

Charnwood Leaseholder Forum

Minutes of Meeting held on:



25 March 2010 | 2pm | CNH Boardroom | Council Offices

Present: Mr Rowbotham Sarah Taylor (chair)
 Mrs Rowbotham Sally Harbey
 Mrs Bunney Isobel Rickard
 Mrs Storr Grattan Glendining
 Mrs Spurr Emily Clarke (minutes)
 Mrs Dilley
 Mrs Griffiths
 Mrs Englefield

Item		Action:
1	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Tal Mehta, Helen Isaac and Mr Storr.</p> <p>Sally welcomed the group and explained that Sarah Taylor will be chairing the forum from now on.</p>	
2	<p><u>Minutes of 21 January 2010</u></p> <p>The forum agreed the minutes as accurate.</p>	
3	<p><u>Matters Arising</u></p> <p>No matters arising.</p>	
4	<p><u>Sound Proofing</u></p> <p>Sally explained that Tal was unable to attend but if anyone was still interested then it can be put onto the agenda for next time. Mr and Mrs Rowbotham and Mrs Dilley all expressed an interest in the agenda item. It will be moved to the next meeting.</p>	Sally H
5	<p><u>Certified Summaries</u></p> <p>Sarah asked the members of the forum if they were happy to get all of the estimates and everything together in one pack. The forum agreed that they were. Sarah added that next year she will include the Notice for Long Leaseholder of Rent due (ground rent notification). Mrs Bunney stated that there would be no point sending it out separately. The forum agreed.</p>	

	<p>Sarah asked the forum if there was any further information that they would like to receive with the Certified Summaries. The forum agreed that they are happy with what was sent out.</p> <p>Mrs Bunney stated that The Mills have had new windows, but she has not received a bill yet. Sarah explained that CNH have not received the bill yet, but she will send the information out as soon as she received it.</p>	
6	<p><u>Newsletter</u></p> <p>Sarah explained that the forum had previously discussed the newsletter going out half yearly instead of quarterly. The service plan suggests that the newsletter should go out quarterly, but it is the forum's decision. The forum agreed that the newsletter should go out half yearly.</p> <p>Sally asked the forum if they were happy with the last newsletter. The forum agreed that they were. Sally asked that if anyone would like to suggest articles or items for the agenda please contact Sarah.</p>	
7	<p><u>Summer Tour</u></p> <p>Sally asked the forum if it would be beneficial to do another Summer tour this year. Mrs Bunney stated that it would be, but to cover different areas this time. Sally suggested looking at areas where people have reported issues. She added that it might encourage more people to get involved. It was also suggested that the tour should be in the late afternoon to early evening so that people who work would have the opportunity to attend. Grattan suggested going back to the Town Centre to see if there have been any improvements. Mr Rowbotham suggested going out to Shepshed.</p> <p>Sally to arrange Summer Tour.</p>	Sally
8	<p><u>Service Plan</u></p> <p>Isobel explained that for each service there has to be a service plan detailing what work has to be done for the following year. The service plan is made up of a list of things that need to be done which are taken from feedback from inspection and good practice from other organisations.</p> <p>Isobel explained each section of the service plan.</p> <p>Isobel asked the forum if they would find it useful to have a plain English guide for their existing lease. The forum agreed that this would be useful. CBC will provide a plain English guide for new leaseholders.</p>	

	<p>Isobel explained that CNH are trying to complete the profile of all tenants and leaseholders. It is extremely important for CNH as there is a legal responsibility for CNH to demonstrate that everyone is treated fairly. The forum felt that this was reasonable.</p> <p>CNH collect and monitor performance data across the organisation. There need to be an increase in the data that is collected regarding leaseholder services.</p> <p>Mrs Bunney stated that paying by direct debit is much easier. Isobel explained that CBC currently collect leaseholder charges. However, in the next few months, CNH will be taking over the collection and will provide 3 different dates for leaseholders to pay their service charges monthly.</p> <p>CNH want to educate staff to increase awareness of leaseholders and what rights and responsibilities CNH have to them.</p> <p>CNH will explore the possibility of working collaboratively with other organisations. There is potential for a collective forum with other leaseholders from other areas.</p> <p>Isobel stated that a service charge appeals panel needs to be agreed and implemented. CNH also need to develop a dispute resolution so that there is a recognised procedure to resolve any disputes. CNH need to give leaseholders more rights and ways to challenge the organisation. The forum may find it useful to visit other organisations where the leaseholders have more experience in challenging decisions or performance, for example.</p> <p>CNH are hoping to plan the major works estimates for the next three to five years so that leaseholders can plan ahead. Mrs Spurr stated that a five year plan is too long; three years is more suitable. Sarah stated that if the plan is in place there will be plenty of time for everyone to budget for any work that needs to be completed. Mr Rowbotham added that if anyone is on a fixed income then knowing in advance doesn't make any difference. Isobel stated that it is about broader consultation and discussing major works and any other issues with leaseholders before, rather than telling them afterwards.</p> <p>Isobel asked the forum if they felt anything was missing from the plan. The forum agreed that it covers everything. Isobel asked the forum to contact Sarah Taylor if they would like to make any further comments on the plan.</p>	
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	Mrs Bunney stated that the services that are provided are much better now than when she first moved in.	
9	<p><u>Future Meetings</u></p> <p>Sally proposed to the forum that the next meeting be held in the evening to see if it attracts any new members. Mrs Bunney stated that this would be a good idea as a lot of leaseholders work in the day. Sally explained that she did not want to lose any forum members, but it is important that CNH give the opportunity to those who want to attend, but are unavailable in the day.</p> <p>Some members of the forum felt that in the summer months they may be more likely to attend in the evening. Sally added that previously, the forum meetings had been held alternately between the afternoon and the evening, but not many people attended in the evening. Sally suggested giving it another go to see if more people attend. The forum agreed.</p> <p>Emily added that if anyone is unable to get home from Loughborough in the evening then transport can be arranged.</p>	
10	<p><u>Any other business</u></p> <p>Mr Rowbotham stated that if CNH are fitting new kitchens in an area will leaseholders be contacted to ask if they would like a new kitchen (and be given a quote). Isobel explained that CNH are trying to extend the services that are provided to leaseholders, but she would need to contact Tal for more information.</p>	Isobel
11	<p><u>Date of Next Meeting</u></p> <p>Tuesday 25th May – 6:30pm – 8pm – Committee Room 2</p>	