

Your Invitation to the 2nd Annual Leaseholders Conference

We would like to take this opportunity to invite all our Leaseholders to attend the 2nd Annual Leaseholders Conference at Blackpool Football Club.

Our 1st Leaseholders Conference was held at Blackpool Football Club in December 2005, and the feedback was very positive.

Since then we have had the Tenants & Leaseholders Conference in June 2006 at Blackpool Winter Gardens. Many of our Leaseholders also attended the launch of Blackpool Coastal Housing at the world famous Tower Ballroom on 22nd January this year.

This years event will be held on Tuesday 26th June at Blackpool Football Club. Neil Jack, Director of Finance and Resources commented, "the Conference allows Blackpool Coastal Housing to keep our customers fully informed and is also a fantastic opportunity for Leaseholders to get involved and help shape the services they receive. I hope as many of our leaseholders as possible will attend and make this years conference better than the last." If you would like to attend please complete the enclosed form and return in the envelope provided.



The programme for session one is:

- 1:30 Arrival (Tea & Coffee)
- 2:00 Welcome & BCH Structure
- 2:25 Leasehold Service Charges & Invoices
- 2:45 Break (Individual officers available for discussions)
- 3:15 Major Improvements
- 3:40 Gas Safety
- 4:00 Close

The programme for session two is:

- 5:30 Arrival (Tea & Coffee)
- 6:00 Welcome & BCH Structure
- 6:25 Leasehold Service Charges & Invoices
- 6:45 Break (Individual officers available for discussions)
- 7:15 Major Improvements
- 7:40 Gas Safety
- 8:00 Close

To ensure all our services are accessible to all, documents are available in large print, Braille, on audio-cassette or computer disk upon request.

We can also provide help for British Sign Language users and provide information in other languages.

For more information please contact 477900.

Blackpool Coastal Housing Launch

Blackpool Coastal Housing Ltd. is the arms length management organisation (ALMO) created by Blackpool Council to manage and maintain its council properties, including leasehold flats and maisonettes.

Blackpool Council remains your landlord and your lease is not affected. However, Blackpool Coastal Housing will be managing your lease and service charges on behalf of the Council.

BCH went live on 15th January 2007 and all tenants and leaseholders were invited to the launch party held on 22nd January in the Blackpool Tower Ballroom.

Blackpool Coastal Housing has a Board of 15 non-executive directors who are responsible for overseeing the management of our organisation. The Board is made up of 4 tenants & 1 leaseholder, 5 Council nominated members, and 5 independent members.

We have a new web site, www.bch.co.uk, where you can find information about all of Blackpool Coastal Housing services, including more information about our Board.

The web site also has pages devoted to Leasehold information and there is also a new dedicated email address for leaseholders:

homeownership@bch.co.uk.

If you want more information or want to comment on our web site please phone:

01253 477984 or

Email: homeownership@bch.co.uk

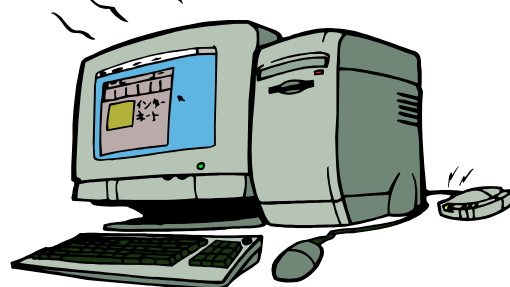
Changing the look—improving our service to you

The computer system used to produce your Leasehold service charge invoices has been changed.

You will have a new Customer Number which you should quote when making payments or writing to us, and your Invoice may look different.

However all the usual payment methods are still available, as detailed on the back page. In addition payment by Direct Debit as requested by a number of leaseholders is now available.

Payment by Direct Debit is a well established safe and secure method of arranging payment directly from your



bank account.

We wrote to all Leaseholders in February with details of your new Customer Number. We also told you about the introduction of Direct Debit payments and sent out direct debit forms for completion and return to us. If you have not yet returned your form or want another one please phone:

01253 477984 or

Independent help and advice from Advice Link

Do you want help with your debts?

Blackpool Coastal Housing has its own Debt Advisor working within Advice Link. If you are in arrears with your Service Charges and have other debts, for example Council Tax arrears or Water Rates arrears, the Homeownership team is able to refer you to our Debt Advisor.

The Debt Advisors provide an independent service and all matters discussed with them are confidential. If you think you need help in managing your financial affairs please contact us on:

01253 477986 or

Email:
homeownership@bch.co.uk



Gas Safety Care & Maintenance Scheme now available through BCH

In February we wrote to all Leaseholders with important information regarding annual gas servicing and safety checks.

It is important for health and safety reasons that all residents in blocks of flats and maisonettes are using gas appliances correctly and safely.

There is also a legal condition in your lease that your flat is kept in a good state of repair and that includes your responsibility to ensure any gas appliance is safe.

Gas safety checks can be undertaken by any Corgi registered or other approved engineer who will supply you with a certificate of the inspection. You should then send a copy of the certificate to us.

BCH are now able to offer the same gas care and maintenance service to leaseholders as that supplied to tenants.

The annual subscription to the scheme is £121.98 and is based on the same costs as the service, provided to our tenants.

The scheme will cover breakdowns to your heating and hot water system as well as the annual gas service/safety inspection.

Acceptance onto the scheme will be subject to approval following a visit from our inspector or contractor.

If you are interested in joining the scheme please contact the Gas Service Team by:

Calling: 0800 0730 184

or

Email: repairs@bch.co.uk

Payment Methods

The following payment methods are available. Please quote your Customer Number. Blackpool Coastal Housing are acting on behalf of Blackpool Borough Council when collecting payments.

Telephone payments using your Debit or Credit Card

Homeownership, Blackpool Coastal Housing (01253) 477987 / 477985 / 47798

Customer First: (01253) 477477

Automated Telephone Payments

can be made 24 hours a day 7 days a week: (01253) 478751

Internet

Internet payments can be made by clicking onto our web site www.bch.co.uk or Blackpool Council web site www.blackpool.gov.uk. Click on the "Pay for It" message and follow the on screen instructions.

Direct Debit or Standing Order

If you wish to pay by either of these methods, you can get the forms on request from Blackpool Coastal Housing. Please telephone, email or write to us.

Customer First at the Town Hall

All methods of payment, including cash payments, can be taken over the counter at the Customer First Centre (Town Hall). Opening hours are:

Monday to Friday 8am to 6pm
Saturday 9am to 2pm

By post

Payment by Cheque or Postal Order should be sent to; Blackpool Council, PO Box 50, Blackpool, FY1 1NF. Please make your cheque payable to Blackpool Council and include your Customer Number and address on the back. All cheques must be crossed with the words 'Account Payee'. Post-dated cheques are not accepted. If you require a receipt please ask for one with the payment.

Home ownership

- Do you like the new title for the section which is looking after Leasehold administration and Right to Buy applications?
- Home ownership is the description of these duties used throughout the country by different local authorities and Housing organisations, and we thought it would be more suitable as a dedicated email address.
- We are going through a lot of changes which we believe will result in giving you the very best customer service and we need your comments and feedback to help us.
- If you want to get involved, or wish to submit an article to our Viewpoint magazine or to Leaseholders News, please contact the Customer Involvement Team by:

Phone 01253 477947/472/975 or

Email customerinvolvement@bch.co.uk