

# LEASEHOLDER CLUB MEETING

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## Minutes of Meeting held Monday 9 July 2007 in the Georgian Room, Town Hall, Kendal

Present: D Thornton, 7 Jennings Terrace, Kendal  
A Dickinson, 5 Jennings Terrace, Kendal  
John Atkinson, 20 Sedbergh Drive, Kendal  
Tim Keegan, 6 Applerigg, Kendal  
Dorothy Dixon, 44 Waterside, Kendal

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

Apologies: Pam Keegan  
Mr & Mrs Noble

Circulation: As above

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

NO	<u>TITLE OF MINUTE</u>	ACTION
1	<b>Minutes</b>  The minutes of 18 June 2007 were accepted as a true record.	
2	<b>Matters arising</b>  Tim Keegan noted that:-  Item 4: He had not received a satisfaction survey within 30 days of completion and asked for confirmation that this service standard was now contained within the protocol mentioned at the June meeting. If the standard was incorrect, could leaseholders be informed. Tim felt that Peter Thomas had not solved his query about the satisfaction survey and will take the matter up with Peter.  Sue said that Peter had asked Trevor to send Tim a survey despite the work not being signed off. Sue stated that "signing off" involved checking sub-contractors invoices and other supporting documentation.  Item 2: Tim asked to see a copy of the protocol mentioned at the June meeting but it had not been made available to anyone present. Sue said that she would circulate a copy of the protocol as soon as possible.  Item 3: Sue M explained that she and Suzy are reviewing the set-up for	

leaseholder consultation and explained that a new recruitment drive for the club was to be commenced. Leasehold properties were in the following geographical areas:

Kendal	165
Lakes	54
Ulverston	20

and Suzy added that the Club should be representative of the community. Marianne Hood, Independent Tenant Advisor is running an open meeting for all leaseholders on 17 July 2007 to review consultation, information and feedback and we will recruit there. In addition leaseholders had received the 'menu' for participation, which would help us recruit willing volunteers from other areas.

Sue added that formalising the Club's business would mean that the minutes would be reviewed by Tenants' Committee and the SLH Board.

#### **4 Newsletter**

Members felt that:

The item about insurance was unclear and the team were asked to take it back to Martin Mason for clarification.

- Leaseholder Guide – agreed loose leaf format
- Keep it cheap – no photos and black ink on white paper
- Possibly include minutes of Club with Newsletter when Club formalised
- Suggest local information where possible e.g. Levens Close – hedge cutting being done.
- Suggest specific dates for local repairs/painting etc.
- Suzy will send draft out to Club before it is posted to leaseholders.

SD

#### **5 Performance Indicators**

Sue M explained that last year leaseholders had not welcomed the opportunity to review SLH's performance information. The Club agreed that the figures Sue circulated should be edited to make them meaningful to leaseholders and include a glossary to explain acronyms and difficult terms.

SM

Sue added that the figures helped stakeholders to identify and monitor continuous improvement along with the business plan, delivery plan, general performance management and value for money.

Tim Keegan suggested that the figures be circulated with the Newsletter.

#### **6 Any other Business**

- Lakeland festival had again been arranged without consultation with the residents of Waterside. Several flag stones had been broken by the lorries attending the event and members wondered whether the Council would be claiming the money back. Suzy agreed to take this up with the local councillor/maintenance and advised the group to take it up through Waterside Residents Association.

Waterside RA

- Members advised about progress with the parking for DHP vehicles at Fellside following Tim Northcott's enquiry. Suzy to chase up. SD
- Sue Mallinson to see Lynne Huxley about charging for door entry system renewals at Waterside.
- Waterside RA are supporting enclosure of more gardens (39-48 Waterside which will entail new entrances for tenants. Leaseholders do not want to be charged for these works.
- Tim Keegan wished to convey his thanks to Lisa Chant for sorting his leaking gutters 'within hours'. LC
- SLH to review value for money of using smallest envelopes. SD