

Minutes of leaseholders' forum meeting.

Date: Tuesday November 10, 2009

Venue: Cross Keys Homes Office, Shrewsbury Avenue.

Present: Sue Nightingale (chair), Bryan Bollons (vice chair), Jean Morpeth, Maria Jennings, John O'Neill, Terry Maguire, Rita Skirkowska, Nick Benedetto, David Treasure, Kate Butlin.

In attendance: Julian Foster (JF), Peter Meadwell (PM), Claire Pudney (CP), Ali Manji (AM), Rob Gerrard (RG).

1.0	Apologies Apologies were received from Bill Fenton and Angela Jackson.
2.0	Minutes of last meeting The minutes were agreed.
3.0	Matters arising Bryan Bollons raised the issue of external painting and guttering clearance. RG agreed to respond to this as an agenda item. RG stated that photographs are to be taken for the purpose of stock condition surveys and put on Keystone. Nick Benedetto said that privacy could be an issue. RG said that Mears and CKH staff would inform residents when photographs were going to be taken, but the taking of photographs would be useful to pass to the contractor as they could identify poor workmanship. Bryan Bollons complained that the painting of a gate had only been partly completed and a drainpipe had also been damaged during the process.
4.0	Repairs and Maintenance issues <u>Improvement Programme</u> Nick Benedetto asked for an update relating to the insulation programme. It was explained that the external wall insulation would be carried out to leaseholder's properties if they were deemed to be in deprived areas. Mears are doing 18 properties. JF asked how many flats were insulated. RG replied that he did not have that information but all necessary properties would be included in the programme, which is due to be completed by March 2010. RG said 1500 properties in Paston and Welland were due to have roof insulation. There are three properties at Chadburn due to have this work, subject to planning approval.

Grove and Tower Court works

RG said that the obsolete communal heating system is to be replaced and the work has gone out to tender. Jean Morpeth asked whether the £800 bill that leaseholders are to be charged, would be subsidising tenants. RG confirmed this would not be the case. He also added that the new system would be more energy efficient and tenants would have their own thermostats and be able to control their own heating. He stated that CKH were looking for ways to improve carbon reduction. He added that planning permission is to be sought for the possibility of fitting external wall insulation to Grove and Tower Courts and this would reduce the heating need during the summer months. The use of a timer could also be used to control the temperature. JF added that CKH will investigate having a timer in summer to control it.

Action: RG (asset management)

- **To investigate suitable controls to regulate the new boilers and individual systems**

RG confirmed CKH are carrying out fire risk assessments, in accordance with the Fire Regulatory Order 2007 and this will involve all blocks. Fire safety issues were raised regarding communal areas, including concerns that possessions being left in these areas, are causing obstacles, which are creating potential fire hazards and also how some leaseholders had replaced their front doors with non-fire resistant doors. Rita Skirkowska asked about escape routes and Terry Maguire voiced concerns that there were no non-smoking signs on the walls. JF asked whether metal signs could be screwed into the walls. Sue Nightingale replied that this would need to be looked into.

St Mary's Court improvement works

RG confirmed that all works were now complete. These included the underground car park, redecoration and a fascia to the front canopy. The heating is due to be upgraded in all CKH tenanted flats. Sue Nightingale asked if this improvement could be extended to leaseholders. RG said that although CKH would not be able to do it, leaseholders could contact Mears direct. He explained that some flats have shared flues and when a leaseholder recently installed a new heating system, the external wall was damaged when the flue was removed. PM added that when CKH contacted the leaseholder about this, her contractors were unaware of gas safe regulations and were not approved installers. This incident is to be included in the next newsletter. David Treasure asked would it be acceptable if leaseholders wanted to replace and fit a safe unit and CP confirmed CKH permission would be necessary before any works took place.

	<p><u>Repainting Programme</u></p> <p>RG said that although leaseholders had been quoted for scaffolding, they would receive a discount if it had not been used. Jean Morpeth enquired whether she had been charged for the whole of the building and CP informed her that in accordance with her lease, she would only be charged a proportion of the cost, with the exclusion of perhaps the sheds. Kate Butlin asked if there would be a colour choice and was told no by the contractor. It was done in cream and should have been in green and the lead flashing was painted in cream beneath the window. RG stated that he would look in to this via Mears.</p> <p>Action: RG (asset management)</p> <ul style="list-style-type: none"> • To investigate whether a choice of colours could be offered and lead flashing should be painted.
<p>5.0</p>	<p>Leasehold issues</p> <p><u>Consultation</u></p> <p>CP advised that CKH was due to start formal consultation with leaseholders for internal repainting of properties in Werrington, Bretton and Woodston although it is expected that the cost of this work will not exceed £250 per property.</p> <p>Consultation is also due to be carried out for external repainting for properties in Stanground, Fletton, Gunthorpe and Paston. CKH is looking to start the work during March or April 2010.</p> <p>Consultation is also taking place for facia, soffit and guttering works and for external wall insulation to a number of properties mainly in Westwood, New England and Woodston.</p> <p>PM stated that information on formal consultation was covered in the handbook.</p> <p><u>Handbook</u></p> <p>PM said that there had been positive feedback about the content of the new handbook.</p> <p><u>Benchmarking</u></p> <p>PM stated that other RSL's had been contacted, both nationally and locally for their views. During the next few weeks, a survey will be produced including a free prize draw to win a £100 shopping voucher. The format has been standardised for benchmarking purposes. Leaseholders and shared owners were encouraged to complete the survey and return it to the external company which would be analysing the data on our behalf.</p>

Invoicing 2009 /10

CP was pleased to report that the service charge invoices had been sent out on time. It was encouraging to note that 264 leaseholders had taken up the early payment discount. Although improvements have been made to the invoice, we will be reviewing the invoice process once again to ascertain if any further improvements can be achieved, particularly with the IT systems. CKH would welcome any suggestions.

CP advised that management costs had fallen slightly this year despite a reduction in income from assignments due to less sales taking place.

6.0 Any other Business

Rita Skirkowska enquired whether CKH would buy back properties or extend leases and JF replied not at the moment.

Date and time of next meetings

- Tuesday March 9, 2010
- Tuesday July 13, 2010
- Tuesday November 16, 2010 - AGM followed by forum meeting