

# Leaseholder Newsletter



## Leaseholders ring the changes

July 2005

There are now 16 regular members of the Leaseholder Club, which was set up last year to work with South Lakeland District Council and South Lakes Housing on lots of issues of importance to all leaseholders. The meetings are fairly informal and are attended by Sue Mallinson, Leaseholder Services Manager at South Lakes Housing. Suzy Duffy, Resident Involvement Manager for South Lakes Housing arranges the meetings and lends a hand with the paperwork.

Leaseholders have recently:

- ◆ Edited and approved the new leaseholder guide
- ◆ Negotiated South Lakes Housing's service promises
- ◆ Approved an offer of gas servicing for leaseholders currently only offered to tenants
- ◆ Identified matters of shared interest with tenants eg estate cleaning, improvement programmes
- ◆ Decided leaseholders should receive two newsletters specifically for them, twice a year
- ◆ Decided SLH should trial surgeries for leaseholders around the district
- ◆ Decided that a visit to new leaseholders was unnecessary and that an information pack and letter of introduction from the club would suffice
- ◆ Asked for a review of the way that satisfaction slips for block repairs are dealt with
- ◆ Looked at SLDC's service charge policy and procedure
- ◆ Looked at what is included in invoices
- ◆ Had a lively question and answer session with the Council's Insurance Officer, Martin Mason

## Save £££'s on your service charges

Well, probably!

SLDC's insurance expert, Martin Mason, told the last meeting of the leaseholder club that a great number of claims had been made on the Council's insurance following the fierce storm earlier in the year. This was a good thing as we can claim the money back. What we don't know is how many repairs went through after the storm and on an everyday basis which could be claimed for under the insurance, the costs adding to your service charge.

Martin's advice is to always let South Lakes Housing know if repairs or damage to communal areas are due to an accident, storm or vandalism; we can try to claim and maybe save you £££'s!

## Next leaseholder surgery

The next leaseholder surgery will be held in the Windermere/Bowness area this summer. Local leaseholders can come along and get advice or information from staff who deal with their estate. Contact Suzy Duffy on 01539 717717 if you need transport to the meeting, or have a particular problem you want to ask about. Look out for a flyer for the surgery to come through your letter box.

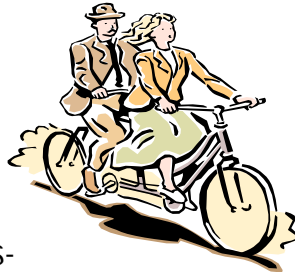
Property Services Manager talks over a problem with a leaseholder



## Leaseholders say it's great value!

Gas servicing that is. South Lakes Housing has negotiated with the gas servicing contractor that we use for our tenants to provide the same service to leaseholders. Leaseholder Club members seemed very impressed by the savings that can be made by switching to our contractor for servicing your gas appliances. For more details contact Andy Bell on 01539 733333. ext 7280

## Were you in the dark?



A new information pack for new leaseholders is being launched and will include the leaseholder guide, a welcome letter from the leaseholder club and a satisfaction survey. If there's anything you think would be a good idea to include in the pack contact Sue Mallinson on 01539 717717.



Leaseholder Club Members at June 2005 meeting