

## **IMPORTANT NEWS**

Blackpool Coastal Housing Head Office where Homeownership is located is moving.

BCH would like to inform you that its head office is moving from its current location at Progress House to a new building called Coastal House at 17-19 Abingdon Street, Blackpool. The Homestop office is also moving from Grange Park to the new office. We anticipate that this move will take place at the end of October 2010.

Please note that our telephone numbers, fax number and email addresses will stay the same.

These moves will not affect our local housing offices (Mereside, Queens Park, Grange Park) and they will remain open as before.

If you have any queries regarding the move, please contact us on Tel: 01253 477900 or email: [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)

We previously advised you (in the last edition of Viewpoint) of the new IT system that BCH are introducing to manage all of its properties. This is being launched in early October and we would like to remind you that as we are in the early stages of using the system, there may be some service delays as a result. The October Leasehold Service Charge Invoices have been issued as required in your Lease and you should continue to pay as you normally would.

Both BCH and Blackpool Council ask for your co-operation and patience during this time.

**Homeownership Service Improvement Panel – the next meeting has been booked for 27th October 2010 at Progress House, Clifton Road, Blackpool, FY4 4US - 4pm – 6pm**

Tea & Coffee will be provided.

The objectives of the Service Improvement Panel meetings are to monitor the performance of BCH Homeownership and help identify and introduce value for money improvements. Specific issues which affect your block or your estate can be raised at the end of the meetings during “any other business” and will be referred to the area of Blackpool Coastal Housing which can resolve any problem. If you wish to discuss your own Leasehold account with Homeownership please contact us and we can arrange a private meeting.

A proposed agenda is attached, if you wish to have a topic added for discussion please contact Homeownership.

If you wish to attend please contact Homeownership and we will provide you with a copy of the previous minutes and copies of the documents to be discussed. These are also available to download from our web site. If you require transport please contact Homeownership 01253 477984.

## **AGENDA - Homeownership Service Improvement Panel**

1. Health & Safety
2. Minutes from last meeting and matters arising. Objectives of Improvement Panel agreement.
3. Service Standards– Leaseholders will be asked to review and agree the Homeownership Information Booklet which includes Right to Buy and Leasehold Service Standards. Feedback from Annual Conference consultation on Service Standards.
4. Performance
  - Summary of performance - report for discussion
  - Value for Money – Block Cleaning service charges
5. Satisfaction Survey report – Now published on web site action items to be included in Homeownership team plan.
6. Homeownership Policy – Now published on web site.
7. AOB – Office move, update on new computer system.
8. Dates of next meeting - Leaseholders are invited to suggest suitable dates and locations so that the opportunity to attend is available to the widest possible number of Leaseholders.
  - January 2011
  - April 2011