they are likely to find time to do more about their gardens and communal spaces.</p> <p>The Improvements at Victoria Street were chiefly due to visits made after a leasehold meeting.</p> <p>Appreciation was given to those leaseholders at Quorn who enjoy working in the communal garden keeping it beautiful.</p> <p>The two sites illustrate the vast differences in attitudes dealt with by CNH.</p>	<p>GG</p>
8	<p><u>Any Other Business</u></p>	

	<p>Paying for windows -</p> <p>A question was asked about paying for new UPVc Windows and should this be paid in one go. Sarah Taylor replied that Windows can be billed quarterly or annually whichever the leaseholder prefers.</p> <p>Newsletter -</p> <p>Sally Harbey pointed out that there is sometimes not enough information to put into a quarterly newsletter. She asked if a half-yearly issue would be alright. A balance needed to be made between providing information and overloading leaseholders as they receive the CNH News as well. It was suggested that there should be an Ask Sarah article in which frequently asked questions could be put.</p> <p>The leaseholders present agreed to a half yearly issue.</p> <p>Christmas Dinner -</p> <p>Mr Rowbotham extended his thanks for the dinner. It was a great opportunity to meet people and was done to recognise the contribution and feedback given by tenants and leaseholders through the year.</p> <p>Concerns were raised as to the quality of the meal and venue. A different one will be considered next year. "Signatures" was a venue that some leaseholders liked and put forward.</p> <p>Trees -</p> <p>Vandals have destroyed a young tree on the communal area of Newton Close. Mrs Dilley asked if there were plans to replace it. Grattan Glendining to investigate.</p>	<p>SH</p> <p>SH</p> <p>GG</p>
<p>9</p>	<p><u>Date of Next Meeting</u></p> <p>Thursday 25th March – 2pm – 4pm – CNH Boardroom</p>	