

Minutes

Leaseholder Forum

12th January 2009

17:00 – 19:00

Boardroom, 14 Hounds Gate



Present: Sam Else (SE), Simon Temporal (ST), Jon Short (JS) (notes), Kate Bowley (KB), Sheila Thwaites (ShThw), Sandra Stones, Carol Tomkiss, Audrey Davies, Ann Gardner, Eddie Johnson-Flint (EJF), Billy Pollock (BP), Phil England, M Whitehead. Maria Hemphill, Iris Yu, Robin Stalvies, Andrew Filer (NCH Tenant & Leaseholder Involvement Team)

Apologies: Martin Gardner, Stan & Jennie Bellamy, Val Cleaves, Jean England, Anna Rogers, Graham Ward

#	Items	Action
1.0	Tenant & Leaseholder Congress (TLC) Ballot	
	<p>SE opened the meeting and wished all attendees a Happy New Year. SE advised that Andrew Filer from the Tenant & Leaseholder Involvement Team was in attendance to collect the Leaseholder Forum vote. The majority of those in attendance had completed their ballot paper prior to the meeting, spare copies were handed around and these were completed. SE, JS, KB & ShThw then left the room to collate the votes.</p> <p><u>Chair</u></p> <p>Ennis Peck received 1 vote Jean England received 4 votes Dave Bennett-Bull received 2 votes Cynthia James received 5 votes</p> <p><u>Vice-Chair</u></p> <p>1st choice</p> <p>Alison Thorpe received 7 votes Dave Bennett-Bull received 4 votes</p> <p>2nd Choice</p> <p>Kevin Butt received 4 votes</p>	

	<p>John Riley received 4 votes</p> <p>SE, JS, KB & ShThw then re-joined the meeting and SE went through the votes.</p> <p>SE announced that as Cynthia James received the most votes, her name would be put forward as the Leaseholder Forum's preferred candidate for Chair.</p> <p>With regards to the Vice Chair position – as a Forum they had to reach a decision for their 1st and 2nd choices, as Alison Thorpe received the most votes for 1st choice she would be put forward as 1st choice for Vice-Chair.</p> <p>As both Kevin Butt and John Riley received the same number of votes for 2nd choice SE advised the attendees would have to choose between these candidates so SE read their pen-portraits out and the attendees then asked for a show of hands for each candidate. Kevin Butt received 6 votes and John Riley 3, so Kevin Butt was chosen as the 2nd choice candidate.</p> <p>Therefore the Leaseholder Forum nominations are</p> <p>Chair : Cynthia James Vice Chair: 1st choice Alison Thorpe 2nd choice Kevin Butt</p> <p>These were placed in a sealed envelope and handed to Andrew Filer.</p>	
2.0	Dispute Resolution	
	<p>JS left the room briefly to arrange taxis so attendees could get to an Area Panel meeting which was due to start at 6.30pm.</p> <p>Whilst JS was out of the room, SE handed around a document entitled 'Leaseholder Service Charge Dispute Resolution' which explained the procedure and the various stages and explained that this was very similar to the 3C's (Compliments, Comments & Complaints) system operated by NCH Customer Relations Team.</p> <p>The discussion then went off on a tangent about Management Charge and the fact this was under review. BP said that Leaseholders in blocks such as Victoria Centre receive all the services and would therefore pay more Management Charge than he would. BP quoted the figure</p>	

	<p>of £68 as a ball park figure for future Management Charge fees. SE said that we have never actually mentioned a figure, we just provided information based on what other ALMO's charge and would be involving our Leaseholders in future discussions to ensure that the Management fee was 'fair and reasonable'. ShThw said that paying an actual percentage has always been an issue for her. SE/ST both said that ultimately the amount of the Management fee was a NCC decision.</p> <p>SE said we hope to hold another Management Charge review meeting soon and as BP and other Leaseholders work we would have no objection to holding this meeting in the evening so as many Leaseholders as possible can attend.</p> <p>EJF asked if there were any plans in place to re-write the Leases, ST explained that all the Leases were written by NCC Legal Section and NCH did not issue their own Leases – ST did say that there were variations between some of the older Leases and the newer ones but NCH would not really have much to do with this.</p> <p>EJF then brought up issues relating to care alarms at Winchester Court, ST said he would speak to EJF about this after the meeting as he was aware of the situation and had already been discussing this with the Scheme Manager.</p> <p>ShThw wanted some clarification on the fee involved in taking a case to the LVT and also whether it was at their discretion what information they provided. SE said she would look into this for ShThw and get back to her.</p>	SE
3.0	General update on Leaseholder matters	
	<p>SE handed around a document entitled 'General Leasehold Update' and went through this during the meeting.</p> <p>Service Review – Management Charge – initial research has been carried out and presented to a working group. The Leaseholder & Rechargeable Repairs Team (LRRT) are currently all carrying out time analysis during January. A second review is to be arranged in the next month. City-wide consultation will then be carried out to all leaseholders.</p> <p>Service Charge Module – currently reviewing the process and are working to implement a new module on the</p>	

existing Housing System where all leaseholder details will be stored and the service charges will be generated from the new module in due course. Implementation from April 2009.

Leaseholder Handbook - Has gone to print and will be distributed shortly

A draft communication plan has been devised to ensure that we continue to keep leaseholders, staff and the general public aware of all leasehold issues and services.

Leaseholder Training is due to be held again for staff and sessions will be arranged where there is expressed interest from leaseholders/tenants.

We are continuing to inform leaseholders with the quarterly newsletter.

We are increasing the data we hold on leaseholders and are actively carrying out profiling to increase this information so we can continue to ensure that we meet all the needs of our leaseholders.

Leaseholder website is now fully functional. We will continue to monitor and keep this updated.

LRRT are re-establishing the Nottinghamshire Benchmarking Group with other local authorities to continue to share best practice and benchmark our services.

Initial contact has been made with NCC to review lease content.

The gas maintenance scheme has been improved and we are also reviewing the repairs scheme at present.

We are currently working on our representation at the forthcoming Tenant & Leaseholder Conference to ensure that we make the day useful and informative for all.

We are currently improving the intranet information that is accessible to staff to ensure that they are kept fully up to date with all issues concerning leaseholders.

KB asked when the Tenant & Leaseholder Conference was – Andrew Filer advised that this was Thursday 12 February.

	SE commented that there was no representative from Street Scene in attendance when we held the Grounds Maintenance Review so it is likely that a representative will be invited to a future Forum.	
4.0	Leaseholder Forum dates 2009/2010	
	<p>SE advised that all the Forum dates up until March 2010 had been checked with the Tenant & Leaseholder Involvement Team and none of them clashed with Area Panel Meetings.</p> <p>The dates are as follows and the meetings will be from 5 – 7 pm at 14 Hounds Gate:</p> <p><u>2009</u></p> <p>Thursday 12 March 2009 Monday 18 May 2009 Thursday 9 July 2009 Monday 21 September 2009 Thursday 5 November 2009</p> <p><u>2010</u></p> <p>Monday 18 January 2010 Thursday 11 March 2010</p> <p>SE then adjourned the meeting and thanked all for attending.</p>	
	<p>Date of next meeting: Thursday 12th March 2009 Time: 5.00 pm Venue: 14 Hounds Gate</p>	