

LEASEHOLDER CLUB MEETING



Minutes of Meeting held 4 April 2006 in the Georgian Room, Kendal Town Hall

- Present: D Dixon, 44 Waterside, Kendal
Mr & Mrs G T Burns, 8 Gawith Place, Kendal
M Fowler, 1 Levens Close, Kendal
P & T Keegan, 6 Applerigg, Kendal
J & K Noble, 9 Aynam Court
J Atkinson, 20 Sedbergh Drive, Kendal
A Dickinson, 5 Jennings Terrace, Kendal
D Thornton, 7 Jennings Terrace, Kendal
Sue Mallinson, Leasehold Manager, SLH
Suzy Duffy, Community Participation Co-ordinator – SLH
Debbie Marsden – Tenant Participation Officer – SLH
Eric Waring – Resident Liaison Co-ordinator, Bramall
Rochdale
- Apologies: Ian Sager, 12 Middle Lane, Kendal
T Northcott, 9 Sepulchre Lane, Kendal
Liz McCloskey, Resident Liaison Co-ordinator, Bramall South
Lakeland
- Circulation: As above
- Copy to: Leaseholder Club
T Woodward, Property Services Manager, SLH
Tenants' Committee
Eric Waring, Bramall

NO	<u>TITLE OF MINUTE</u>	ACTION
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1	Introduction	
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Suzy introduced Eric Waring from Bramall Construction. Bramall is SLDC and SLH's construction partner in the Decent Homes programme.

Eric apologised for the absence of Liz McCloskey, the local Resident Liaison Coordinator. Liz is on holiday, so Eric, who is currently coordinating Bramall's Rochdale programme of works, had been asked to deputise for her.

Eric explained that Bramall Construction is part of the Keepmoat Group of Companies which includes Chevron Site Services, Frank Haslam Milan and Haslam Homes. Bramall specialise in regeneration projects and have been established for 75 years. The South Lakes contract is being run from Bramall's North West office.

The Bramall Resident Liaison Officers' (RLO's) main role is to ensure tenants are kept informed before, during and after the programme of works.

Photos of internal ceilings in leaseholder's homes may be required to facilitate roofing works. Eric told the Group about the internet based database Bramall is setting up for SLH; this will include electronic house files so may help in identifying addresses in leaseholder consultation, invoicing etc.

John Atkinson told the Group that he had occasion to complain to SLH about Bramall when the works were carried out in his block.

Tim Keegan felt that Eric ought to have been briefed about the SLH programme of works in more detail.

Suzy promised to circulate a description of how the works are being implemented and a guide to where streets and villages are included in the published programme. SD

Other questions and answers were:

Q: What works will be offered to Leaseholders?

A: External repairs to block only.

Q: Is a proportion of the cost of these repairs payable?

A: Yes

Q: Is uPVC used in preference to wood windows?

A: Yes, uPVC is much cheaper to buy and maintain. However wood may be used where it is used elsewhere on the block or because planning rules dictate.

Q: What will happen if, during works, emergency works or some other item leaseholders are liable for comes to Bramall's attention?

A: SLH will instruct Bramall to carry out the work and leaseholder will be invoiced with proportion of cost for block. This is why estimates are supplied prior to works rather than quotations.

Q: Can leaseholders get grant aid for any/part of the works to other homes?

A: Suzy to investigate

Q: Will aluminium windows be replaced?

A: Yes

Q: What are the main criteria for replacing windows?

A: Weatherproof and in good repair.

Q: Is cyclical painting to continue where timber is installed/remains?

A: Yes

Q: Trevor Woodward spoke at an earlier meeting about specifying 'non clog' gutters – are they to be used on blocks?

A: Gutters will be replaced if they are cast iron or half round plastic, and will be replaced with deep flow gutters, which should reduce the possibility of clogging.

Q: Will tilt and swivel windows be provided to facilitate cleaning from inside, for blocks?

A: Suzy to investigate

Q: Can 'Careline' cabinet be removed at Wattsfield Lane?

A: The Careline cabinet at Wattsfield Lane will be removed in this financial year 2006/7.

Q: What will happen re analogue/digital TV switchover?

A; Suzy to investigate

Q: Are local staff being appointed by Bramall?

A: Yes, 2 RLOs have been recruited locally. Sub contractors if not local, generally from North West.

Q: What about apprenticeships?

A: Suzy to investigate

Q: Can SLH ensure leaseholders who sublet receive appropriate notifications (and not their tenants?).

A: SD/SM to put together list of communications and indicate recipient/order of actions.

Q: Can 'estimated cost' in consultation papers for Decent Homes be 'quotation' instead?

A: No. An estimate is what is required by legislation and allows for emergency works to be included.

2. Newsletter

Confirmed next issue in June/July. Topics for inclusion:

- Grants for home improvements for leaseholders if any
- Possibility of offering improvements/materials at cost from DHP

SD

3. Satisfaction Survey

SM

Sue M told the Group that there had been 31 responses to the leaseholder satisfaction survey.

The survey results will be analysed and used to try to improve weak areas of the service. The question of how we could increase numbers responding to the survey was posed, but Club members had no suggestions. It was agreed to continue offering a prize draw for returns.

4. Feedback from KL surgery

Suzy explained that Leaseholders from Milnthorpe, Sedbergh and Kirkby Lonsdale had been invited but only one person had attended. However, the Leaseholder had

SD

agreed to join the Club at the July meeting.

Next surgery will be in Ulverston.

5. Recruitment, membership and future venues – Leaseholder Club

Suzy and Sue explained that SLH was going to try to recruit new members for the Club from other areas. All the current Club members are from Kendal and several from the same estate. Sue M felt that a broader geographical membership base for the Club is essential to provide better representation and a wider view of the issues around the district.

SD/SM

It was agreed that there should be a recruitment drive and that 2 meetings a year would be held in Windermere/Ulverston areas. To maximise attendance, transport and child care will continue to be offered.

6. Date of next meetings

11 July 2006
10 October 2006
9 January 2007