

Charnwood Leaseholder Forum

Minutes of Meeting held on:

16 August 2011 | 6pm | CNH Boardroom



Attendees:

Helen Isaac (Chair)	Mr Bakshi
Barbara Englefield	Brian Rowbotham
Mrs Griffith	Tina Rowbotham
Rachael Pallatt	Timothy Hodson
Diane Hollingworth	Barry Tyler
Mrs Beeby	Clive Anderson
Joel McCann	Bala Patel

Officers:

Sarah Taylor	Tal Mehta
Clare Holford	Emily Clarke

Visitors: David Hayes

Item		Action
1	<p><u>Welcome and apologies</u></p> <p>Helen welcomed everyone to the meeting and invited introductions around the table.</p> <p>Apologies were received from Josephine Dilley, Mr Sharif, Mrs Dean, Mr George, Godfrey Moustache and Mr and Mrs Storr.</p> <p>Emily also informed the forum that Mrs Bunney, from Quorn, had resigned from the forum. Sarah would like to thank Mrs Bunney for her involvement with the forum. Helen and the forum agreed.</p>	
2	<p><u>Minutes of 18 May 2011</u></p> <p>The minutes were agreed as accurate by the forum.</p>	
3	<p><u>Matters arising</u></p> <p>Page 3 - The incremental approach to ASB was not sent out with the minutes from the last meeting. Emily apologised and said that she will send them out with the next set of minutes.</p> <p>Page 4 – Tal stated that the digital upgrade was carried out at George Deacon Court but not at Grasmere Close because they have individual aerials.</p> <p>Mrs Griffiths would like Tal to check whether the digital aerial upgrade was</p>	<p>EC</p> <p>TM</p>

	<p>carried out at Offranville Close, Thurmaston.</p> <p>Page 4 – David Beasley has been out to check the cavity wall insulation at Grasmere. It is insulated, but it is quite old and can not be removed. Mrs Englefield stated that the cavity wall contractor told her that the insulation would be topped up at Grasmere Close, but this has not been done. Tal will get David Beasley to look into this.</p> <p>Tal added that the existing insulation at George Deacon Court is still valid.</p> <p>Helen questioned when the Door Entry System (DES) contract would be in place. Tal explained that this project has not progressed any further since the last meeting. Tal is still working with other housing organisations in the East Midlands to see if they would like to have a joint contract. CNH will put out the tender this financial year, for the contract to begin in April 2012, even if no one else from the East Midlands Consortium is going to join.</p> <p>Joel asked how CNH know when the DES are ready to be replaced rather than repaired. Tal explained that 60-70% of the DES need upgrading. Joel expressed an interest in being part of the tender exercise.</p>	<p>TM</p> <p>TM</p>
<p>4</p>	<p><u>Leaseholder handbook additions</u></p> <p>Helen suggested that the following items should be included in the handbook.</p> <p>Soundproofing tips Citizens Advice Bureau contact details Hate Crime and how to report it Updated LEASE information</p> <p>All of the above were approved by the forum.</p>	<p>ST</p>
<p>5</p>	<p><u>Performance articles in the newsletter</u></p> <p>Helen explained that she plans to move the leaseholder service forward. She asked the forum if they would like to receive performance updates at the forum and see information on this in the newsletter. The forum agreed. Sarah will speak to the performance manager about this.</p> <p>Helen asked why the target for leaseholder satisfaction is only 75%. Clare explained that the satisfaction surveys have been on hold whilst a review has taken place on how CNH gather performance information. CNH have never asked leaseholders this question before and want to pitch it at a level that CNH hope to achieve. The target will be increased next year if it is too low.</p>	<p>ST</p>

6	<p><u>Annual Report update</u></p> <p>The Annual Report project team have been working hard to put the report together. The report is almost complete and will be going to the CNH board for approval in September 2011. It should be distributed at the beginning of October 2011.</p>	
7	<p><u>Road show update</u></p> <p>Emily explained that the road shows are coming to an end. They have proved to be a fantastic way to get out into the villages and on the estates to engage with people that are not already involved. Emily and Sally have spoken to around 300 tenants and leaseholders and there is still another week to go. The feedback received has been mostly positive, with just a few areas highlighted that need improvement. Overall, the events have been extremely successful.</p>	
8	<p><u>Communal cleaning update</u></p> <p>Helen explained that the cleaning pilot has ended. The results of this show that some blocks need a lot of work, whereas others may just need a minimal clean (windows and light fittings).</p> <p>The next stage of the project is to tender the contract. The company who are successful with undertake a review of all communal blocks to find out the extent of the work required and to provide CNH with costs.</p>	
9	<p><u>Waste management / cleansing</u></p> <p>David Hayes, Project Manager in Environmental Services at Charnwood Borough Council, gave a presentation on what leaseholders should expect to receive from the cleansing and waste management contract.</p> <p>Mrs Patel stated that Victoria Street is the cleanest that it has ever been. Ms Hollingworth agreed. Although there are still issues that need to be addressed. Mrs Patel stated that some residents need to be supported with recycling. David stated that door-knocking has taken place on Victoria Street to inform them of what can be recycled and to promote the free bulky waste collection service.</p> <p>Mrs Patel raised some other issues regarding a neighbour. Sarah is going to look into these.</p> <p>A discussion took place as to why leaseholders pay a service charge for the external communal areas to be cleaned. Clare explained that external communal areas are the responsibility of CNH to clean and this has been</p>	ST

	contracted out to SERCO. She added that the internal areas are the responsibility of tenants and leaseholders.	
10	<p><u>Any other business</u></p> <p>Rachael asked if there is anything that she can do to help maintain her balcony. Tal explained that this comes under the planned maintenance programme which Tal is now responsible for. There is a backlog that needs to be addressed so he was unable to give an estimated date that this will be completed.</p> <p>Rachael asked if residents are allowed to smoke in communal areas. Clare explained that they are not allowed and they can be prosecuted by Charnwood Borough Council. Clare explained that anyone smoking in the communal areas should be reported directly to Charnwood Borough Council.</p> <p>Helen asked the group if they would like the Chief Executive to attend a forum meeting. The group agreed. Clare suggested that the group have a think about what they would like her to talk about and discuss beforehand.</p> <p>Helen explained that September is Older Person's Month and there is a launch event taking place at Loughborough Town Hall on Thursday 8th September. Helen distributed information booklets that list all the events taking place in September.</p>	Forum members
11	<p><u>Date of Next Meeting</u></p> <p>Thursday 17th November 2011 – 2pm – 4pm – Committee Room 1</p>	