

Homeownership Service Improvement Panel

Held on 21st July at Progress House

Attendees

Mr J Harrison	Oban Place
Mrs Mills	Warren Drive
Mr & Mrs Ogilvie	Bostonway
Mr & Mrs Walkden	Molyneux Drive
Mr D Sullivan	Nesswood Avenue
Ms J Boulton	Nesswood Avenue
Ms Cunningham	Troutbeck Crescent
Maureen Olley	Blackpool Coastal Housing
Gail Moyle	Blackpool Coastal Housing
Jenn Ellis	Blackpool Coastal Housing
Ann Carter	Blackpool Coastal Housing

Apologies Mrs Thornber, Ms Walker, Ms Gill, Mrs Costello

Item		Action by/ before
1	<p>Minutes of the last meeting.</p> <p>There were two leaseholders who had expressed an interest in the Board Member position, but both declined the chance to stand for election, therefore the current Leasehold Board Member will remain in position.</p> <p>The Credit Union is now available to all Leaseholders, contact Mike Berry for further information.</p> <p>Minutes approved as a true record</p>	
2	<p>Service Standards and Performance Monitoring</p> <p>Copies of suggested Service Standards had been previously sent to those on the panel for suggestions or approval.</p> <p>One suggestion for a service standard was that Blackpool Coastal Housing should always try to achieve the best Value for Money for its Leaseholders.</p> <p>Another suggestion was that there should be more estate (and off estate) walkabouts and that tenants should be aware of when these are taking place.</p> <p>The handbook went out to all leaseholders and updates to the handbook are regularly sent out. Copies of the</p>	

	<p>handbook are available on request or downloadable on the BCH website.</p> <p>The panel were asked about the BCH website, if any one has any suggestions for improvements or updates please contact BCH Homeownership.</p> <p>JE also asked that if anyone for any ideas for articles in the newsletter, please contact Customer Involvement.</p>	
4	<p>Satisfaction Survey Report</p> <p>The panel were asked to look at the results of the satisfaction survey.</p> <p>BCH homeownership attend a leaseholders meeting where numerous other housing organisations from throughout the North attend. This group does a lot of Benchmarking of services enabling them to see what other groups are doing to provide the best service to their customers.</p>	
5	<p>Homeownership Policy</p> <p>A draft version of the Homeownership Policy has been given to the panel to look at. A survey will be sent to the panel for opinions on the document. Once agreed the policy document will be published and put on the BCH website.</p>	
6	<p>Any Other Business</p> <p>Comments made regarding dog fouling and feeding birds have been passed to the relevant estate office.</p> <p>Date of next meeting</p> <p>October to be confirmed</p> <p>January to be confirmed</p>	