Last year we carried out a survey amongst our tenants and leaseholders. We reported some of the findings in our last newsletter.

Car parking was identified as being one of the major issues for tenants and leaseholders. The problems were either a lack of car parking spaces or non-residents using residents parking spaces, particularly in the town centre.

CNH is running a pilot scheme at one of our sheltered schemes with parking permits for residents only. It will survey the residents on whether it has had an impact and any impact it has had on visitors to the scheme.

We will inform you of the results and if it proves to be successful consider whether it can be used at other schemes or areas where there are problems. We will also be visiting our estates to see where putting up signs would help alleviate the problem.
Are you covered?

CNH offers a home contents insurance scheme for tenants which provides low cost cover on your personal belongings if you are a victim of fire, flood or theft. Tenants also have the option of additional accidental cover for a slightly higher cost. The scheme is run by Aon Insurance. Later in 2009 the scheme will also be available to leaseholders. If leaseholders want to join the premiums will be added to your quarterly bills. We will let you know when you will be able to join as soon as the details have been finalised.

The Recycling

Chamwood Borough Council (CBC) attended a meeting of the forum to give advice and information on recycling.

CBC offer an alternate weekly collection of recycling and refuse.

In the red bag you can now put food and drink cartons, commonly known as TetraPak.

In the green bag you can now place plastics labelled 1, 2, 4, 5 and 6. This includes plastic bottles, carrier bags, margarine and ice cream tubs, ready meal trays and fruit punnets as well as plant and yoghurt pots. In addition, along with food and drink cans, you can now place in your green bags aluminium foil, foil trays, and aerosol cans.

The garden waste service offers a fortnightly kerbside collection of garden waste using a brown wheelie bin. All the garden waste collected is composted and used in landscaping projects and the restoration of brownfield sites.

If you would like more information on recycling visit www.chamwood.gov.uk and go to the recycling and waste pages.
Do we measure up?

CNH wants to deliver a quality service which its customers are satisfied with. Members of the Leaseholder Forum have been working with CNH to agree a set of service standards which set out the standard of service leaseholders can expect from CNH. These are the standards that have been agreed:

Leaseholders will receive:

- 28 days written notice about the type of charges you must pay, what the costs are for and how they are set
- 28 days written notice and explanation of any changes and increases to service charges
- 28 days written notice about planned maintenance that you will have to pay for (not including emergency repairs)
- the opportunity to take place in decision making and to contribute to how services are run and standards are set
- a leaseholders' handbook
- a quarterly newsletter to keep you informed on our services
- notification straightaway if you fall behind with your service charge payments

You, and members of the Forum, can use these standards to monitor our performance.

Estate review

CNH is undertaking a review of its estates. It will look at such things as cleaning of communal areas and the maintenance of communal grounds. Members of the forum will be visiting different sites throughout the Borough and will be providing feedback on what services leaseholders would like to receive.

We will keep you updated in future newsletters of their progress.
Future meetings

The next meeting of the Leaseholder Forum will be held as follows at the council offices:

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<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Place</th>
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<tbody>
<tr>
<td>21st April 2009</td>
<td>2pm - 4pm</td>
<td>CNH Boardroom</td>
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We would love to see you there and would value your contribution. Please contact the Tenant Participation Team on 01509 634931 or email admin@cnh.org.uk if you would like to attend, or if you have any comments you would like to raise. If you need assistance to attend the meetings, such as transport, the team can also help, please contact them.

How to Contact us

In Person
We are located in the Charnwood Borough Council Offices on Southfield Road Loughborough.
Opening Hours
8.30am to 5.00pm Monday to Thursday and 8.30am to 4.30pm on Friday. Please note that no tickets to see a Customer Advisor will be issued after 4.45pm (4.15pm on Fridays).

The Cash Office is open from 9.00am to 4.30pm Monday to Thursday and from 9.00am to 4.00pm Friday

On-Line
There is an On-line Contact Form where you can send us enquiries, comments, compliments complaints or suggestions at www.cnh.org.uk

By Phone, Fax or Email
Tel: 01509 634666
Fax: 01509 634518
Email: info@cnh.org.uk

By Post
All letters should be addressed to:
Charnwood Neighbourhood Housing Limited
PO Box 8749
Council Offices
Loughborough LE11 2TN