

# Newark and Sherwood Leaseholders Monitoring Group



## MINUTES OF THE PUBLIC MEETING HELD ON WEDNESDAY, 29 NOVEMBER 2006



**Attended by:** Ian Dunlop, Chairperson (ID)

Carolyn Rowlston, Leasehold & RTB Officer (Newark and Sherwood Homes) (CR)

Janet Elam, Leasehold & RTB Officer (Newark and Sherwood Homes) (JE)

Barry Brassington, Assistant Technical Director (Investment) (Newark and Sherwood Homes) (BB)

Jane Richardson, Quality Manager (County Doors Limited) (JR)

Michael Hindley, Business Development Manager (County Doors Limited) (MH)

Mr and Mrs Smith, Leaseholders

**Apologies:** Suzanne Whitling, Finance Director (Newark and Sherwood Homes) (SW)

Margaret Webb, Vice Chairperson (MW)

**Venue:** Rookwood Close Community Centre, Blidworth      **Time:** 7pm to 8.30pm

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### 1) **OPENING/INTRODUCTIONS:**

ID opened the meeting and introduced himself, the representatives from County Doors Limited and the Newark and Sherwood Homes' staff attending the meeting.

### **ACTION**

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### 2) **CORRESPONDENCE:**

S20 Consultation for major works – Newark area.

General correspondence from the Federation.

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### 3) **MEMBERSHIP APPLICATIONS**

No applications made to date.

**All**

### 4) **UPDATE FROM THE LAST COMMITTEE MEETING (12 OCTOBER 2006):**

- **Service Standards** - Newark and Sherwood Homes Business Services Directorate have advised that the review of the Company's Service Standards has been delayed.

**SP**

- **Leaseholders Handbook** – The proof was reviewed at the last Committee meeting and found to be acceptable. Only minor amendments are now required, including the inclusion of the leasehold service standards. Following approval it is expected that the document will be issued December 2006 / January 2007.

**SP/CR**

- **Buildings Insurance** - This was reviewed as part of the internal audit and recommendations have been made and included in the action plan. NSDC Finance have announced that in their recent restructure, Rebecca Spurr has now taken responsibility for buildings insurance administration.

**RS-NSDC**

# *Newark and Sherwood Leaseholders Monitoring Group*

- **Internal Audit** – the audit by NSDC of the leasehold service has now been completed and an action plan agreed - summarised below:
  - Communal lighting repairs to be costed and recharged where appropriate – January 2007 onwards.
  - Complete assessment of buildings insurance to be carried out to include level of cover, calculation of premiums and circulation of detailed policy information – April 2007.
  - Service charge invoicing to be completed within 6 months of the end of each financial year.
- **Best Value** – the review of the leasehold and RTB service is currently being completed and the latest draft document was discussed at the last Committee meeting. CR asked ID and MW for their views on the various items and the following were thought to be of most importance to leaseholders:
  - Payment options - agreed published policy, in particular for instalment options.
  - Buildings insurance – as detailed in the NSDC audit and action plan.
  - Leaseholder involvement during sign-off / completion of major works.
  - Prior notification of day-to-day repairs.
  - Debt recovery – published policy and details of action taken in the event of non-payment.
  - Queries/disputes – published policy and details of procedure.
  - Combined billing for service charges, buildings insurance and ground rent.
  - Communal electricity usage – customer meter readings at the end of each financial year to ensure accuracy of accounts.
  - Option of repairs service for leaseholders for decent homes work, general day-to-day repairs and gas appliance servicing etc..

Tech. Dir.

RS-NSDC

CR/JE

## **5) INVESTMENT PROGRAMME:**

### **Decent Homes Update:**

Progressing well. Roofing work now nearing completion with no further works planned.

A schedule of anticipated works, listed by area was circulated with the Summer 2006 issue of Homes from Homes.

### **Update – Possible Introduction of Optional Improvement Works for Leaseholders:**

Some progress has been made with regard to gas appliance servicing and it is expected that this service will be able to be offered as an option for leaseholders from April 2007 onwards.

### **UPVC Door Specification – Value for Money:**

Jane and Michael of Country Doors Limited provided a presentation covering the quality, specification and value for money of their doors.

# *Newark and Sherwood Leaseholders Monitoring Group*

Comparison was made to cheaper alternatives.  
The presentation has been summarised as follows:

## **Why uPVC?**

Low maintenance costs. Timber is prone to splitting especially at the hinges and requires regular painting. Timber door frames also rot fairly quickly and the average life expectancy of a timber door is only 6-7 years. County Doors offer a 10-year guarantee with their uPVC doors. UPVC offers greater resistance to bowing and warping.

## **Why County Doors?**

Before deciding which door and supplier to use, 27 different products were assessed by the Investment Programme Team for durability, security and cost. When the best 3 products were chosen, further more detailed assessments were made to ascertain which product would represent the best overall value for money.

## **What are the main differences between the doors supplied by County Doors and those from local DIY stores?**

A sample main entrance door from a typical DIY store was compared to the 'Guardman' door supplied by County Doors. The main advantages are listed below:

### **Typical DIY 'Store' Door**

One size/design – possible fitting problems.  
Leaded glazing – does not wear well.  
2 hooks and 2 roller locking.  
  
3D flag hinges – can be attacked from outside.  
  
Flat sill.  
10 yr guarantee on door only.  
Fitting required by FENSA registered Installer.

### **County Doors**

Made to measure existing opening.  
Resin glazing – very durable.  
2 compression bolts plus security hook and weatherproof seal.  
3D Columbus hinges – cannot be attacked from outside.  
5 different sill sizes offered.  
10 yr guarantee on door and parts.  
Doors hung and tested before fitting. Fully inspected for quality under ISO9000. Fully tested for weather-tightness and security.  
Licensed by 'Secured by Design' - Police approved / tested externally for security.

Estimated cost including fittings and installation:

£450.00

(excludes filling in / widening of opening.)

£650

(made to measure existing opening no extra fitting costs.)

In addition: The doors offered by County Doors are 95% recyclable and there are currently no recorded incidents of break-in – even the Police can't break them down! Please note though, that in the event of an emergency locksmiths, or Newark and Sherwood Homes Limited can gain access but this usually takes around 30 minutes – it's generally cheaper and easier to gain entry via a window.

# *Newark and Sherwood Leaseholders Monitoring Group*

## **6) PERFORMANCE REPORT:**

<sup>1st</sup> and <sup>2nd</sup> Quarters and (April – September 2006):

Survey forms sent during this period:

**All**

- 2 Open Market Sales
- 121 Annual Service Questionnaires
- 123 Ethnicity Questionnaires

A total of 8 survey forms were returned showing an overall satisfaction with the service of 83%.

CR noted that the majority of forms sent were sent out in September and it was hoped that a higher proportion of returns would be received for the next quarter.

Interim report to end of October 2006:

Survey forms sent out during this period:

- 18 Annual Service Questionnaires
- 18 Ethnicity Questionnaires

A total of 15 survey forms have been returned up to the end of October showing an overall satisfaction with the service of 69%.

## **7) NOMINATIONS FOR CHAIR AND VICE CHAIR**

No nominations have been received. Under these circumstances it was decided that there was no point in conducting a ballot. Ian agreed to continue supporting the group as Chair but would appreciate some support from other members.

**All**

CR commented that the exercise had nevertheless provided all leaseholders with the opportunity to represent the Group but expressed disappointment at the lack of interest shown.

## **8) ANY OTHER BUSINESS**

CR asked for ideas and suggestions for inclusion in the production of a Leaseholders Annual Report / Newsletter – if you have any suggestions or there is anything you would like to see included please contact CR.

**CR/All**

CR reminded everyone of the importance to ensure their gas appliances are serviced regularly and kept well maintained. Your supplier may be able to offer free safety checks - this information usually appears on the back of your bill.

**All**

CR advised that she is now in receipt of the minutes from the last set of District and Area Panel Meetings and reported the following as possible items of interest:

District Panel: The Respect Standard – NSH have registered on the internet with the Department of Communities and Local Government.

Area Panels: Cleansing contract may be reviewed/upgraded following problems arising on Tithe Barn Court and Chatham Court.

Guttering works on Tithe Barn Court may be required before originally thought, this is currently being investigated by Matt Briggs, Repairs Co-ordinator.

# *Newark and Sherwood Leaseholders Monitoring Group*

Fencing Working Party now in operation – further details available from Ken Brooks of the Federation.

**9a) NEXT COMMITTEE MEETING:**

**Tuesday 23<sup>rd</sup> January 2007**

**Kelham Hall**

**By invitation only – please contact Ian (☎ 01636 659127), Margaret (☎ 01623 486185) or Carolyn (☎ 01636 655550) if you would like to join the Committee.**

**The meeting will commence with a working lunch from 1pm – lunch provided by NSH**

**9b) NEXT PUBLIC MEETING (AGM)**

**Wednesday, 23 March 2007**

**Kelham Hall – Lady Chapel**

**7-9pm**

An invitation and map of how to get to Kelham Hall will be sent out to all leaseholders shortly before the meeting.

**CR**

*Merry Christmas and a Happy New Year!*

