

LEASEHOLDER CLUB MEETING



Minutes of Meeting held Monday 8 October 2007 in the Georgian Room, Town Hall, Kendal

Present: D Thornton, 7 Jennings Terrace, Kendal
A Dickinson, 5 Jennings Terrace, Kendal
A Mark, 6 Longlands View, Kendal
A Crowley, 22 Longlands View, Kendal

Sue Mallinson, Leasehold Manager, SLH
Suzy Duffy, Community Participation Co-ordinator – SLH

Apologies: Tim Keegan
Pam Keegan
D Dixon
T Northcott

Circulation: As above

Copy to: Leaseholder Club
Trevor Woodward, Property Services Manager, SLH
Tenants' Committee

NO	<u>TITLE OF MINUTE</u>	ACTION
1	Minutes The minutes of 9 July 2007 were accepted as a true record.	
2	Matters arising None	
3	Future running of Leaseholder Club Sue Mallinson explained the benefits of formalising the business of the Club <ul style="list-style-type: none">Leaseholder views will go before Tenants' Committee and the SLH Board and will be built into future action plans and service developments.Leaseholder Club will have same measure of influence as Tenants' CommitteeOfficers of SLH and SLDC can be called to meetingsBetter Leaseholder involvement in development of policy and practice The Club agreed that SLH should proceed with formalising the meetings and action will be taken as follows:- <ul style="list-style-type: none">Plan to formalise Club to go in next NewsletterReissue invitation to all Leaseholders to join the Club and ask for volunteers for Chairman/Rep for Tenants' Committee/Leaseholder Board Director	

- Send out nomination forms for Chairman in advance of January meeting to all Leaseholders
- Be clear about what is expected of people in this and all publications
- SLH will continue to service the quarterly Club meetings

4 **Newsletter**

Suzy explained that in the past Leaseholders had been sent their own brief Newsletter twice a year. The September Tenants' Newsletter, South Lakes Housing News, had included Leaseholder news and all agreed that this was a much better approach for the future. Sue commented that this was also cheaper.

Aileen Crowley volunteered to help with the Newsletter and will attend an Editorial Team as long as it is held after 6 p.m. Aileen is a graphic designer.

Topics for next Newsletter were agreed:

- RESPECT agenda
- **Fly tipping and rubbish** (John Barwise)
- Refer to recycling service
- Phone for free rubbish removal
- Independent Tenant Advisor feedback

5 **Tenant Involvement Club (TIC) – an update**

Suzy reported that very few Leaseholders had filled in their forms to join the Tenant Involvement Club.

Sue commented that SLH wants to involve Leaseholders early in the process of developing policies that affect Leaseholders and if Leaseholders will join the Club it will help us identify who will talk to us through surveys etc.

Aileen commented that the TIC Club form could be clearer and people would join if they know what commitment they were expected to make.

6 **Feedback from Marianne Hood, Independent Tenant Advisor**

Suzy circulated the paper that Marianne had submitted following the open meeting for all Leaseholders and the following comments been noted:

<u>You Said</u>	<u>We Did</u>
<ul style="list-style-type: none"> • Contact with SLH – too often enquiries have to be passed on. 	<ul style="list-style-type: none"> • New contact centre staff will be trained to answer Leaseholder enquiries.
<ul style="list-style-type: none"> • Complaints procedure needs to be improved. 	<ul style="list-style-type: none"> • Policy being developed in partnership with tenants and leaseholders.
<ul style="list-style-type: none"> • Contractors to have a code of conduct for provision of repairs. 	<ul style="list-style-type: none"> • Code of conduct to be publicised.
<ul style="list-style-type: none"> • Who is responsible for what? 	<ul style="list-style-type: none"> • Include in information leaflet/updated guide.

Suzy said that the revised Agreement (Compact) would be circulated to Leaseholders. This agreement applied equally to Leaseholders and sets out

standards and opportunities for participation and involvement in services.

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Any other Business

Sue mentioned that an open event for Leaseholders was planned for November in Kendal Town Hall. Subjects of interest were agreed:

- Recycling
- Refuse Disposal Service
- Insurance
- Service Charges
- Grounds Maintenance
- Police/Crime Prevention
- Energy Efficiency/free light bulbs
- Freebies
- Age Concern/thermometers “turn on heating”
- Digital TV switchover
- Bramall Construction

Mrs Dickinson mentioned the fly tipping problem at Waterside. Should the free disposal for larger items be more widely advertised?

Sue mentioned that the Housing Quality Network (HQN) inspection of SLH had queried whether tenants should pay separately for some service charge items.

Next meeting specialities:-

Alison Kinnon, Housing Manager – RESPECT/Allocations Policy

John Barwise, Commercial Business Enforcement Officer – Refuse Disposal

Could Zurich, who provide buildings insurance for SLDC, be asked if they could offer contents insurance to Leaseholders at a favourable rate?

Are circulation areas in flats subject to the no smoking legislation?

8

Date of Next Meeting

It was agreed that the next 4 meetings would be held as follows:-

- 2 in the day
- 2 in the evening

to try to attract new members. The meetings will be held:-

14 January 2008 at 6.00 p.m.

? April 2008 at 2.00 p.m. (service charges)

? July 2008 at 6.00 p.m.

? October/November 2008 at 2.00 p.m. (service charges)