

## Minutes of the Leasehold Service Improvement Panel

Held on 19<sup>th</sup> January 2011.

### Present

Ms Whittaker	Braemar Walk
Mrs Costello	Branstree Road
Ms Thornber	Bostonway
Mr Pooley	Cherry Tree Gardens
Mr & Mrs Whittaker	Claremont Court
Mr & Mrs Ogilvie	Bostonway
Ms Walker	Portree Road
Mr & Mrs Tidswell	Claremont Court
Maureen Olley	Blackpool Coastal Housing
Gail Moyle	Blackpool Coastal Housing
Tracy Ansell	Blackpool Coastal Housing
Ann Carter	Blackpool Coastal Housing

Item		Action By / Before
1	<p><b>Minutes from last meeting, matters arising and Objectives of Improvement Panel Meeting</b></p> <p>No actions from previous meeting.</p> <p>The Inspection is currently on hold the Audit Commission is currently being reorganised by the Government.</p> <p>The Service Standards Booklet should be published soon.</p> <p>The Satisfaction Survey Results – Vitaline was identified as a need by tenants and leaseholders, leaflets about the Vitaline service were sent out with the quarterly newsletter.</p> <p>It was stated that referrals from Occupational Health to Vitaline usually result in the Vitaline service being free.</p>	
2	<p><b>Performance (summary of performance report for discussion)</b></p> <p>The leaseholder's handbook is under constant review and is downloadable from the web site, <a href="http://www.bch.co.uk">www.bch.co.uk</a>.</p> <p>Leaseholders Newsletters, ideas or useful articles are always welcome, please contact the Homeownership team or Customer Involvement. The Newsletter goes to the reading panel (including tenants) 100% positive response.</p>	

	<p>Leaseholder Involvement – Doreen Wightman is on the BCH Board of Directors. There are also Leaseholders representatives on a few different Service Improvement Panels for example, Property Maintenance, Green Wardens.</p> <p>Section 20 Notices.</p> <p>Statutory Notices are sent to leaseholders when any major works are due to be undertaken at the property or block, or for the tendering of new contracts.</p> <p>Gas Safety Certificates, Homeownership keep a record of all properties with gas and send out reminders when safety checks are due.</p> <p>The Blackpool Credit Union has now been made available to Leaseholders.</p> <p>Any further suggestions for Service Standards please let MO know.</p>	
<p><b>3</b></p>	<p><b>Update on Customer Involvement Awards</b></p> <p>The Customer Involvement Award ceremony will be held at the Empress Ballroom on the 10<sup>th</sup> February, for tenants and leaseholders. Letters have been sent to those nominated. There will be a tea dance and a ballroom dancer and two children will be performing. There is room for 200 guests so only room for those who have been invited.</p>	
<p><b>4</b></p>	<p><b>Section 20 Notice of Re-Tender of Contract for Grounds Maintenance, Block &amp; Window Cleaning and Caretaking Services.</b></p> <p>The Section 20 Notice was sent out in November 2010 for the retender of the Connaught contract, to include ground maintenance, block and window cleaning and caretaking services. Seventeen expressions of interest were received and these have been scrutinised by the panel of which there are 2 residents and 4 green wardens, these 17 have now been reduced to 5 who have all the necessary qualities and qualifications. The panel will now look at each of the 5 and some will be invited to put in a tender.</p> <p>There is a possibility that the contracts could be separated rather than one big contract for all services.</p> <p>Leaseholders will receive another Notice when the contract has been awarded.</p>	
<p><b>5</b></p>	<p><b>Benefit News</b></p> <p>The new Government are looking at “streamlining” all benefits. If anyone has any questions or concerns or needs advice on Benefits</p>	

	<p>you can contact Advice Link on:  01253 476843  <a href="mailto:advicelink@blackpool.gov.uk">advicelink@blackpool.gov.uk</a>  <a href="http://www.advicelink.org.uk">www.advicelink.org.uk</a></p> <ul style="list-style-type: none"> <li>Leaseholders can also request assistance from Care and Repair, they can provide the following:</li> <li>Help to identify essential repairs, improvements or adaptations you need.</li> </ul> <p>Help with form filling for grant / loan / benevolent applications.</p> <p>Help in choosing a builder, obtaining estimates and organising any work.</p> <p>Ensuring the builder's work is completed to satisfactory standards.</p> <p>Help to maximise your income through benefit checks, charitable sources and energy efficiency advice.</p> <p><b>Care &amp; Repair's other services</b> - Disabled Facilities Grants, Handyperson, Security, Home &amp; Health Inspection Service, Falls Prevention, Small Repairs, Energy Efficiency, Gardening, Sensory Support Services.</p> <p>They can be contacted on:</p> <p>01253 651555</p> <p><a href="http://www.blackpool.gov.uk/Services/A-F/CareandRepairScheme/Home.htm">www.blackpool.gov.uk/Services/A-F/CareandRepairScheme/Home.htm</a></p> <p>The Council and Blackpool Coastal Housing has negotiated a good home contents insurance policy with Royal Sun Alliance, booklets are available from Homeownership.</p>	
<p><b>6</b></p>	<p><b>Any Other Business</b></p> <p>BCH with Blackpool Fire Services are undertaking Fire Risk Assessments on all flats Leasehold and Tenants. As a result of these assessments it has been made clear that all communal areas should be kept clear and letters have already or will be in the near future sent out to all tenants and leaseholders.</p> <p>Doors which open onto communal areas must also be fire doors and any windows should be a special glass. BCH has already completed fire safety works on two blocks.</p> <p>Estate Management Officers are currently doing fire safety checks on all blocks.</p>	

	<p>It was reported that BCH and contractors vans are still parking on pavements on Mereside making it difficult for people to pass. This will be forwarded to relevant managers within BCH and to contractors. BCH has a “Considerate Parking Scheme” in place for both workmen and staff</p>	
	<p><b>Date of Next Meeting</b></p> <p><b>To be arranged</b></p>	