



	<p>to attend the next meeting.</p> <p>A number of responses were outstanding from Janet Elam – these were:</p> <ol style="list-style-type: none"> <li>1. Question raised about NSDC Insurance – what exactly does it cover? Janet agreed to look into this and feedback at next meeting</li> </ol> <p>Insurance booklets to be sent out with minutes</p> <ol style="list-style-type: none"> <li>2. Question raised about NSDC buying leases back and then allowing rent to be paid - Janet agreed to look into this and feedback at next meeting</li> </ol> <p>Group agreed that the minutes were a true reflection of the meeting held 14 October 2009</p>	<p>JE</p> <p>JD</p>
<p>2.</p>	<p><u>Leaseholder Handbook Review</u></p> <p>Frank explained the need to review the handbook.</p> <p>Examples from other organisations were distributed to all attendees to look at and highlight any ideas for inclusion in the new NSH handbook.</p> <p>All feedback to Chris Harris, contact details are:</p> <p>Mr C Harris 32 Deepdene Way, Cinderhill Nottingham NG8 6BN</p> <p>Telephone Number <b>0115 9797200</b></p> <p><a href="mailto:cpharris1710@hotmail.com">cpharris1710@hotmail.com</a></p> <p>Frank, Julie and Chris to meet and discuss amendments.</p>	<p>FB/JD/CH</p>
<p>3.</p>	<p><u>Walkabout Schedule</u></p> <p>Frank explained the importance of walkabouts.</p> <p>Schedule can be found at <a href="http://www.nshomes.co.uk">www.nshomes.co.uk</a>.</p>	

	Paper copy to be sent out with minutes	JD
4.	<p><u>Management Fee 2010/2011</u></p> <p>Chris read out and distributed a letter and questionnaire as requested by Gill Wade, a leaseholder who couldn't make the meeting.</p> <p>Within the letter Ms Wade requested that a vote be taken regarding the amount of contact made by leaseholders with Newark and Sherwood Homes, group agreed to vote on this when Ms Wade could attend the meeting.</p> <p>Frank confirmed that NSH would not be sending out the questionnaires.</p> <p>With regard to an increase in the management fee Frank advised that the timing of the meeting coincided with accounts being ratified and a definite figure could not be given, however it would not rise more than 5%.</p> <p>Frank explained that if leaseholders were still unhappy with the charge an approach could be made to LVT via LEASE:</p> <p><b>Leasehold Advisory Service - 0845 345 1993</b></p> <p>Chris advised that he had previously approached LVT when the charge was £400 and they offered the opinion that this was a low fee.</p> <p>Could we consider applying a 'no claims discount' for leaseholders who don't access the service – Frank agreed to look into this option with Finance Team</p>	FB/SW
5.	<p><u>IBS</u></p> <p>Frank explained that NSH had invested in a new computer system which will allow for an improved and more consistently applied service to all customers</p>	
6.	<u>Any other business</u>	

6.1	<p>New Tenancy Agreement discussed and agreed that all attendees could have a copy, to be sent out with the minutes.</p>	JD
6.2	<p>Mr Woolhouse raised a query regarding a letter he had received offering loft insulation. Julie to raise with Asset Management Team and feedback to Mr Woolhouse</p>	JD
6.3	<p>Heights of hedges and fences confirmed; 1.2m (4ft) at the front and side and 1.8m (6ft) at the rear.</p>	
6.4	<p>Reporting Repairs and Contacting NSH.</p> <p>Frank confirmed there are a number of ways to do this:</p> <p><u>In writing</u></p> <p>Newark and Sherwood Homes Limited  Kelham Hall  Kelham  Newark On Trent  Nottinghamshire  NG23 5QX</p> <p><u>Email</u></p> <p><a href="mailto:housing@nshomes.co.uk">housing@nshomes.co.uk</a></p> <p><u>By telephone</u></p> <p>0845 258 5550 (Local Call Rate)</p> <p>Repairs Freephone 0800 561 0010</p> <p><u>All emergencies after office hours</u></p> <p>Freephone 0800 561 0010</p>	
6.5	<p>A query was raised regarding how repair costs were calculated. Frank advised that we work to a schedule of rates which combines the material costs with the time taken to complete the repair.</p>	
6.6	<p>Frank explained self – financing to the group.</p> <p>The Council are working with Tenants/NSH and using external consultants to choose the option which provides the best investment opportunities to maintain the stock to a high standard</p> <ul style="list-style-type: none"> <li>• Transfer the stock to a housing provider (which could be NSH)</li> </ul>	

6.7	<ul style="list-style-type: none"> <li>• Self financing through NSH</li> <li>• Self financing through the Council</li> <li>• The Council taking the housing service back without self financing</li> </ul> <p>Chris stated that during the previous stock options process NSDC had stated that all leaseholders would be required to update their properties – Frank advised this would not happen.</p> <p>Forms had been sent out for contact details to be shared – 8 leaseholders had responded but only 5 had ticked the box allowing for their details to be shared with other leaseholders.</p> <p>Details of these to be circulated with minutes.</p>	JD
7.	<p><u>Date of next meeting</u></p> <p>Wednesday 14 July 2010, 6.30pm at Kelham Hall- invitations will be sent 4 weeks before</p>	JD