

Leasehold Forum Meeting	
Venue:	Heslam Park
Date:	13 th October 2015
Time:	5-7pm
North Lincolnshire Homes Attendees:	Karen Cowan (KC) Lesley Warburton (LW) Beckie Willing (BW) Richard Clark (RC)
Leaseholder Attendees:	13
Apologies:	2

1. Welcome, Introductions and Housekeeping

KC welcomed everyone and started off the round table introductions. She went over fire regulations and the ground rules.

2. Purpose of the meeting

KC when went on to explain the restructure and that Gareth Roebuck now had another permanent position within the company and that Leasehold Team now consists of LW and BW.

She gave an overview of the agenda and the points that were to be raised at this evening's meeting.

3. Leasehold Update

a. Service Standards

LW went through the feedback from the service standards and summarised that whilst opinion on a few varied the general consensus was that they were all important and are all to be included.



b. Fire Doors

LW gave an update on the Fire Doors. KC briefly explained to those who it doesn't affect, the fire regulations and what we are having to do in partnership with the leaseholders it affects.

LW explained that we are nearing the deadline but the response from affected leaseholders is encouraging. She explained that there a few people who haven't responded and we will deal with them separately.

A leaseholder raised the fact that she wasn't happy with the tone of the letters, she found them threatening.

KC explained that we take Health & Safety matters very seriously and if we feel we need to be forceful then we will. It is a generic letter and isn't aimed at anyone in particular. We need to make it clear what needs to be done and in what timeframe and what the consequences will be if the work isn't carried out.

A leaseholder then questioned the integrity of the frame and the need for that to also be replaced.

c. Actuals

LW said that everyone should have had their actual service charge by now and that we also sent the repairs report ahead of time. She explained that this was to try and resolve any issues before actuals were sent and thus reducing the adjustments made to service charge accounts. A couple of leaseholders agreed that they felt this was a good idea and worked well.

A couple of leaseholders questioned the actual and LW proceeded to explain that it was the actual service charge for 2014-15 for which they would have received their estimate in April 2014. Someone asked why they are invoiced this way and it was explained that it is in line with the lease. They pay an estimated charge and then the account is reconciled with a credit or invoice, as per the terms of the lease.

4. Customer Satisfaction Survey Results

BW explained that we have changed the way in which we survey so that it is in line with



the Customer Service Team. Therefore there are fewer questions and it makes it more accurate for performance monitoring.

She went through the results of each question. There was a question raised in relation to misleading data and whether you could take the answer of a leaseholder who hadn't had or didn't remember a recent enquiry. It was explained that most of these answered neither satisfied or dissatisfied, or they didn't give an answer.

A leaseholder said that the person who spoke to her couldn't tell her what her last enquiry was so she couldn't answer appropriately.

It was explained that the survey was carried out by a team of apprentices and they are independent and don't have access to our system to see that kind of information.

Someone was also referred to as a tenant during the survey.

5. Grounds Maintenance

Richard Clark the Asset Manager gave a presentation on the current Grounds Maintenance contract. He gave an overview of the contract, what ground is covered, what work is carried out and at what time of the year.

A leaseholder raised that the main issue people seemed to have from the previous meeting was the mess which was left after the grass had been cut.

KC explained that the main issue does seem to be fact that they do not litter pick prior to cutting, when they are supposed to. She said that this will be taken to and raised at the monitoring meeting if we can provide specific dates and times for when this is occurring.

RC also explained that the cuts can be haphazard because sometimes tenants or leaseholders take it upon themselves to cut the grass which then interferes with the schedule of the contract.

RC said that the contract is there to manage rather than react. It is a maintenance contract and not a gardening contract.

Someone raised the fact that when they were consulted about the contract it was agreed



that they would given a contact number for someone at the company so they could ring with any problems. It was explained that this is not practical. Complaints and enquiries need to come through us so that we can monitor the feedback.

6. The Way Forward

KC asked everyone's opinion on the frequency of the meeting and it was agreed they should remain at quarterly.

She also made everyone aware of the fact that from 1st January 2016 North Lincolnshire Homes would be known as Ongo Homes.

There was a couple of questions arising from this but the general outcome was that it was simply a rebranding exercise and that it would not affect anyone or their lease. They would simply start receiving correspondence from 'Ongo Homes' rather than North Lincolnshire Homes.

When asked why it was explained that it was time for the company to rebrand on its own and the reason for the name originally was for familiarity.

KC briefly mentioned the Terms of Reference and that she wanted to make a couple of amendments for them to send out with the minutes from the meeting for people's opinion on them.