

Leaseholder News



Welcome to the first newsletter for leaseholders of Charnwood Neighbourhood Housing.

Many thanks to all of you that attend the Leaseholder Forum, your contribution and support are making the forum the success that it is.

This idea of this newsletter came from the people who attended the Forum who thought it would be useful to share the information they've gained through attending the Forum with other leaseholders.

Forum meetings are held each month and are an informal but useful way of receiving information about Charnwood neighbourhood Housing (CNH) and raising issues or concerns about the services you receive. If you require any further information about the Forum please feel free to contact Grattan Glendining on 01509 636425, or a member of the Tenant Participation team on 01509 634900 or you can e-mail admin@cnh.org.uk. We look forward to hearing from you and hope to see you at future Forum events.

Your Feedback



We recently sent out a survey to all our leaseholders to find out what you thought about the services we provide and the neighbourhoods where you live. Thank you for all of you who took the time to return the questionnaires. About 14% of you responded and we would like to share some of the findings with you. See inside for details:



unlocking a brighter future

Survey results

Overall

64% are satisfied with the overall services provided

Your main areas of concern are

- The cleaning of communal areas
- Parking
- Litter and rubbish in the street
- Vandalism

74% are satisfied with your neighbourhood as a place to live

90% are satisfied with the general condition of your property

46% are satisfied with repairs and general maintenance of communal areas

The three most important things for leaseholders were

- value for money for service charges
- repairs
- being kept informed

Communication

73% were satisfied with how you are kept informed.

The most popular methods for receiving information were by information sent with service charge notices or through resident groups.

92% were satisfied with the information received when you bought your property

74% felt that the information you received on service charges was clear and understandable

75% felt that information provided on major works, such as window replacements, was clear. However, only 38% were satisfied with how we consulted with you over the major works.

67% of you contacted us during the last year for something other than making a payment. The preferred method of contact is by telephone. 65% found it easy to get hold of the staff they needed

68% found the staff helpful in dealing with your query
75% found staff to be fair in dealing with your query
61% found staff were able to deal with your problem
55% were satisfied with the final outcome of your query

71% felt that their views are taken in to account when decisions are made. 59% are satisfied with the opportunities available to participate in the development and improvement of the service. The preferred method for getting involved is through surveys and questionnaires.

Service charges and value for money

42% thought that your service charge offered value for money. The preferred methods of payment were direct debit, at the cash office and by post.

62% of you who had received major works, like window replacements, to your property felt that they offered value for money.

55% said they would be interested in a scheme where these works could be paid for over 3 - 5 years, interest free.

You were asked what level of service charge you would like to pay.

33% said they would pay a higher service charge for a better service, 40% said they would prefer to pay the same level of service charge for the same services and 28% said they would prefer to pay a lower service charge for less services. We also asked if you would pay for a cleaning service for communal areas, 70% said they wouldn't.

What now?

The feedback received is very useful for CNH. It tells us what's important to you, what we're doing right and where we can improve. We will be working with the Leaseholder Forum to make improvements to our services and will coming back to you in the future to see if these improvements have made a difference.



Services

Did you know that Charnwood Borough Council offers a service where each household in the borough are entitled to 3 special collections each year and will take 3 items free of charge?

This service is particularly useful to residents who are unable to take their items to one of the council tips. Alternatively, if your items, or some of them, are in good enough condition to help someone else in need, why not contact SOFA - the local furniture project supplying to people in need in Charnwood. They can be contacted on 01509 262557 and will check whether any of your items can be re-used in that way. If you would like more information on what items can be collected please contact the council on 01509 634563 or visit their website at

<http://www.charnwood.gov.uk/environment/refusecollectionservice.html#bulkyitems>



Flytipping

Money management

From March 2008, the Housing Income Team has been able to offer money management advice for customers who require advice and support regarding their financial circumstances.

Bindu Parmar, the Money Management Officer, is able to offer advice regarding benefit entitlements, repayment of service charges, and other housing debts such as rechargeable repairs.

Bindu, your Money Management Officer, will consider your income and expenditure prior to suggesting repayments on your behalf to the Officer managing your account. Bindu will also be working with other local advice agencies such as, The Bridge Housing Services and the Citizens Advice Bureau, if the customer has financial difficulties with other utilities or creditors.

If you would like to contact Bindu to arrange an appointment to discuss your financial circumstances, you can contact her free from any landline on 0800 6335548, or email her directly at bindu.parmar@cnh.org.uk

Future meetings

The next meeting of the Leaseholder forum will be held on Wednesday 15th October at 2pm in Committee Room 2 at the council offices. The Forum will be looking at recycling and how leaseholders can be involved in improving how CNH maintain the grass, hedges and trees on its estates. We would love to see you there and would value your contribution.



Services

Insulation

E-on and British Gas have been approached to carry out surveys and top up insulation on all CNH's properties including the leaseholders. Government funds are available for the energy companies for this purpose.

A full survey will be carried out and where necessary loft insulation will be topped up to 250mm.

There will be a full energy inspection with Energy Performance Certificates (EPC) produced. A complete database of our properties will be created. The inspection will cost nothing to CNH or leaseholders.

EPC certificates are now required for all empty properties before they are let. The energy company will check the cavity wall insulation to confirm that it has been done. Any such insulation will reach the upper floor flats.

Copies of the energy report will be given direct to leaseholders. This will be useful should the leaseholder intend to sub-let their lease or want to make energy savings improvement to their properties.



Section 20 notices

Section 20 Notices are notices that have to be sent to you as leaseholders when major works or improvements are going to be done where the cost to you in the year exceeds £250 or where a contract is to be entered into where your yearly charge for that item or service will exceed £100. They are part of the consultation process and give you an opportunity to ask questions about the work, the contractor and the value of the charge.

Some of you may recently have received one regarding the window replacement programme.

How to Contact us

In Person

We are located in the Charnwood Borough Council Offices on Southfield Road Loughborough.

Opening Hours

8.30am to 5.00pm Monday to Thursday and 8.30am to 4.30pm on Friday. Please note that no tickets to see a Customer Advisor will be issued after 4.45pm (4.15pm on Fridays).

The Cash Office is open from 9.00am to 4.30pm Monday to Thursday and from 9.00am to 4.00pm Friday

On-Line

There is an On-line Contact Form where you can send us enquiries, comments, compliments complaints or suggestions at www.cnh.org.uk

By Phone, Fax or Email

Tel: 01509 634666

Fax: 01509 634518

Email: info@cnh.org.uk

By Post

All letters should be addressed to:
Charnwood Neighbourhood Housing Limited
PO Box 8749
Council Offices
Loughborough LE11 2TN