

LEASEHOLDER MONITORING GROUP

Minutes

Tuesday 21 April 2009

Carriage Court, Kelham Hall, Newark

6.30pm

Attendance

Ian Dunlop (Chair)

Frank Bartle (Property & Estates Manager – Newark and Sherwood Homes)

Julie Davidson (Estates Manager – Newark and Sherwood Homes)

Mr & Mrs Eaton

Mr Woolhouse

Mr & Mrs Smith

Ms Welsh

Mr Matchett

Mr Pritchard

Ms Scotford

Ms Wade

Ms Walker

Ms Blanco

Mr & Mrs Priestley

Mr & Mrs Simpson

Mr & Mrs Ryder

Mr & Mrs Thompson

	<u>Item</u>	<u>Action By</u>
1.	<p><u>Welcome & Introductions</u></p> <p>Ian Dunlop (current chair of the Group) welcomed all to the meeting.</p> <p>Frank Bartle introduced himself and Julie Davidson.</p>	
2.	<p><u>Leasehold Management – Roles and Responsibilities with Newark and Sherwood Homes</u></p> <p>Frank explained the various service areas which could be relevant to leaseholders:</p> <ul style="list-style-type: none"> • For all anti-social behaviour (ASB) or tenancy management issues contact the Tenancy & Estate Team • Any repair queries contact the Repairs and Maintenance Team • Planned Maintenance contact the Asset management & Investment Team • Billing or service charge queries contact the Finance Team 	
3.	<p><u>Newsletter Articles</u></p> <p>The group discussed what articles they would like to see included in the newsletter planned for early summer. These were:</p> <ul style="list-style-type: none"> • Dates of Future Meetings • Popular/Useful Contact Numbers • Chair's View (Ian Dunlop) • Date of next AGM • Future Service Developments • "You said, We did" article • Feedback from concerns regarding Council's Allocations Policy (From Rob Main) • Walkabout Schedule • Information regarding the potential to purchase the property freehold • Update on Management Fee 	

4.	<p><u>Monitoring Group Membership and Schedule</u></p> <p>Group agreed that meetings should be quarterly, in the early evening and on Mondays or Wednesdays.</p>	
5.	<p><u>Walkabout Schedule</u></p> <p>5.1 Distributed to all attendees with an invitation to all</p> <p>5.2 The group raised the issue that they were unaware of walkabouts and requested the schedule is included in the newsletter</p> <p>5.3 The group were made aware that the schedule was available on the website</p>	
6.	<p><u>Management Fee 2008/09</u></p> <p>6.1 Frank asked the group if they had all received minutes from the meeting held in December 2008 regarding the management fee – there was a mixed response. Frank apologised on behalf of the company. Copies to be sent out with these minutes.</p> <p>6.2 Frank explained that this meeting was the start of the consultation regarding the implementation of a management fee. The implementation of a transparent management fee had been recommended by various different agencies:</p> <ul style="list-style-type: none"> • Audit Commission • Housing Quality Network <p>Previously a 10% administration charges has been included on invoices – this is not transparent and does not provide an explicit breakdown of costings relating to the management services available to leaseholders.</p> <p>6.3 The group asked if a ‘ball park’ figure was available – costings had been produced by Finance Team and a figure of £142.07 has been reached.</p> <p>Frank gave a general overview of how this figure had been reached (information enclosed) but the group were unhappy with the figure mentioned and requested a more detailed breakdown of costs and a further review of this cost. Frank agreed to speak to Finance Team regarding this.</p> <p>6.4 Questions from the floor:</p> <ul style="list-style-type: none"> • Will the management fee increase annually? <p>The management fee will be a true reflection of costs so it may increase in line with inflation</p>	

6.5	<ul style="list-style-type: none"> • Does the figure represent VFM? Finance Team will be requested to demonstrate this. • Can we just pay 10% of the total bill as in previous years This does not represent a transparent or fair system <p>The group felt that the figure of £142.07 was unacceptable.</p>	
7.	<p><u>Any other business</u></p> <p>7.1 Members of the group raised their concerns regarding a number of allocations within their community. Frank explained the current policy:</p> <ul style="list-style-type: none"> • Council policy, NSH implement it on their behalf • Advised to raise their concerns with their local councillors • Based on applicant choice • NSH cannot refuse applicants due to homelessness legislation <p>Frank agreed to forward these concerns onto Rob Main (NSDC Strategic Housing Manager) and feedback on the newsletter</p> <p>7.2 ASB issues were raised by a number of attendees. Frank explained in general terms about enforcement action. Individual cases were discussed after the meeting – details given to Julie Davidson</p> <p>7.3 Service charge issues were discussed including:</p> <ul style="list-style-type: none"> • Grounds Maintenance • Decent Homes • Major Works • Communal lighting and cleaning <p>Julie Davidson took details of all individual issues and agreed to action accordingly (either refer to Finance or clarify lease and then feedback)</p> <p>As all leases are individual it was difficult to provide any definite clarity but Frank confirmed that if leaseholders shared any communal areas which required maintenance then the costs would be proportionate according to their lease.</p> <p>Frank confirmed that Leaseholders are able to obtain their own estimates for major works and submit to NSH.</p>	

	<p>Frank confirmed that if NSH are under obligation to carry out repairs then leaseholders will be charged appropriately in accordance with their lease requirements.</p>	
--	---	--