

# LEASEHOLDER CLUB MEETING

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## Minutes of Meeting held 21 June 2005 at 6:00 pm in the Georgian Room, Kendal Town Hall

Present: M Fowler, Flat 1, Levens Close, Kendal  
J Welsh, guest  
Mr & Mrs Keegan, 6 Applerigg, Kendal  
Mr & Mrs Noble, 9 Aynam Road, Kendal  
Ms H Campbell, 39 Grasmere Crescent, Kendal  
Mr T Northcott, 9 Sepulchre Lane, Kendal  
Ms D Dixon, 44 Waterside, Kendal, Cumbria  
Ms A Dickinson, 5 Jennings Terrace, Kendal  
Mrs D Thornton, 7 Jennings Terrace, Kendal  
Mrs K Johnson, guest  
Mr I Sager, 12 Middle Lane, Kendal  
Mr J Atkinson, 20 Sedbergh Drive, Kendal  
Ms S Smith, 10 High Tenterfell Court, Kendal

Apologies: Mrs J Cleasby, 23 Waterside, Kendal  
Gill Morgan, 1 Kirkfield, Ambleside

Circulation: As above

Copy to: T Woodward  
S Mallinson  
S Duffy

NO	<u>TITLE OF MINUTE</u>	ACTION
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Sue Mallinson introduced South Lakes Housing staff at the meeting and welcomed guests. Trevor Woodward was on hand to answer individual maintenance queries so that the session in the meeting could cover issues of interest to everyone.

### 1 **Feedback on insurance**

Sue Mallinson explained that she and Martin Mason, SLDC's Insurance Officer, are working on a 'Frequently asked questions' leaflet about leaseholder insurance. This will be circulated to Club members for opinions and comments before it is sent to all leaseholders.

Sue and Martin are also putting together a 'how to claim' leaflet for the leaseholder pack. Club members felt the session with Martin had been very useful and they may ask for a further presentation.

### 2 **Leaseholder Policy for information**

Sue Mallison explained that the policy that had been circulated was South Lakes Housing's, not SLDC's. The document outlines the policy for all aspects of the leaseholder service and should link to SLDC's leaseholder policy. This is currently not available.

Club members comments were noted and any alterations required would be made.

### **3 Comments on completion survey**

Sue Mallinson had circulated a survey designed to measure satisfaction with the Right To Buy process; the form would be sent to new owners and results will be reported back to the Club in a written format.

Members commented that this survey would be useful and along with the pack represented a good improvement to the service.

### **4 SLH stand at Westmorland County Show**

Sue Mallinson explained that she will be helping to 'man' the SLH stall at the Westmorland County Show and will hope to meet leaseholders attending the show. She will be:

- Hoping to reach leaseholders from rural areas
- Distributing copies of leaseholder guide and other documents

### **5 Newsletter**

Suzy Duffy said the newsletter will be published including photos of tonight's meeting. There will be 2 newsletters per year.

### **6 Future ideas for guest speakers**

- Helen Smith, SLDC's Chief Accountant will be invited along to explain how money for the General Rate Fund (Council tax money) and the Housing Revenue Account (Tenants and Leaseholder rents and service charges) are apportioned for spending on services.
- The January meeting will feature speakers from the Police about anti-social behaviour orders and community policing.
- SLH's Chief Executive, Peter Thomas, to be invited to the meeting following.

### **7 General Leaseholder repairs**

Trevor Woodward, SLH's Maintenance Service Manager, spoke about

- Prioritisation of repairs
- Planning maintenance
- Budgets for planned maintenance
- Right to repair

Issues/raised included:

- Do staff who answer the phone make decisions on repairs?
- Which bits of the tenants' handbook apply to leaseholders?
- Put prioritisation of repairs in leaseholder pack and September newsletter
- Everyone in a block will now receive a satisfaction slip for a block repair (with prepaid reply envelope)
- All leaseholders should report repairs/vandalism to SLH and ensure culprit is named if damage deliberate
- Please offer leaseholders kitchen and bathrooms etc at the same time improvement programme is running
- Consider re-issue of lease to include regular service of gas

- appliances made compulsory (for safety)
- Put in next leaseholder newsletter advantages of using smoke alarms and advertise the fire service programme for free detectors, if available.

## **8 General**

The Club agreed that:

- Next meeting September and every 3 months thereafter
- Windermere surgery first, then Kendal. Aim for August surgery for Windermere.
- Membership of Club now at limit (21 or 9%). If a member from an area not currently represented applies to join, one of the members from Waterside may step down.

## **9 Dates of next meetings**

21 September 2005

10 January 2006