

Newark and Sherwood Leaseholders Monitoring Group



MINUTES OF THE PUBLIC MEETING HELD ON WEDNESDAY, 21 MARCH 2007



Attended by: Ian Dunlop, Chairperson
Margaret Webb, Vice Chairperson
Carolyn Rowlston, Leasehold and RTB Officer (Newark and Sherwood Homes)
Janet Elam, Leasehold and RTB Officer (Newark and Sherwood Homes)
Leaseholders: Mr and Mrs Smith and Mr Matchett

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

Venue: Newark and Sherwood Homes' Headquarters, Kelham Hall, Newark
Location: Lady Chapel **Time:** 7pm to 8.30pm

1) CORRESPONDENCE

General correspondence from the Federation including notification of the anticipated office move to new premises on Bailey Road in April 2007. Travel and road works information.

ACTION

Area Panel Meetings – notifications received at very short notice (ie on the same day for the Eastern Area Panel and only 1-2 days prior to the Western Area Panel). CR to inform the Tenancy and Estates Team.

CR

2) MEMBERSHIP APPLICATIONS

No applications made to date.

3) UPDATE FROM THE COMMITTEE PUBLIC MEETING (6 FEBRUARY 2007)

Leaseholders Handbook – Following a review by Business Services further amendments were requested, however, it is hoped the final proof will be submitted to the printers within the next 7-10 days and the handbook issued by June 2007.

SW/CR

4) LEASEHOLDERS NEWSLETTER – FIRST EDITION!

At the last meeting, CR asked for ideas for articles to be included in our first Newsletter. No ideas were put forward, however, the first draft was discussed at the last Committee meeting and ID, MW, SW, CR and JE kindly agreed to allow their photograph to be included if required. It was agreed that the Newsletter would be published annually to include updates of main activities and items of interest and also an annual performance report based on the results from the last annual satisfaction survey. The first issue is expected to be issued April- May 2007. The latest draft was available for inspection at the meeting.

CR

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5) PERFORMANCE UPDATE

1st, 2nd and 3rd Quarters (April – January 2007):

Survey forms sent during this period:

- 1 Right to Buy Sale
- 8 Open Market Sales
- 139 Annual Service Questionnaires
- 139 Ethnicity Questionnaires

16 survey forms were returned by post showing an overall level satisfaction with the service of 64%.

Given the above, a further 23 responses have since been obtained by using a telephone survey in order to produce a more reflective response. The overall satisfaction with the service is now shown as 85% for the 2005-2006 financial year. Full details of the results will be provided in the Annual Newsletter.

In an attempt to promote a higher return of survey forms for the coming year, SW has approved a prize draw open to all leaseholders to the value of £25. All forms returned by the closing date that include contact details will be entered into the draw.

Monthly performance monitoring was introduced in January 2007 and applies to all appropriate telephone calls and correspondence received from leaseholders or their representatives that is addressed to the Leasehold and Right to Buy Officers.

All

In **January 2007** - 13 telephone calls and 4 written requests were made to the Officers of which 5 required a response from the Leasehold and Right to Buy Officers and monitored for customer satisfaction. The overall % satisfaction with the service for this month was **100%**.

In **February 2007** - 9 telephone calls and 2 written requests were made to the Officers of which 4 required a response from the Leasehold and Right to Buy Officers and monitored for customer satisfaction. The overall % satisfaction with the service for this month was **100%**.

6) INVESTMENT PROGRAMME – WORKS SCHEDULED FOR 2007-2008

The decent homes update of July 2006 sets out the general terms and this is likely to remain fairly accurate. However, our Technical Directorate expects to carry out a review during the next couple of months. An update will be included in the Company's next issue of Homes from Homes magazine.

7) POSITIONS OF CHAIR AND VICE CHAIR

With reference to the minutes of the last public meeting in November 2006, Ian has agreed to continue supporting the group as Chair and Margaret has also agreed to continue in her role as Vice Chair.

Due to the lack of interest shown, it has been decided that a review of the Group's activities would be undertaken later in the year to establish the future of the Group.

CR

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8) ANY OTHER BUSINESS

Some progress has been made regarding the issue originally raised by ID concerning unauthorised businesses allegedly being carried out from ex-Council properties sold freehold. CR advised that the Council's Environmental Services Team would investigate any problems with regard to noise or nuisance behaviour and the Council's Planning Department may be able to assist in the event of untidiness or unauthorised change of use. Nottinghamshire County Council may be able to help if there are any disruptions to traffic caused by the activities. If you encounter any such problems please report them!

Utility Contracts - 1 April 2007 to 31 March 2009

Nottinghamshire County Council have recently completed the latest round of tendering and have awarded the following contracts on a two-year fixed price agreement:

Sub 100kW Electricity – Scottish & Southern Energy
Over 100kW Electricity – British Gas

Where leaseholders contribute to communal electricity services and wish to view the information relevant to their block concerning the prices obtained and relevant service charges that apply please contact the Leasehold and Right to Buy Officers.

A copy of the information was available for inspection at the meeting.

Disability and Discrimination and Residential Premises

CR explained that the recent new legislation has had a relevant impact on the common parts of blocks of flats and that all managers and landlords now have to be aware of the new duties regarding disabled persons who may require assistance or alterations to enjoy their homes.

The Disability Discrimination Act identifies three main types of adjustment that apply to residential premises:

- Auxiliary aids and services
- Policies, procedures and practices
- Changes to terms of a letting or lease

If you have any problems or issues that you think we may be able to help you with, please contact your Leasehold and Right to Buy Officers. Further details on the implications of the new legislation are available to view on request and were available for inspection at the meeting.

District and Area Panel Meetings

CR reported the following:

District Panel:

Next meeting due 27 March 2007. Last meeting 24 October 2006 - details reported at our last public meeting.

Area Panels:

Eastern Panel – Last meeting 19 March 2007 – minutes not yet circulated.

Western Panel – Scheduled for 22 March 2007.

If you are interested in attending these meetings please contact our Tenancy and Estates Team.

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General

In an attempt to help improve attendance at public meetings and widen the scope of the Group it was suggested by CR that leaseholders should be encouraged to bring any issue or problem to the meetings not just items specifically related to leasehold services.

We look forward to hearing from you!

Tree works

Information was requested as to suitable contractors for carrying out tree pruning and other similar services and if the Council would be able to carry out this service on behalf of leaseholders. The Council's Planning Services hold a list of tree surgeons and other contractors / advisory services, if you would like a copy please contact the Council's Trees and Woodlands Officer (Mike Catchpole) on Newark 01636 655848. The Council are in the process of considering the possibility of introducing this service but are not currently able to provide this facility to private customers.

9a) NEXT COMMITTEE MEETING

Tuesday, 22 May 2007 (to be confirmed)

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

Wednesday, 18 July 2007

Dorewood Court Community Centre,

Balderton

7-9pm

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

CR

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

(Gujarati)

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(Mandarin)

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(Portuguese)



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