Charnwood Leaseholder Forum  
Minutes of Meeting held on:  
22 March 2011 | 2:00pm | CNH Boardroom| Council Offices | Southfield Road

Present:  
Josephine Dilley  
Helen Isaac  
Joy Bunney  
Norman Storr  
Jean Storr  
Sarah Taylor  
Emily Clarke  
David Hayes (CBC)  
Brian Rowbotham  
Tina Rowbotham  
Godfrey Moustache  
Harry Plumptre  
Bernard Sheridan (CBC)  
Martin Botham (CBC)  

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| 1 | Welcome and Apologies  
   Helen welcomed Bernard Sheridan, Martin Botham and David Hayes to the Forum.  
   Apologies were received from Mrs Englefield, Mrs Griffith, Miss Hollingworth, Mrs Beeby and Tal Mehta |
| 2 | Minutes of 20 January 2011  
   Minutes from the last meeting agreed as accurate. |
| 3 | Matters Arising  
   - The summary of the soundproofing survey has been completed.  
   - Sarah has dealt with the garage site problem in Birstall  
   - There have been big improvements to the hedges at Staveley Court  
   - The Housing Officer is looking into the issues at The Mills. |
| 4 | Feedback from Visit to Nottingham City Homes (NCH) Forum  
   Sarah Taylor, Helen Isaac and Harry Plumptre attended a leaseholder forum at Nottingham City Homes to find ways to improve the forum. Sarah, Helen and Harry felt that the Charnwood Forum is much better attended and in a lot of areas more organised than the NCH one.  
   Suggestions that have come from NCH Leaseholder Forum: |
**30 minute open surgery before each forum meeting**
The forum felt that it might encourage other leaseholders to attend and then stay for the forum. A surgery will be held before the next two forum meetings and then reviewed.

**Quarterly meetings**
Some leaseholders had concerns that if they missed a meeting, or if officers could not answer a question, six months would have passed before getting an answer. The forum discussed and decided that the meetings would be held quarterly.

**Leaseholder Newsletter**
NCH have added articles relating to leaseholders to their main tenant newsletter no longer have a separate newsletter for leaseholders. Sarah explained that from a value for money point of view, sending the Leaseholder News half yearly is much more cost effective than adding extra pages to the main newsletter, CNH news. The forum discussed and decided that they would like to continue to receive a separate leaseholder newsletter.

**Leaseholders put their hand up during the forum if they wish to speak**
The forum discussed and decided that this would not be necessary.

**Formal elections**
Sarah explained that NCH hold formal elections for the chair and vice chair of their forum. However, they had only received one postal vote. Sarah suggested that the forum discuss this nearer to the time when the chair needs to be re-elected. The forum agreed.

Sarah explained that the forum members were not happy that they do not receive the paperwork before the meeting. Sarah added that Emily sends out the paperwork for the forum one week prior to the meeting.

Sarah explained that the insurance officer for NCH had told the forum that their insurance does not cover for plastering, wiring or plumbing if the building had burnt down. Sarah has checked this and confirmed that CNH leaseholders are covered by the insurance. Helen asked for an article to be included in the next Leasehold News.

**5** **Grounds Maintenance**
Norman Storr explained that there is a hedge at The Mills that has not been cut back for some time. Martin Botham offered to go out and have a look at it.

Some forum members stated that they were concerned about leaves that are not cleared. Bernard explained that there is nothing in the service level agreement about leaf clearance. However, they will clear leaves if they are a
slip hazard, particularly at the sheltered courts.

Helen stated that the communication channels are not clear. Sarah stated that she is the first point of contact for all leaseholders. She directs all enquiries to the relevant department and keeps a record on file of all leaseholder enquiries. Bernard added that if a leaseholder contacted them directly, they would not be able to carry out the work unless they have authorisation from CNH – all requests for work should go to Sarah Taylor.

Josephine Dilley stated that she is concerned about the dandelions and weeds that are likely to come up on the grassed areas at Newton Close. Bernard explained that this issue may not be as bad this year as the machinery should cut through the dandelions and weeds.

Bernard stated that compared to other local authorities where he has worked, the standard of grounds maintenance in Charnwood is much higher.

6 **Plain English Lease**

Sarah explained that this has been put on hold as CBC are currently looking at a new lease for new leaseholders. Existing leases will remain the same.

Helen asked if consultation will take place. Sarah explained that if it is decided that the Plain English Lease goes ahead, leaseholders will be consulted beforehand.

7 **Vice chair for the Forum**

Sarah asked the forum if anyone would be interested in being the vice-chair of the forum, to chair the meeting in the absence of the chair. Godfrey Moustache stated that he would be willing to do it, if nobody else was interested. The forum agreed for Godfrey to be the vice-chair.

8 **Leaseholder Handbook Update**

Sarah asked for volunteers to proof read the latest draft. Mrs Dilley and Mr Storr both volunteered. They will feedback comments to Sarah.

9 **Sound proofing**

Sarah distributed the summary of the sound proofing survey. Sarah explained that this survey only relates to The Mills.

Helen stated that this was an agenda item in October 2010 and it is unacceptable that the Forum has been waiting for this long.
Sarah explained that Tal will be invited to attend the next meeting and she will ask about the permission required to have the work completed and the inspections for laminate flooring.

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<th>Any other business</th>
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<td>Mrs Bunney stated that there are still two holes in the wall to her property as a result of the cavity wall project that have not been filled.</td>
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<td>Helen gave an update on the communal cleaning project. A pilot cleaning project will take place in April at an average block in Park Court, Loughborough. Helen will give a further update at the next forum.</td>
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<td>The forum discussed the date for the next meeting and decided upon an evening. The meeting was later booked in for the following date:</td>
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<td>Wednesday 18\textsuperscript{th} May 2011 – 6pm – 8pm – CNH Boardroom</td>
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<td>Leaseholder Surgery from 5:30pm – 6pm</td>
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