The Leaseholders Forum met on 22nd September at the council offices for what turned out to be a very positive and productive meeting.

There were discussions about the survey currently being done of all trees on housing land. This is to ensure we have an accurate picture of the condition and amount of trees on which to base future maintenance costs.

Chris Moore, Tenancy Services Manager, talked about the wider review of the estate services that Charnwood Neighbourhood Housing buys in including the emptying of bins, grounds maintenance and removal of fly-tipping. Chris asked those leaseholders who attended the forum for volunteers to assist with monitoring the new contract. This would involve feeding back on the work carried out where they live.

Leaseholders have been also invited to take part in the tendering process for the new Door Entry System contractor for communal blocks managed by Charnwood Neighbourhood Housing across Charnwood. If you are interested in contributing to this tendering process please don't hesitate to contact Grattan Glendining on 01509 634625 email Grattan.Glendining@cnh.org.uk

If you have an item that you would like to be on the Leaseholders Forum agenda please don't hesitate to contact us. In addition if you have a suggestion for an article for Leaseholder News please send it to us or give us a call and we will do everything we can to include it in a future edition.

The date of the next Leaseholders forum is Wednesday 25th November, 2pm - 3:30pm, here at the council offices. Your support and contribution would be very welcome.
Leaseholders Unleashed!

On a warm afternoon on Thursday 18th June leasehold representatives from the Charnwood Leaseholders Forum and members of staff from Charnwood Neighbourhood Housing boarded a coach to take part in the first Leaseholders estate tour.

From the Leaseholders Forum there was Mr & Mrs Rowbotham, Mrs Spurr, Mrs Bunney, Mrs Storr, Mr Plumptre and Mr Dyer. From Charnwood Neighbourhood Housing there was Emily Clarke (Tenant Participation Assistant), Sally Harbey (Tenant Participation Manager) and Tal Mehta (Maintenance Programmes Manager).

The tour was organised following a suggestion from members of the leasehold forum about visiting areas and garage sites across Charnwood where there are leasehold properties managed by CNH. The hope was to compare the areas and look at common issues facing residents and ways to address them. Also to increase awareness of what CNH does and the improvements that have already occurred since Charnwood Neighbourhood Housing took over looking after the leases and tenancies from the council.

The tour visited the following areas:

- Lambourne Road and Blenheim Road, Birstall
- The Mills, Leicester Road, Quorn
- Newton Close, Barrow-upon-Soar
- Victoria Street and Moira Street, Loughborough

Various concerns were raised by leaseholders including parking signage, fly-tipping, overgrown trees, garden boundaries, communal area windows, security issues and damage to the doors.

A lot of positive comments were made about the areas where residents take care and responsibility of the communal areas themselves.

The tour stopped for tea and cakes at Grays Court in Barrow before going on to Loughborough. Mrs Bunney, one of the leaseholders said;

'It was a brilliant day, CNH couldn't have done more for us and the afternoon refreshments were very welcome. It (the tour) opened our eyes to see how badly off people in other areas are compared with us at the Mills. We all work together and have got a lovely community, but the afternoon was really worthwhile and we're just waiting for the next one!'
Help tame those money troubles with CNH's Housing Income Team.

Do you have bills which you struggle to pay?

If you're struggling to make your income cover the cost of all your bills, why not contact the Money Management Officer, Bindu Parmar, for welfare benefit advice and a free Self Help Guide to managing your money.

The Self Help Guide to Money Management has lots of useful tips and guidance on how to make sure you can afford your most important expenses. To make an appointment to speak to Bindu about your circumstances or receive a free copy of our Self Help Guide please call 0800 6335548 free from any landline or visit our website at www.cnh.org.uk/housingincomesservices1.html.

Alternatively, why not visit the Citizen's Advice website http://www.citizensadvice.org.uk/index/aboutus/advice_changing_young_lives.htm to check out their You Tube videos on Money advice for young people.

Clockwise Credit Union
Launch Current Account

Clockwise Credit union has recently launched their new current account which anyone can apply for regardless of your credit history. A cash card will be provided to allow free instant access to your money 24 hours a day at ATM Link machines throughout the UK and abroad.

Customers with a reasonable credit rating will receive a debit card, allowing them to pay for purchases with their card and can receive 'cash back' where offered at participating outlets rather than having to withdraw the money from a cash machine.

This new current account allows Direct Debits and Standing Orders to be set up for bills payments to be taken from your account automatically. Clockwise Accounts are available to anyone over the age of 18 who lives or works in the Leicestershire or Rutland areas.

All accounts have terms and conditions and debit cards are subject to status. For more information, please contact Clockwise on Telephone 0116 247 1740 or email www.clockwise-cu.co.uk
Anti Social Behaviour - How to Report it!

Further to a recent enquiry we have included the following details to help assist you with the procedure for reporting nuisance issues in your area.

If you are a leaseholder or tenant of Charnwood Neighbourhood Housing or your complaint of anti-social behaviour is about a tenant of Charnwood Borough Council you can contact Tenancy Services on 01509 634666 who will investigate your complaint and agree an action plan with you. If you are a leaseholder or tenant of Charnwood Neighbourhood Housing you will have a designated Housing Officer who will deal with your complaint.

A duty officer is also available during normal office hours to discuss your complaint if your Housing Officer is unavailable. You can phone, write, visit, ask for a home visit or e-mail us via the CNH website: www.cnh.org.uk
If you do not know which Housing Officer to contact in the first instance, please e-mail your complaint to: tenancy.services@cnh.org.uk If you want to contact a specific Housing Officer by e-mail the e-mail address will be: firstname.surname@cnh.org.uk

We will ensure that you are contacted by a member of the Tenancy Services team within 5 working days of receiving your complaint.

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).

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 9EF