

Charnwood Leaseholder Forum

Minutes of Meeting held on:

28 September 2010 | 6:00pm | Committee Room 3 |
Council Offices | Southfield Road



Present: Mr and Mrs Storr Sarah Taylor (chair)
Mr and Mrs Rowbotham Gwyneth Gascoigne
Mrs D Hollingsworth Tal Mehta
Mrs J Beeby Yvonne Castle
Mrs Englefield Matt Thomas
Mrs Isaac Emily Clarke
Mrs Dilley
Mrs Patel
Mr Plumptre
Mrs Dean

Item		Action
1	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from Mrs Bunney, Mrs Spurr and Mrs Fessey.</p> <p>Matt Thomas introduced himself as the Assistant Director of Housing and Yvonne Castle introduced herself as the Interim Equality and Diversity Officer.</p>	
2	<p><u>Minutes of 29 July 2010</u></p> <p>The forum agreed that minutes as accurate</p>	
3	<p><u>Matters Arising</u></p> <p>Trees</p> <ul style="list-style-type: none"> Sarah stated that if anyone has any issues with trees they can use an online report form on CBC's website or report them directly to her. Emily added that tree work has been ordered for various trees, but this hasn't been completed yet due to a stand-still with the contract. Matt added that this will be looked into to find out what is happening. Mrs Isaac stated that she has continually made complaints for the tree outside her flat. The tree has now been cut down without any consultation. Mrs Dilley asked if the new tree for Newton Close will be planted. Sarah explained that she will contact Bernard Sheridan and find out. <p>Leaseholder Tour</p> <ul style="list-style-type: none"> Sarah thanked those who attended the tour in August. Details of the 	<p>MT</p> <p>ST</p>

	<p>findings will be published in the next newsletter.</p> <p>Newsletter</p> <ul style="list-style-type: none"> Gwyn apologised that the newsletter was due to be distributed in September but it has been delayed. It is currently with the printer and CNH are hoping to send it out w/c 11th October. 	
<p>4</p>	<p><u>Sound Proofing Survey Results</u></p> <p>Tal explained that the sound proofing test carried out at The Mills in Quorn has identified that the building met all regulations at the time it was constructed. If it were being built now it would not meet current regulations. Tal will provide a summary of the report.</p> <p>The report also suggests things that people can do to help sound proof. Tal has been looking for suppliers of these kinds of materials. He will provide details of these along with the report.</p> <p>The report identified that The Mills was a particularly quiet area. Background noise reduces the level of noise from neighbours.</p> <p>Mr Plumtre stated that his neighbours have laminate flooring, which creates a lot of noise. Tal explained that if the floor was laid properly, then it would have been insulated. Matt added that if the laminate floor is causing a problem, the housing officer can check whether the tenant had permission to lay the floor.</p> <p>Mrs Dilley stated that she is also having issues with noise. Tal added that the cavity wall programme will have a positive impact on any sound issues. Newton Close will be completed between January and March 2011.</p> <p>Gwyn suggested that an article could be put into the next newsletter about effective ways to reduce sound transfer. Tal is to provide the information.</p> <p>Yvonne added that the article could also include ways of reporting antisocial behaviour and the incremental approach if noise is causing a problem. Mrs Englefield agreed, stating that antisocial behaviour has a big impact on them.</p> <p>Tal stated that CNH received government funding for the cavity wall programme. CNH originally put in a bid to insulate 1,250 flats – but by delivering the programme in house, with the help of a contractor, CNH will be able to insulate just over 2,000 flats over a two year period.</p> <p>Mrs Isaac asked whether this includes loft insulation. Tal explained that it doesn't. However, CBC have given CNH £50,000 for a loft insulation programme.</p>	<p>TM</p> <p>TM</p> <p>GG / TM</p>

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'Knowing You' form and Equality and Diversity Strategy

Yvonne stated that the 'Everyone's Different' strategy outlines CNH's commitment to providing all customers with equal access to services and support, and celebrates everyone having different needs and support requirements.

The strategy has been reviewed with a group of tenants and is also going to the Senior Citizens Forum in November. There is also a working group of officers that support the development and delivery of the strategy. The board champion for Equality and Diversity is Patrick Cole.

The strategy covers the next three years but will be reviewed in March 2011.

When CNH were inspected by the Audit Commission in February 2010, this was an area they found to be weak. Over the last few months, the strategy and action plan has been developed. There is also an Equality and Diversity Champions Group (made up of officers) who have also developed the Equality Impact Assessment, which takes into account people's needs etc when a new policy or procedure is written.

Yvonne has planned a training programme for staff, which will be open to tenants and leaseholders.

The 'Knowing You' form has been designed to incorporate all the questions that CNH has to ask as a result of legislation. The form will hopefully mean that customers are only being asked the questions once, rather than on every form they receive.

Mrs Patel asked how the form will benefit leaseholders and if will it improve anti-social behaviour. Yvonne stated that once CNH have collected the data, they will be able to analyse it. It may show that a certain group of people are reporting ASB, or causing it. This may help CNH to target that group of people offering ways of support or educate them to be better neighbours.

Mrs Patel asked why victims of ASB should have to fill in the incident diaries as it is a lot of work for her. Gwyn explained that if the case was to be taken to court then this evidence would be vital.

Yvonne explained that if CNH knows the needs of tenants and leaseholders, then they can signpost people to other agencies for support. It also helps to gather information about how customers want to be communicated with. Matt added that if CNH know that some people want to receive the newsletter by email, then it will save postage costs and also reduce the number of trees being cut down.

	<p>The form also asks people if they want to get involved and for reasons why they don't want to get involved – to see if there is anything CNH can do to encourage tenants and leaseholder to be part of shaping the services that they provide.</p> <p>Mrs Isaac stated that the question about having a bank account needs to be reworded as some people may not want to be contacted with details of how to set up a bank account. Yvonne stated that she will make this clear. The reason that the question is asked, is because some tenants may be struggling with arrears and financial management.</p> <p>Mrs Isaac stated that a lot of people may not want to state what disability or illness they may have. Yvonne explained that the customer can always fill in 'prefer not to say'. The question is asked as there might be ways that CNH can support them, or provide a better service if the customer has told us.</p> <p>Yvonne asked that if any of the forum members had any further comments about the strategy or 'knowing you' form, then they should contact Sarah Taylor who will pass any feedback onto her.</p>	
<p>6</p>	<p><u>Handbook Update</u></p> <p>Gwyneth explained that as part of the service review, CNH need to make sure that the leaseholder handbook is easy to use, easy to read and understand, and contains all the information that leaseholders want in it.</p> <p>She asked the forum if they had any comments on the current handbook. Some members of the forum stated that they had not seen the handbook. Mr Storr suggested that the forum all reads the handbook.</p> <p>Gwyn suggested that the forum read the handbook and then contact Sarah if they would like to be part of a smaller group to review the handbook by Wednesday 13th October.</p>	<p>Forum members</p>
<p>7</p>	<p><u>Visit to peer ALMO Leaseholder Forum</u></p> <p>Sarah explained that she would like to take a couple of forum members to attend Nottingham City Homes' Leaseholder Forum. This would give an opportunity to see how another forum is run and get ideas for how the Charnwood Leaseholder Forum could develop. The leaseholders that attend, would then report back to the forum.</p> <p>Mrs Isaac and Mr Plumptre volunteered to attend. Sarah will make arrangements after the forum.</p>	<p>ST</p>

<p>8</p>	<p><u>Leaseholder Newsletter</u></p> <p>Gwyn explained that she would like to revamp the newsletter but needs input from the forum about the design and content of future newsletters.</p> <p>Sarah distributed copies of other leaseholder newsletters for the forum to have a look at.</p> <p>The forum chose the following as articles they would be interested in reading:</p> <p><u>Haringey</u> Do's and Don'ts Permissions for alterations Leaseholder renting out flats Everyone needs good neighbours</p> <p><u>Sheffield</u> Communal cleaning</p> <p>The forum also agreed that information in tables are easier to understand, and they would also like contact details for different services.</p> <p>Mrs Isaac stated that CNH should look at the cost of producing a newsletter. Gwyn stated that the newsletter is only sent out twice a year. CNH needs to make sure that the contents are appropriate and interesting for everyone.</p> <p>Matt agreed that the handbook should be the main reference for leaseholder, but the newsletters should provide fresh messages to remind leaseholders about issues, such as gas safety.</p> <p>Gwyn asked the forum to contact Sarah if they had any further ideas for the newsletter.</p> <p>Sarah added that an email inbox for leaseholders has been created and this will be advertised in the newsletter – leaseholders@cnh.org.uk</p>	
<p>9</p>	<p><u>Chair for the forum</u></p> <p>Gwyn stated that the forum is really well attended which demonstrates that leaseholders are interested in shaping the services. For the forum to develop the chair ideally needs to be a leaseholder.</p> <p>The chair will be a spokesperson for all leaseholders and would encourage other leaseholders to attend the meetings and/or bring items for the agenda. The chair will receive full support from CNH and would be offered training. No admin work would be required.</p>	

	<p>Gwyn stated that an article will be published in the next newsletter which will explain that an election will take place at the next forum. Any leaseholder who volunteers for the role will be asked for reasons why they want to be the chair and what they can bring to the role. The forum will then vote.</p> <p>Mrs Dean stated that Mrs Isaac volunteered to be the chair at a previous forum. Gwyn explained that all leaseholders need to be given the opportunity to put themselves forward.</p>	
10	<p><u>Any other business</u></p> <p>No other business was raised.</p>	
11	<p><u>Date of Next Meeting</u></p> <p>Thursday 18th November – 5:30pm – 7:00pm – Committee Room 2</p>	