Get involved

All leaseholders have the opportunity to get involved in shaping the services provided to you by attending the Leaseholder Forum, which meets bi-monthly. The next meeting will take place on Thursday 18th November 2010 from 5.30pm - 7.00pm in Committee Room 2 at the Council Offices on Southfield Road, Loughborough. Why not come along and tell us your views on the services we provide and how we could improve them. Over the next 6 months we aim to improve our services in a number of ways; these include:

- Making our lease easier to understand
- Understanding who our leaseholders are and tailoring our services to meet your needs
- Consult with leaseholders more effectively regarding service charge setting, buildings insurance, repayment arrangements and major works
- Develop a robust service charge appeals process and dispute resolution procedures
- Provide leaseholders with estimates for work to be completed over the next 3-5 years
- Get more leaseholders involved in making decisions which affect them.

We need you tell us what you want and how you want us to do this. If you would like to find out more about how to get involved please contact Sarah Taylor on Tel: 01509 634830 or email leaseholders@cnh.org.uk.

Chair of the Forum
In order to ensure that leaseholders' voices are effectively heard and the services you receive meet your needs, we would like a leaseholder to chair the forum meetings.

This may sound like a big job but we can assure you that it won’t be! Training and administrative support will be provided to ensure that the meetings are well prepared, discussion items are timetabled in advance and results are measured based on information provided at the meetings.

If you have some spare time and would like to play a key role in improving the services which leaseholders receive, come along to the next forum meeting (Thursday 18th November at 5:30pm) and tell us why you would be a good chair, as we plan to elect a chair by mutual agreement at the meeting.
**What is the easiest way to pay my Service Charges?**

If you have a bank account which allows you to set up Direct Debits this is the easiest way to pay your service charges. Charnwood Borough Council now offers the following dates for payments:

- Quarterly on 15th April, July, October and January

**OR**

- Annually on 15th April

To pay by Direct Debit please call the Income Section at Charnwood Borough Council on Tel: 01509 634817 to request a Direct Debit mandate.

---

**Leasehold Support Officer**

Hi, my name is Sarah Taylor and I am the Leasehold Tenant Support Officer for Charnwood Neighbourhood Housing. It is my job to prepare the Estimate of Service Charges which are sent at the end of February and the Certified Summaries which are sent to you between May and September. I also act as a first point of contact for leaseholders regarding service charge queries, estate issues and any complaints you may have about the services you receive.

If you have any queries regarding the services you receive you can contact me on Tel: 01509 634830 or email me at leaseholders@cnh.org.uk. I work 30 hours every week and am generally at work between 9 am to 3.00 pm Monday's to Friday's. If I am not at work messages will be taken for me to come back to you and someone will try to help you straight away if the matter is urgent.

I also help prepare this News letter and if you would like me to include an article or share a piece of information with other leaseholders, please feel free to email me or call me on the above contact details.
Hi Everyone

As the new Assistant Director, responsible for the teams who deliver the housing services to all our customers (tenants and leaseholders), I wanted to take the opportunity to introduce myself. I arrive at Charnwood after 8 years working in housing in Coventry, and before that a housing association in the south of England. I have worked in a number of different roles, including managing housing offices, estates services and external contracts.

I am really excited about my new role and look forward to working with our customers and staff, to develop services which deliver excellent customer care and meet your needs. This magazine gives you some excellent opportunities to get involved and I would welcome you to contact us to let us know your views and to help us shape your services. Leaseholders are an important part of our business and we really want to understand your views.

I look forward to hearing from you and meeting some of you at future meetings.

Matt Thomas

Home Contents Insurance - are you paying too much?

If you have answered yes to the question above, why not sign up for CNH's Home Contents Insurance and insure your possessions against fire, flood, theft and accidental damage for as little as £13.65 per quarter, paid with your service charges quarterly (based on up to £9,000 worth or cover, lower cover rates are available for pensioners). For more information, please contact the Housing Income Team free from any land line on 0800 6335548 or email us at housing.income@cnh.org.uk

Appointments

Charnwood Neighbourhood Housing places the customer at the heart of all the services we provide. To enable us to deliver excellent customer service where possible we try to make appointments to see our customers in advance. This ensures that we are able to plan our work to meet your needs.

To make an appointment to see a member of staff at Charnwood Neighbourhood Housing please contact us on Tel: 01509 634666 or email us at info@cnh.org.uk.
A new DVD is being launched by Charnwood Neighbourhood Housing and Charnwood Borough Council to help victims and perpetrators of anti-social behaviour.

The innovative 10-minute video, called “Dealing With Anti-Social Behaviour”, shows victims what help and services are available while also showing offenders how they can seek help to change their ways.

It also describes court procedures, explains pictorially, through voiceover and 3D imagery the council's 'incremental approach' to tackling anti-social behaviour. The DVD project was devised to bring together a variety of sources of information in one place and in an easily accessible format which can be circulated to anyone who needs advice or support as a result of anti-social behaviour.

It was funded thanks to a Government crime-fighting grant and will be given to victims or offenders who have approached, or been approached by either the council or CNH.

The DVD is also aimed at helping improve awareness and understanding of the services for visually impaired residents or people who have low literacy skills. It also has subtitles in three different languages.

If you need to report any problems regarding anti-social behaviour which are affecting you, please contact Charnwood Neighbourhood Housing on Tel: 01509 634666 or email us at info@cnh.org.uk.

Handy Person Scheme

Help the Aged offer a handy man service which operates in our area under Care and Repair for West Leicestershire. The Handy Person scheme can carry out small but essential repairs for homeowners aged over 60. Local contractors are used to complete the work which can be anything from dripping tap; there is a minimum basic charge of £12.00 per hour plus the cost of materials but contractor charges vary according to skills required. Under the Scheme each job is limited up to a maximum of 5 hours. Homeowners must pay for the cost of materials plus 50% of the labour charge under this scheme. This subsidy is possible due to charitable funding including Lloyds TSB Foundation.

If you are interested in accessing this service please call phone number is 01530 510031 email: info@carerepair.org.uk or for more information please visit their website http://www.carerepair.org.uk/services.html
On Tuesday 10th August 2010, 5 leaseholders and 3 officers embarked on a Summer Tour of areas which leaseholders had identified as having issues CNH needed to address. We visited Pevensey Road, Loughborough, Newton Close, Barrow-Upon-Soar, Greenway Close, Rothley and Victoria Street, Loughborough.

The aim of the tour was to take the Leaseholders to these areas, so that they can see firsthand some of the problems they as Leasehold Forums Members will be helping us to resolve.

The Leaseholders who attended the tour, noted how nice, some of the areas are and that there has been improvement on Victoria Street, Loughborough. We are aware that there are still outstanding issues at Victoria Street and arrangements had been made to meet a Leaseholder and Councillors J Vincent and G Smith at Victoria Street, Loughborough to consider these.

CNH have recognised that there is an ongoing issue with the bin stores an Victoria Street, Loughborough and a letter of consultation is now being sent to all Leaseholders and Tenants in the area to gather their views in to find a solution. Whilst on Pevensey Road, Loughborough and Newton Close, Barrow-Upon-Soar, we met with some other leaseholders who live there and it was a great opportunity to meet leaseholders and tenants and get their views.

### Charnwood Borough Council's policy regarding buying back a Lease

We have had quite a few enquiries from leaseholders asking if the Council will consider buying back sold leases. Charnwood Borough Council are not considering this option at present due to the potential cost implications this may have. CBC have indicated that they would only consider this as an option if they were approached regarding family sized dwellings in high demand areas.

### Planned Maintenance 2010/11

We currently have the following areas detailed below having planned maintenance completed to the properties and the surrounding areas.

Freehold Street, Loughborough
Church Hill Road, Mountsorrel
Glebe Close, Mountsorrel
Leicester Road, Mountsorrel
Hawthorn Road, Mountsorrel
Marsh Road, Mountsorrel
Birdhill Road, Woodhouse Eaves

The works being completed include external redecoration and if identified by the inspection, internal re-decoration, building work, paths, fences and gates work and joinery work.

All the Leaseholders in these areas have received a revised Estimate of Service Charges for 2010/11. Where we have identified the cost of the work to be over £250.00 per repair/improvement, Section 20 consultation papers were sent to the Leaseholders involved. If you have any queries regarding the cost of the works or the works being completed, please contact Sarah Taylor on 01509 634830.
The Social Housing Energy Saving Programme (SHESP) has awarded us £1,062,500 to help us insulate hard-to-treat cavity walls, benefiting around 2,000 homes in our blocks of flats. This grant funding will benefit leaseholders.

The programme of work started in February 2010, it is planned to be completed by March 2011.

Miller Patterson, one of the UK's leading national installers have been appointed to work along side our own small in-house delivery team to carry out the work and so far we have insulated 1250 homes. Residents will benefit from reduced heating bills; it is estimated that a 3 bed home can save, on average, £120 per year. Carbon emissions have also been reduced; on average a one bed flat can save 500kg.

We will of course let anyone affected know before any work is due to start. Listed below is where we have programmed works over the remainder of this year. If your block of flats is not on the list please contact us on 01509 634717 to find out if it was already insulated or if it is part of the final phase which will be between January 2011 and March 2011.

Programmed Works up to December 2010:

**Miller Patterson Work Programme**

<table>
<thead>
<tr>
<th>Street</th>
<th>Village</th>
<th>Week Commencing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Castledine Street</td>
<td>Quorn</td>
<td>27/09/2010</td>
</tr>
<tr>
<td>Revell Close</td>
<td>Quorn</td>
<td>27/09/2010</td>
</tr>
<tr>
<td>The Mills</td>
<td>Quorn</td>
<td>27/09/2010</td>
</tr>
<tr>
<td>Chestnut Court</td>
<td>Mountsorrel</td>
<td>25/10/2010</td>
</tr>
<tr>
<td>Aingarth, Albert Promenade</td>
<td>Loughborough</td>
<td>End of Oct</td>
</tr>
<tr>
<td>Sorrel Court</td>
<td>Mountsorrel</td>
<td>01/11/2010</td>
</tr>
<tr>
<td>Paper Mill Close</td>
<td>Anstey</td>
<td>08/11/2010</td>
</tr>
<tr>
<td>Riversdale Court</td>
<td>Birstall</td>
<td>15/11/2010</td>
</tr>
<tr>
<td>Beresford Court, The Lant</td>
<td>Shepshed</td>
<td>22/11/2010</td>
</tr>
<tr>
<td>St Peters Court</td>
<td>Syston</td>
<td>29/11/2010</td>
</tr>
<tr>
<td>Offranville Close</td>
<td>Thurcaston</td>
<td>06/12/2010</td>
</tr>
<tr>
<td>St Michaels Court</td>
<td>Thurcaston</td>
<td>13/12/2010</td>
</tr>
</tbody>
</table>

**CNH Work Programme**

<table>
<thead>
<tr>
<th>Street</th>
<th>Village</th>
<th>Completed by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bird Hill Road</td>
<td>Woodhouse Eaves</td>
<td>End of Dec</td>
</tr>
<tr>
<td>Gloucester Avenue</td>
<td>Syston</td>
<td>End of Dec</td>
</tr>
<tr>
<td>Beacon Road</td>
<td>Woodhouse Eaves</td>
<td>End of Dec</td>
</tr>
</tbody>
</table>
Gardening Competition 2010

Tenants and Leaseholders at The Mills, Quorn scoop the top prize in the communal garden category.

The judges were extremely impressed with all the hard work that had gone into The Mills. Mrs Breed, Senior Citizens Forum Member and judge, said 'Lots of residents came out to show us around the gardens, which were delightful. I particularly liked the individual touches that were in each part. It shows that when everyone works together it can make a real difference to where we live'.

Communal areas

At the present time, the cleaning of communal areas is a tenants and leaseholders responsibility under the terms of the tenancy agreement or lease. However, we would like to start to look at ways to improve the standard of cleanliness to some of our communal areas. We are proposing to carry out a pilot of cleaning and bringing up to standard certain blocks throughout the borough.

Whilst we have a couple of tenants and leaseholders involved in the project group we would like some more. So… if you are a leaseholder who lives in a block of flats or where there are shared communal areas and if you would be interested in being part of this working group, please contact Sarah Taylor on 01509 634830 or email leaseholders@cnh.org.uk
<table>
<thead>
<tr>
<th>English</th>
<th>If you would like a copy of this newsletter in another language, in large print, Braille or on audio tape, please phone us on 01509 634666.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>إذا أردت أن تتلقى هذه النشرة الإخبارية بلغة أخرى، سواء بطباعة كبيرة للحروف، أو بطريقة برايل أو على أشرطة مسموعة، فضلاً اتصل بي هاتفياً على 01509 634666.</td>
</tr>
<tr>
<td>Bengali</td>
<td>আপনি যদি এর নিউজলেটারের একটি কপি বা ভাষা, বড় লিটেরি, নার্স বা আধিক টেপে চলা, তা করুন আমাদের 01509 634666 এর নম্বরে ফোন করুন।</td>
</tr>
<tr>
<td>Chinese</td>
<td>如果你希望獲得一份採用了其他語言的，或是大字印刷、盲文或錄音磁帶等版式的本通訊，請致電我們：01509 634666。</td>
</tr>
<tr>
<td>Gujarati</td>
<td>તમે આ સૂચના-પત્ર ની નકલ કે અન્ય ભાષામાં , સોટા પ્લેઠ માં, ઎ના અથવા ઓડિઓ ટેપ માં દસ્તાવેજો છો તો ક્રપા અધઃ 01509 634666 પર ફોન કરો.</td>
</tr>
<tr>
<td>Hindi</td>
<td>यदि आप इस सूचना-पत्र की प्रति किसी औसत भाषा में, बड़े प्रिंट में, ब्रेल या ओडियो टेप में चाहते हैं तो कृपया हमें 01509 634666 पर फोन करें।</td>
</tr>
<tr>
<td>Polish</td>
<td>W celu uzyskania niniejszego biuletynu w innym języku, w wersji dużym drukiem, pismem Braille’a lub w formacie audio, prosimy o skontaktowanie się z nami pod numerem telefonu 01509 634666.</td>
</tr>
<tr>
<td>Punjabi</td>
<td>ਨੇ ਉਸਨੇ ਦੋ ਭਾਸ਼ਾ-ਪ੍ਰਤੀ ਚੱਲਣ ਵਿੱਚ ਦੂਜੀ ਭਾਸ਼ਾ ਹੀ, ਕੇਂਦਰੀ ਹਿੰਦੀ, ਹਿੰਦੀ ਹੀ ਨੀ ਅਧਿਕਤ ਟੇਪ ਵਿਚ ਦੇ ਵਿਚਾਰ ਕਰਨੇ ਮਾਦੂ 01509 634666 ਦੇ ਫੋਨ ਕੀਤੇ।</td>
</tr>
</tbody>
</table>

---

**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