Newark and Sherwood Leaseholders Monitoring Group

MINUTES FOR THE PUBLIC MEETING HELD ON WEDNESDAY, 12 MARCH 2008

Attended by: Ian Dunlop, Chairperson
Carolyn Rowlston, Leasehold Officer (NSH)
Barry Brassington, Investment Manager (NSH)
Leaseholders: Mr and Mrs Smith
Mr Matchett

Apologies: Margaret Webb, Vice Chairperson
Julie Davidson, Estates Manager (NSH)
Rebecca Spurr, Insurance Officer (NSDC)

Location: Kelham Hall **Time:** 7-9pm

1) CORRESPONDENCE: **ACTION**

General correspondence from the Federation.
Leaseholder group letter, meetings information and gas servicing flyer – February 2008.

2) MEMBERSHIP APPLICATIONS:

No applications made to date. **All**

3) GROUP UPDATE:

- Rules of Operation – revised and agreed (copy attached)
- Group Representatives – the Group elected and agreed the following members:

Chair: Ian Dunlop
Vice Chair: Margaret Webb

4) NSH RESTRUCTURE: 1 NOVEMBER 2007

CR announced that Leasehold Services are now situated within the Property and Estates management Team and that the Estates Manager, Julie Davidson now holds overall responsibility for this service area. Telephone numbers have changes and CR may now be contacted on 01636 655517.
'Who's Who' leaflets were made available at the meeting.

5) MONTHLY PERFORMANCE UPDATE:

From July 2007 to February 2008 inclusive, monthly satisfaction with the leasehold service has continued to be 100%. The number of relevant responses included in this performance data is detailed below:

July 2007
Number of relevant enquiries received: 3
August 2007
Number of relevant enquiries received: 9
September 2007
Number of relevant enquiries received: 6
October 2007

Number of relevant enquiries received: 8
November 2007
Number of relevant enquiries received: 8
December 2007
Number of relevant enquiries received: 6
January 2008
Number of relevant enquiries received: 9
February 2008
Number of relevant enquiries received: 4
* Mail monitoring not included since 1 November 2007

6) DRAFT LEASEHOLDERS NEWSLETTER – SECOND EDITION
A preview of the draft newsletter was presented to the Group for comments and CR asked for feedback on the items included and any suggestions for additional articles.
BB suggested inclusion of information on the Warm Front scheme. **CR**

7) BUILDINGS INSURANCE
CR announced that this years' premium (2008-2009) will be increased by £3.00 to £30.00. This fee includes an estimated amount for payments of policy excess, the calculation of the premiums was described as follows:

Sum insured £108,831,285
Premium £34,290
Plus administration/overheads at 24.4% £8,490
Estimated policy excess £2,000
Total costs £44,780 divided by 1485 flats = £30.15 per flat, rounded to £30.00 for ease of administration

A revised information booklet is attached.

8) SINKING / RESERVE FUNDS
CR announced that she has prepared a consultation paper outlining the main considerations for leaseholders and explained the basic things to consider should you be interested in pursuing this as an option. A copy of the consultation paper is attached. **All**

9) INVESTMENT PROGRAMME
Decent Homes
BB provided a brief update as follows:

NSH are about halfway through the programme, having completed works to just over 2000 homes. BB confirmed that all the funding (ie 49.5 million pounds) will be made available, and for the final 2 years (2008-09 and 2009-10) 11.21 million pounds has been allocated for each year

Customer satisfaction is averaging at 96%.

Gas Servicing - preferential rates are now available for leaseholders through Powerminster Gleeson Services – for more details contact Debbie Middleton, Call Centre Manager on ☏ 0845 2990356 or dmiddleton@powerminster.co.uk
The servicing schedule covers an 11month period to help ensure access is gained to all properties within the 12 months required.

Grounds maintenance – the contract has not yet been awarded and the second stage consultation is expected to be issued shortly.

Communal Cleaning – the contract is due for renewal soon and consultation is expected to be issued shortly by JD and her team.

Electrical checks – this work is currently part of the decent homes work, BB is hoping to be able to offer this service to leaseholders from April 2010.

Service monitoring – systems are in the process of being set-up. Monitoring is expected to be co-ordinated by Housing Officers with direct involvement from residents. If you are interested in getting involved please contact JD or her team who will be pleased to take your details.

10) ANY OTHER BUSINESS

Leaseholders Handbook
The return date for survey forms was 1 August last year. The survey analysis was presented by CR and a summary of the responses are listed below:

Returned survey forms: 13 (140 sent out)
All 13 found the handbook useful and easy to read.
9 thought that all areas of our housing service had been covered, 2 did not reply and 2 thought that there were possibly some areas missing but no indications were given as to these areas.
A couple of comments were received:

- A number for reporting street lighting problems may be useful (this may fall within NSH or NCC Highways, depending on location – our repairs team will be pleased to help advise if you are unsure).
- A general comment requesting less literature was received and a suggestion that e-mail were used instead (this is part of our census and is expected to be considered by NSH when the responses have been collated).
- Handbook is very easy to understand, worth waiting for and very well put together.

Overall, 8 were very satisfied, 1 fairly satisfied and 4 satisfied with the Handbook.

Buy With Confidence – Trading Standards Approved Traders
CR advised that if you are looking for a trader you can trust you may wish to ask Trading Standards. The Buy With Confidence scheme brings together a list of traders (including gardeners, plumbers and builders) from the Nottinghamshire area who have been checked for trustworthiness and

compliance with consumer protection laws. Visit www.buywithconfidence.gov.uk or call Consumer Direct on 08454 04 05 06 if you would like further information.

Japanese Knotweed
ID expressed concerns that this invasive weed may be present at the electrical substation on Lilac Close, Newark on Trent. BB agreed to investigate but was later informed that weed-killer had been applied.

Ken Brooks
ID expressed sorrow on behalf of himself and the Group at the sudden death of Kenny earlier this year. He will be sadly missed but fondly remembered by all.

Carolyn - resignation
CR announced that after sixteen years service she will be leaving NSH at the end of March. CR thanked Ian, Margaret and her colleagues for their support and persistence over the years and wished the Group and NSH every success for the future.
ID in return thanked CR for her determination, help and admin support on behalf of the Group.

FORTHCOMING EVENTS / MEETINGS

OPEN EVENT – Wednesday, 18 June 2008
Kelham Hall (Lady Chapel)
Afternoon (2pm - 4.30pm)

PUBLIC MEETING - 12 November 2008
Kelham Hall (Dining Room)
Evening (7pm - 9pm)

Invitations to be sent out to all leaseholders shortly beforehand. **CR**

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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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