

## Minutes of the Leasehold Forum Meeting

Held on 26<sup>th</sup> October 2009

### Present

Gail Moyle                    **Blackpool Coastal Housing**  
Maureen Olley –        **Blackpool Coastal Housing**  
Ann Carter                    **Blackpool Coastal Housing**  
Jenn Ellis                    **Blackpool Coastal Housing**

**Leaseholders: J Harrison, A Gavaghan, J Mills, H Walker, J Whittaker, D McGregor.**

<b>Item</b>		<b>Action</b>
<b>1</b>	<b>Minutes of the Previous Meeting/ Matters Arising</b>  Agreed as a true record. No matters arising.	
<b>2</b>	<b>Feedback from Leasehold Conference</b>  The leaseholder conference was held together with the tenant's conference at the Winter Gardens. There was a 'who wants to be a millionaire' type customer satisfaction survey. The results have been put into a spreadsheet and will be put in the next Leasehold Newsletter.  MO provided some feedback to the group from the conference.	
<b>3</b>	<b>Feedback from Survey in July Newsletter.</b>  A survey was sent out in the July Newsletter about the newsletter and the results have been analysed and put in a spreadsheet.  The majority found the newsletter easy to read and very informative and said it gives lots of information to leaseholders who cannot attend meetings. 66% stated they would like the newsletter quarterly. MO will need to look into the cost of producing four times a year.  Some of the things leaseholders would like to be included in future newsletters include, useful telephone numbers and a question and answer section. It was agreed to include the Customer Care Team details in the next newsletter.	
<b>4</b>	<b>Gas Safety</b>	

	<p>Gas and Fire Safety is now high on the Government Agenda. All blocks owned by Blackpool Council and managed by BCH are currently undergoing Fire Risk Assessments with the Fire &amp; Rescue Service. Some issues have been raised as a result of these including items left in the corridors (plant pots etc) all corridors should be completely clear. Government guidelines also state that external doors to corridors have to be fire doors. BCH has already started fitting these in some blocks but there will be a charge to leaseholders. Any leaseholder who must have a fire door will be given a Notice of the work and the estimated cost in advance.</p> <p>It is also essential that all leaseholders with Gas should ensure that an annual gas safety check is done and a copy of the certificate is sent to the Homeownership team so that customer records can be kept up to date. BCH in conjunction with Read &amp; Errington have a Gas Safety Care and Maintenance Scheme which covers a safety check, service and breakdowns throughout the year. Further information on this can be found on the BCH website or by contacting the Homeownership team on 477984.</p>	
5	<p><b>Satisfaction Survey 2009/10</b></p> <p>A satisfaction survey will be undertaken in the next few months to all Leaseholders. The last one was done in house but the next one will be based on the tenant's survey and the Sheltered Scheme survey and will be undertaken by an independent professional company. The tendering process is currently under way. All surveys will be returned to the company who will then present the results to BCH.</p>	
6	<p><b>Service Charges</b></p> <p>BCH is currently benchmarking the management cost to Leaseholders. Some other Leasehold Management companies charge a lot more than BCH but these charges have been worked out exactly to cover the cost of Leasehold management. The group agreed that all BCH Leaseholders should pay the same but that there could be one off charges for such things as retrospective consent or pre sale enquiries. MO is creating a report on the current costs and this will be included in the Leaseholder newsletter when she has more information.</p>	
7	<p><b>Leaseholder Involvement</b></p> <p>JE has produced an action plan for the forum. If any one wants a copy of this please contact customer involvement or homeownership.</p>	

<p><b>8</b></p>	<p>As part of the leaseholder involvement any future newsletters will be brought to these forums before going to print.</p> <p><b>Any Other Business</b></p> <p>Information on water meters to go in the next newsletter. In some cases it may be cheaper for a person in a flat to have a water meter.</p> <p>Pension credits have changed and more people may be entitled to pension credits. Further information will go in the next Newsletter.</p> <p>The use of Calor Gas heaters – to go in next newsletter.</p> <p>The new version of the Leasehold Handbook has now been produced. The 1<sup>st</sup> version went out to all leaseholders but the new one will only be given to any new leaseholders to keep costs down, or to any current leaseholder that requests a copy.</p> <p>It was suggested that a poster be placed in the centre where the next meeting is to be held to encourage more Leaseholders to attend.</p> <p>There were comments that the grass on Oban and Warren has not been cut properly and the cutting not cleared up. Also that the edges are not weeded properly resulting in the soil edges getting wider resulting in mud spilling over onto the paths. There is also a problem with wagons parking on the grassed areas. It was suggested that the grassed areas are fenced off and benches put down so that residents can get more benefit from these areas.</p> <p><b>Date of Next Meeting</b></p> <p><b>January (to be confirmed) Spencer Court</b></p> <p><b>AGM to be decided later.</b></p>
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