

2007 Leaseholders Newsletter and Annual Report



Edition 1 – May 2007

Welcome to the first edition of our annual newsletter dedicated specifically for leaseholders. If you have any suggestions for future articles or any ideas on how we may improve the newsletter please let us know!

Leaseholders Monitoring Group



The past year has been a challenging one for the group and both Ian and Margaret would like to express their thanks and appreciation for the efforts made by Newark and Sherwood Homes and also leaseholders for their support.



Leaseholders Handbook



We have now finalised our leaseholders handbook that contains important information about your lease, the leasehold system, repairs and maintenance and also some useful contact details. You should have received your copy by the end of June 2007. If you have not received your copy by then please contact our Leasehold and Right to Buy Officers.

Management Fees and Administration Charges



Management fees should be applied as a service charge to all leaseholders to cover the cost of the provision of the day-to-day management service, for example dealing with general enquiries, calculation and billing of service charges and the provision of information.

Administration charges should also be applied where non-specific or more complex requests for information are received. These charges vary depending on the type of enquiry and information required.

Newark and Sherwood Homes are currently reviewing these charges with a view to developing a suitable charging structure based on a 'menu' system. We expect to be consulting with all our leaseholders on these proposals sometime during the current 2007-2008 financial year.

Consultation









Newark and Sherwood Homes appreciate that not everyone has the time to attend meetings or to become involved as much as others. Therefore we have established a register of leaseholders that would like to be kept informed of the latest developments and give constructive feedback on our proposed policies and procedures relevant to the leasehold service.

If you would like to be included on our register please contact our Leasehold and Right to Buy Officers who will be pleased to take your details and provide further information.




Annual Performance Report 2005-2006 (1 April 2005 to 31 March 2006)

This report reflects how we have performed generally and in relation to our Service Standards, our targets (where applicable) are indicated alongside our actual performance.

Please note that service charges are invoiced annually, in arrears.

Service Area	Actual	Target	Evaluation
% of service charge accounts assessed / invoiced by 30 September 2006	87.05% (100% completed by 31 October 2006)	100%	
Average annual service charge (all services)	£193.00	-	
% of service charges collected against invoiced (as of 1 April 2007):	79.15%	75%	
% of service charges collected against invoiced (as of 1 April 2007) including instalment plan agreements (instalment amounts included where instalments not paid by agreed date)	99.53%	97.5%	
Number of forfeiture (Section 146) notices served	0	0	
Amount and % of outstanding service charge debt written off (2005-2006 year)	£0.00 0%	£0.00 0%	
Number of referrals to LVT (Leasehold Valuation Tribunal) for reasonableness (service charges)	0	0	
% and number of leasehold properties against total housing stock on which planned maintenance (major works) carried out	13 0.24%	-	
Total number of leaseholders as of 31 March 2006:	139		

Key:

	This symbol appears when targets have been met and in some cases exceeded.
	This symbol appears when targets have not yet been met, though efforts to improve our performance have clearly been made
	This symbol appears when targets have not yet been met

Useful Contacts



Carolyn Rowston and Janet Elam, Leasehold and Right to Buy Officers, Newark and Sherwood Homes 01636 655550 or 655509

Ian Dunlop, Chair, Leaseholders Monitoring Group 01636 659127

Margaret Webb, Vice Chair, Leaseholders Monitoring Group 01623 486185

Repairs Freephone, Newark and Sherwood Homes, Technical Directorate 0800 561 0010

Annual Customer Satisfaction Survey – The Results



Total number of surveys sent out: 139

Total number returned: 16 plus an additional 23 by telephone. Total 39 (28.1%) *

*** In an attempt to gather more information, next year we are offering a Free £25 Prize Draw for all forms returned by 1 January 2008 – make sure you return yours!**

Please note that the following percentages were calculated from the actual responses to each question and not the total number of surveys returned.

Level of customer satisfaction in the following service areas:

Where this information is available, the number of leasehold properties receiving these services has been indicated in brackets after each service area description.

Service Area	Poor	Fair	Good	Excellent
Day to Day (Responsive) Repairs (94)	5%	20%	70%	5%
Major Works / Planned Maintenance (13)	11%	16%	68%	5%
Improvement Works (9)	21%	-	79%	-
S Communal Cleaning (25)	25%	8%	58%	8%
E Communal Grounds Maintenance (49)	18%	36%	36%	9%
R Fire Fighting Equipment (10)	13%	25%	63%	-
V Communal Door Entry System (1)	17%	33%	50%	-
I Communal Lighting (25)	7%	33%	53%	7%
C Communal TV Aerial (34)	-	29%	71%	-
E Communal Smoke Alarms (0)	-	14%	71%	14%
S Estate Management (neighbour disputes, anti-social behaviour problems etc)	18%	18%	59%	6%
Buildings Insurance (139)	4%	16%	76%	4%
Payment options (139)	4%	9%	83%	4%
If you made a written complaint or query concerning your annual service charge please indicate how satisfied you were with how your complaint or query was dealt with (3)	-	-	86%	14%
Other Services: <i>None applicable to Newark and Sherwood Homes</i>	-	-	-	-

General comments received:

Please note that where requested, individual responses were provided – listed below is a summary of the comments received and our general responses.

- Garden left with debris after roof repair for a month after work completed. (*Issue now resolved.*)
- Overcharged for every 'half-hearted' service. (*Authors details not provided to enable further investigation and resolution.*)
- Less painting required since uPVC guttering installed. (*Excellent!*)
- Minor repairs should not be included in leasehold service charges. (*If this were the case then the tenants' would have to subsidise payment – this would clearly be unfair.*)
- Interior communal stairway not kept in reasonable decorative order also requires cleaning. (*Details passed to our Investment Programme Team for assessment.*)
- Lack of policy information available on buildings insurance. (*Currently being addressed by NSDC.*)

- Windows – unable to upgrade to double-glazing unless windows defective or costs paid in full. *(Unfortunately this is the case where the leases do not include provision for improvements.)*
- Graffiti and rubbish dumping a problem. *(Unfortunately this can be a problem throughout the district but steps are being taken to recover costs of removal where the offenders can be traced and graffiti and rubbish are generally removed quickly following reporting to our repairs team.)*
- Pavements uneven – long-standing problem in area. *(Area to be re-inspected.)*
- Communal grassed areas being trampled on and not maintained to acceptable standard – grass cuttings not collected after mowing. *(New grounds maintenance contract imminent, tenants and leaseholders have been consulted with regard to level of service required.)*
- Response times for repairs seem shorter since NSH managing properties. *(Excellent!)*
- Tenants not keeping gardens tidy. *(Information forwarded to the Tenancy and Estates Team for action as appropriate.)*
- Work mainly carried out to other properties in my block. *(The leasehold system makes provision for all properties within the building to be maintained, if you have any problems please let us know.)*

Level of satisfaction with the presentation and information supplied with annual service charge accounts:

Poor	Fair	Good	Excellent
6%	-	82%	12%

Comments:

- Too showy/expensive presentation. *(Comment noted.)*

- Windows – excellent specification!
- No choice as to when works are carried out. *(The leasehold system requires the managing agent to organise repairs when required as part of their obligations and Newark and Sherwood Homes follow their landlords' obligations).*

Level of satisfaction with the presentation and information supplied in connection with major works / planned maintenance:

Poor	Fair	Good	Excellent
6%	9%	73%	12%

Comments:

- Would like more information at the time the work is actually carried out. *(Our current computerised responsive repairs system does not allow for this facility for minor works, however, this issue has been highlighted and will be considered in the future development of the system.)*
- Overcharged and under consulted – prices very expensive. *(All charges must be reasonable and justified, if you have any specific issues please contact our Leasehold and Right to Buy Officers on 01636 655550.)*
- Exterior painting carried out only once in the past 12 years. *(Many buildings now have few, if any painted exterior surfaces. If you have any specific concerns please contact your Leasehold and Right to Buy Officers on 01636 655550.)*

Overall level of satisfaction with the services received:

Poor	Fair	Good	Excellent
6%	9%	79%	6%

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 બીજા ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો. (Gujarati)

本文件可以翻译为另一语文版本, 或制作成另一格式, 如有此需要, 或需要传译员的协助, 请与我们联系。 (Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos. (Portuguese)



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