

**Minutes of Meeting held on 17 February 2009 at 3.00 p.m.
At Little Aynam House, Kendal**

Present: S Mallinson Leasehold Manager, SLH (Chair)
S Duffy Community Participation Coordinator, SLH
Cllr Hodson SLH Board Director and SLDC Cllr
Ms Dorothy Dixon 44 Waterside, Kendal
Mrs Joan Chadwick 4 High Tenterfell Court, Kendal, Tenant
Board Director
Mr Alan Mark 6 Longlands View, Kendal
Tim Keegan 6 Applerigg, Kendal
Mr Tom Lynch Repairs Operations Manager, SLH (Part)
Ms A Dickinson 5 Jennings Terrace, Kendal
Mrs D Thornton 7 Jennings Terrace, Kendal

Apologies: Mr J Atkinson 20 Sedbergh Drive, Kendal
Mr V Carter Housing Officer, SLH

Circulation: All
T Woodward
M Pearson
P Keeley

Copy to: P Thomas

Subject

Action

1.0 Minutes of last meeting

Minutes for Leaseholder SIG of 17 December 2008 were declared a true record.

2.0 Matters arising

Minute 4 re. Service charge pooling:

Joan pointed out that the review of service charges has been put back and will take effect in 2010/11. Sue M commented that the re-negotiation of the grounds maintenance contract has been put back 12 months. All to note

3.0 Reponse Repairs

Tom Lynch, Repairs Operations Manager from SLH, explained that 3 call centre staff answer the 24 hr hotline number. Out of hours, a call centre at Carlisle handles calls and allocates work to the 3 tradesmen on call.

There are 21 tradesmen doing response repairs and Tom showed the Group the 'dynamic scheduler' now in use. This scheduler allocates work to the tradesmen via a hand-held computer, saving money and mileage. This scheduler is called Optitime.

The repairs service is monitored by the Repairs Core Group, eg, numbers of appointments kept etc.

In 2007/8 the service completed 1300 emergency repairs, just under 10% of the total completed in all categories. This matches the government's targets.

Tom confirmed that leaseholders should be able to get a job number when they call. This job no is shown on the invoices. As much detail as possible should be given to the call centre, to help the workmen locate the repair. If the repair might be covered by insurance, then do say so, as that can be investigated. Leaseholders should get a satisfaction slip whether they are resident or not.

Tom said that it is usual for shed door repairs or replacements to be charged to the owner. General repairs to roof etc are not charged. It was generally thought that there was some continuing confusion about the sheds at Waterside. Suzy will mention this to Lynne Huxley, who manages the estate.

SD/LH

Tim Keegan commented that Tom's team generally do a very good job and are very pleasant.

Tom also said that introducing the 'Optitime' may allow us the opportunity to schedule more works, for example, cleaning gutters. Sue pointed out that this type of work would still have to be paid for.

Sue confirmed that the detailed bills for works would be out at the end of April, followed in May by an estimated bill for 2009/10.

Tom closed by telling the Group how popular SLH's apprentice scheme has been; 3 apprentices have been taken on this year. Sue added that there are apprentices working right across the business. The Group thought that this was an excellent scheme.

4.0 Service Charge Loan policy

Sue M said that the Service Charge Loan policy leaflet had been re-issued with some information about the interest rates for the loans. This is based on the Council's borrowings and ½% is allowed on top for costs. Generally the cost will be higher than the loan market generally, but it is there as a 'backstop'.

5.0 ASB policy and prioritising other policies

No amendments were suggested to the ASB policy. The Group agreed to review policies in turn, next up to be the 'whistle blowing' policy. Sue explained that any comments on the policies could be passed on via Tenants' Committee.

6.0 Satisfaction Survey

Sue M said 53 surveys had already been returned, which was a big increase over last year. Generally the majority seem very or fairly satisfied with the overall service, but there are indications of problems with some areas, which the Group can discuss at their next meeting:

- Future of stock options
- Quality of repairs and grounds maintenance
- "Quiet" times on estates/noise

Sue confirmed she would be following up any specific "dissatisfied" results.

7.0 Newsletter

The Group approved the Newsletter articles which were circulated.

8.0 Any other business

- Sue M to investigate whether the South Lakes Crime and Disorder Reduction Partnership (SLCDRP) has funds for security measures. SKM
- The gas servicing deal came under criticism from 2 members who had taken up the offer. SKM to let T. Woodward and Dave Peek, SLH's gas servicing officer, know about this. SKM
- Prices for internal staircase not included on D. Dixon's letter re. Improvements. Is there no cost? Dorothy to contact Trevor Woodward
- Sue M said it was quite a coup to get a representative from LEASE along to the September Open Event. The LEASE website is worth a look - All to note
www.lease-advice.org

9.0 Date of Next Meeting

Tuesday 12 May 2009 at 3.00 p.m, Little Aynam House, Kendal.