Minutes of the Leaseholders Annual General Meeting

Held on 28th April 2010

Attendees

Maureen Olley	Blackpool Coastal Housing
Gail Moyle	Blackpool Coastal Housing
Ann Carter	Blackpool Coastal Housing
Jen Nichols	Blackpool Coastal Housing
Mike Glennon	Blackpool Coastal Housing
Denise Williams	Blackpool Coastal Housing
Alan Peake	Blackpool Council Fire Safety Advisor
Peter Whittaker	Blackpool Coastal Housing
Mike Berry	Blackpool Credit Union
Steve Cronshaw	Connaught Environmental
Hamida Master	Blackpool Council
Pam Whitworth	Blackpool Council

Leaseholders; Mrs Mills, Mrs Gill, Mrs McKenzie, Mr Harrison, Mr & Mrs Clayton, Mrs Johnson, Mrs Costello, Ms Osment, Ms Thornber, Mr & Mrs Ogilvie, Mrs Walker, Mr & Mrs Archer, Mr Cloherty, Mrs Hamer, Mr Brownlie

Item		Action By / Before
1	**Apologies;** Mrs Whittaker, Mr & Mrs Walkden, Mr Rich	
2	**Introduction to meeting by Peter Whittaker** The meeting was opened with some of the results from the recent satisfaction survey which was undertaken by an independent company BMG on behalf of Blackpool Coastal Housing. These results will be further scrutinised and brought to future meetings. The winners of the prize draw were Mr Harrison, 1st prize and Mr Cloherty won 2nd Prize. The cheques for £200 and £100 were presented by Peter Whittaker. The Final Report Survey Summary of results will be made available to view on the BCH website when it has been received.	
3	**Fire Risk Assessments** Alan Peek the Fire Safety Advisor for Blackpool Council gave a presentation on Fire Safety in Communal Areas in Blackpool Coastal Housing properties.	

	Fire Safety in Communal Areas of multi storey residential accommodation (blocks of flats) is enforced by the Fire Service under the Regulatory Reform (Fire Safety) Order. The Environmental Health Officer for the Local Authority enforces the other legislation (The Housing Act 2004) regarding this type of property. Blackpool Coastal Housing has the responsibility to comply with both sets of regulations. To ensure compliance they employ the "Risk Assessment" principle. Areas that are covered under the Risk Assessment process are:- Communal doors, flat front doors, corridors, wall floors and ceilings, entrance and exits, bin stores (internal) emergency lighting and fire alarms (where applicable), dry risers (where applicable). Risk Assessments are now being done throughout the Blackpool Coastal Housing stock. Some properties will require "Fire Doors" where their front door leads into the corridor, or communal area. It should also be noted that all communal areas and corridors should be kept clear of clutter including mobility scooters, chairs, plant pots etc.	
4	**Minutes from Last Meeting & Matters Arising** BCH now has a new electrical maintenance contract. This has reduced the annual charge to individual leaseholders. The New Leaseholder Handbook has now been printed, if anyone needs a copy please contact Homeownership on 477984, or this can be downloaded from the BCH web site. On the BCH web site there are links to Leaseholders minutes, slides from meetings etc (www.bch.co.uk). Statistics on Service Charge invoices raised and collected were provided and the meeting told these, together with results from the Satisfaction Survey and Homeownership performance will be discussed in more detail at forthcoming Leaseholder meetings which are to be renamed the Homeownership Service Improvement Panel.	

5	**Board Member Vacancy** There is a election due for the Leasehold customer seat on the BCH board. Peter Whittaker explained the role of the BCH board, the reason why there is an election and the process to be followed by any Leaseholder interested in the position. He will write to all leaseholders shortly stating when elections will be. Further information can be found on the BCH website.	
6	**Credit Union** There is a new Blackpool Credit Union which has been running for 12 months. There are currently over 1000 members but it is now being extended to Leaseholders. The Union is run by a board of professional volunteers and is a "not for profit" organisation. As well as the ability to save or take out a loan at a greatly reduced rate than the high street lenders such as Provident, the credit union also have a Christmas Club and can be used as a savings vehicle for Service Charges. Anyone interested can contact the credit union on tel: 478827 or the web site is www.bfwcu.co.uk, email: bfwcu@blackpool.gov.uk.	
7	**Service Improvement Panels** Mike Glennon did a presentation on the new Co-regulation which the TSA wants. This is where all tenants and landlords work together with the TSA . This will move the focus of decision making and performance management away from specific regulatory expectations. The co-regulation will enable BCH to focus on local needs and priorities. Tenant scrutiny is one of the activities it expects landlords to implement to enable co-regulation. This will give tenants more influence over the priorities and performance of their landlord. The Leaseholder Forum is to become the Homeownership Service Improvement Panel. Further information about Service Improvement Panels can be obtained from the Customer Involvement Team.	
8	Tel: 477911, email: customerinvolvement@bch.co.uk.	

9	**Any Other Business** JH stated that water meters for single leaseholders are a good idea and save money. Questions and Answers Why is Blackpool "lumping" areas together for services and will the Service Improvement Panels help resolve this? MG stated that the SIP's should be able to discuss and hopefully resolve issues like this – local standards could be brought in. Steve – Connaught, complaint about the tree trimming at Bostonway. Steve will look into. **Date of next meeting** 21st July 2010 Progress House Conference room 1 This will be the first Improvement Panel Meeting which will take over from the Forums	