

LEASEHOLDER CLUB MEETING



Minutes of Meeting held Tuesday 9 January 2007 in the Georgian Room, Town Hall, Kendal

Present: D Thornton, 7 Jennings Terrace, Kendal
 A Dickinson, 5 Jennings Terrace, Kendal
 Mr and Mrs K C Noble, 9 Aynam Court, Kendal
 Tim Northcott, 9 Sepulchre Lane, Kendal
 John Atkinson
 Tim Keegan

Sue Mallinson, Leasehold Manager, SLH
 Chris Murphy, Finance Apprentice, SLH
 Suzy Duffy, Community Participation Co-ordinator – SLH
 Lisa Chant, Partnerships Officer

Apologies: TBC

Circulation: As above

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

NO	<u>TITLE OF MINUTE</u>	ACTION
1	Minutes of 11 July Minutes were agreed as a true record.	
2	Matters arising	
	<ul style="list-style-type: none"> • A new Agenda was distributed with matters arising • Sue M said survey had poor response, only 28 surveys returned • Suggest “we do not pass your name to anyone else” on bottom of surveys to stress confidentiality • Sue M is planning to revamp the leaseholder guide in 2007 – please send suggestions for improvements to Sue Guide - mailing list now okay • - Revise cash offices section now service withdrawn • Sue M suggested Peter Thomas, Chief Executive of South Lakes Housing be invited to a meeting to talk about the SLH delivery plan • Tim K suggested that SLH staff should sign own letters • Tim K said that letters should be acknowledged before being passed to another officer for reply • Sue M pointed out the Decent Homes programmes was being headed by John Davies of NPs, who had been brought in by SLH specifically to bring design expertise 	<p>SD</p> <p>SM</p> <p>SM</p> <p>SD</p> <p>SD</p>

3 Future surgeries

ACTION

The October surgery and meeting at Ulverston had had a poor response .

Suzy explained that the surgeries were being trialled and suggested an exhibition/open event at Kendal Town Hall, perhaps to be held jointly for sheltered housing tenants. Meeting of the Club would be held as normal.

4 Standing items on separate charge bills

Sue M said that SLDC had delegated the service charges to SLH

- Lighting costs have decreased
 - Rest based on true costs
 - Leaseholders not subsidising tenants services
 - 47% increase 75/25 split
 - SLDC will not move from the 75/25 split
 - Club agreed all fees must be honestly charged – that was fair
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- Tim – check if fire alarms should be serviced annually or twice a year
 - Working out charges – we are working on doing more quickly and efficiently
 - We have inherited SLDC billing system – growth bid into SLDC for new IT system

5 Response repairs going out tender

Sue M explained that leaseholders had had a notice that the response repairs system would be going out to tender. As the value of the contract was substantial the tender process was subject to OJELL rules and had been advertised in the European Journal. Rural areas more expensive to manage. Quality counts in submission. There is a 3 stage process to the tender:

- Pricing
- Quality
- Reality Check

The Club noted the news.

- New gates seem poor quality

TW/TL to note

6 Ethnicity monitoring

Government “know, record, analyse and monitor information re ethnicity, vulnerability and disability of home owners and use to inform service delivery and prioritise resources”.

Everyone agreed to complete forms and tell neighbours.

7 Progress on Decent Homes

Lisa Chant, the Partnership Officer attended the meeting to given an update on progress of the Decent Homes Works.

- Lisa apologised for the service that leaseholders had been receiving and said that the problem had been down to SLH. Bramall had just been provided with correspondence addresses. SLH carry out survey, QS prices, works carried out and then invoices Bramall. Lisa said and access issues were being tackled well in advance of the works and that a mop up programme of properties not done would be done at the end of the contract.

Lisa also answered some individual queries.

The Club thanked Lisa for attending and asked her to come along again.

8 Any Other Business

- Ensure leaseholders and tenants have permission for satellite dishes
- Tim Northcott will go onto the Tenants' Committee mailing list
- Condensations problems at Fellside

ACTION

Dates of meetings 2007/08

Monday April 16th 2007

Monday July 9th 2007

Mon October 8th 2007

Monday January 14th 2008