

## Minutes of the Leaseholder Service Improvement Panel

27<sup>th</sup> October 2010.

### Attendees

Mr J Harrison	Oban Place
Mr D Ogilvie	Bostonway
Mrs J Mills	Warren Drive
Mrs J Gill	Warren Drive
Tracey Ansell	Blackpool Coastal Housing
Maureen Olley	Blackpool Coastal Housing
Ann Carter	Blackpool Coastal Housing

Item		Action by / before
1	<p><b>Minutes of the last meeting / matters arising</b></p> <p>Minutes agreed as a true record.</p> <p>The Home Ownership Policy is now available for viewing or downloading on the website, <a href="http://www.bch.co.uk">www.bch.co.uk</a></p> <p>Blackpool Coastal Housing is due to undergo an Inspection in 2011. The inspectors may request an interview with Leaseholders.</p> <p>Minutes agreed as a true record.</p>	
2	<p><b>Service Standards</b></p> <p>At the Tenant and Leasehold conference all attendees were asked to complete a mini survey on BCH service standards 50 were completed 8 of which were leaseholders or potential leaseholders.</p> <p>All service standards are available on the web site.</p> <p>All teams within BCH are currently looking at the</p>	

	<p>information booklets available to tenants and leaseholders.</p> <p>Any items for the Winter Leaseholders newsletter please let us know, either Maureen Olley or Customer Involvement. The draft newsletter will be sent to the reading panel before going for print.</p> <p>There is now also an e-group (email) the group is leaseholders who sublet.</p> <p>Customer Involvement are in the process of producing a booklet “Tower of Involvement” which will be available soon.</p>	
3	<p><b>Performance</b></p> <p>Block cleaning – there is now a breakdown of charges available if anyone requires this information. Ian Herbert the contract manager already works with the green wardens and is introducing “block cleaning monitors”. The second week in November notice boards will be going up in blocks asking for volunteers. However the two story blocks are not included. M/O provided copies of Summary of Performance Report for the panel for approval of the information within / layout etc – approved. This will now be published on the BCH website.</p>	
4	<p><b>Satisfaction Survey Report</b></p> <p>This is now available on the BCH website.</p> <p>MO has undertaken an Equality Impact Assessment of all leaseholders.</p> <p>Pension Credit is available to some pensioners depending on income, Service Charges are classed as an essential living cost, including Major Work costs. BCH home ownership has copies of the Pension Credit booklet, if you require one please phone 477984.</p> <p>All new Leaseholders are sent out a folder full of</p>	

	<p>information. MO asked if the panel had any suggestions for inclusions in this. Some of the suggestions were local bus timetables, bin collection timetables and local information such as Doctors surgeries.</p> <p>Blackpool Vitaline offer a 24 hour link to the Blackpool based call centre. This service is available to Leaseholders, there is a small cost but this depends on circumstances. For further information please contact Vitaline on 477676 or 477678.</p>	
5	<p><b>Home Ownership Policy</b></p> <p>This is now complete and available on the BCH website.</p>	
6	<p><b>Any Other Business</b></p> <p>BCH will be moving to its new town centre office on the 1<sup>st</sup> November and also changing to a new Housing management computer system. All emails and telephone numbers will remain the same.</p> <p>Jez reported that the paint spillage has now been cleaned up.</p> <p>Bostonway – the replacement guttering / fascias is not in the current programme of works. Future programme of works have not yet been decided, but are currently being worked on.</p> <p>Drying areas and fencing (unless it can be repaired) will wait until the end of the decent homes programme.</p> <p>Connaught – the decent homes work has now been shared between Mears, Baas and Forrest.</p> <p>Connaught Environmental is still trading – reports from Bostonway say that the service from them is very good.</p>	
7	<p><b>Date of Next Meeting</b></p>	

	<p>Leaseholders are invited to suggest dates locations to so that the opportunity to attend is available to the widest possible number of Leaseholders.</p> <p>January 2011 April 2011</p>	
--	--	--