CHARNWOOD LEASEHOLDER
Open Surgery

Tuesday 30 January 2018
Committee Room 2, Council Offices
14.00 – 16.00pm

Attendees:	Stuart McBride (Chair)	Susan Gibbons
	Dean George	
	Pooja Chandarana	

Officers: Sarah Taylor - Leasehold Officer
Micky Patel - Rent Accounting and Leasehold team leader
Sarah Pole – Customer Engagement Officer
Marcella Vandra - Contact Centre Adviser
Trevor Banbrook -Leasehold Officer

Apologies:
Mr Tyler

Item		Action
1	**Welcome** Mr McBride opened the meeting and introduced himself.	
2	Sarah T asked if there were any questions about the Section 20 notices regarding the NOP for new contractor. There were none.	
3	Sarah T explained that the estimates would be sent out at the end of February and that leaseholders have 28 days to check them. Ms Chandarana asked Sarah to expand and Sarah explained the importance of checking that service charges were reflected accurately in the estimates. The estimates are for proposed works that are to be carried out in the next 12 months. The Certified Summaries are to go out in September. Sarah T is looking into doing a timeline for a future newsletter to assist leaseholders with understanding the estimate/certified summaries procedure.	
4	Mrs Gibbons asked about internal redecoration in King Edward Road flats, and commented that contractors had started work in December and not completed the works. Marcella is to check this and get back to Mrs Gibbons. Mrs Gibbons also commented that the King Edward Road carpark is often used by non-residents and asked for a sign to be put up.	**MV** **MV**

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	Mr McBride also commented that the car park at Garendon Green has the same problems and also asked for signage.	MV
5	Mr George asked about his home insurance policy with CBC and asked if he should have any documents, Mickey informed him that he should have a policy booklet and schedule and would send him copies. Ms Chandarana also asked for a copy of her buildings insurance policy. Mr McBride asked if an article about insurance could go in the next Leaseholder newsletter with key information. Sarah T explained that having adequate insurance is part of a leasehold agreement. Mickey also explained that policies taken out with CBC don't relate to postcode location unlike other policies. Sarah T also pointed out that when a leasehold property is sub-let it is the new occupier's responsibility to take out their own insurance policy. Ms Chandarana asked what the excess amount was on the CBC insurance and was told it was £250.00	MP
6	Ms Chandarana asked if there was any possibility of the communal door on her block opening outwards. She explained that it is often insecure, that the trades button is on 24 hours and there are undesirable individuals in the communal area that have intimidated residents. Marcella to arrange for the securing of the communal door and for the trades button hours to be altered.	MV
7	Ms Chandarana asked when Sarah T would have the 5 year plan ready and Sarah answered that she hoped it would go out with the estimates.	
8	Mr George asked Sarah T if she had a plan of his boundary line as he was having issues with surrounding properties. Sarah T provided him with a plan.	
9	Mr McBride asked who decides what works are required on Council properties and Sarah T replied that it was CBC Surveyors that visited and assessed individual sites. Sarah T also explained that key areas of works were currently new shed doors, resurfacing car parks, internal redecoration, communal Door Entry Systems and re-roofing projects.	
10	Ms Chandarana asked for some information regarding the proposed communal cleaning programme. Mickey explained that possible pilot schemes will be carried out. A letter will be going out to residents in due course and pointed out that this service will be rechargeable.	

Trevor to look into the possible charges in the future estimates.

TB

Mr McBride closed the meeting.

The date of the next meeting is :

Tuesday 13 March 2018 – Committee Room 2 – 2-4pm