

**Cheltenham Leaseholders Forum**

**Chairman:** Roy Griffin, 21 Canberra House,  
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**Secretary:** Mrs Cynthia Jones, 80  
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## **Leaseholders Forum Meeting Thursday 24<sup>th</sup> March 2011**

### **A.G.M**

#### **Present**

Roy Griffin, Cynthia Jones, Pat Arnold, Betty Stiley, Stuart Clark, Red McDonald, Robert Easten, Marjorie Jones, Ginny Parker, Dee Spremo, Ian Greenwood, Molly Harris, Dorothy Sweetman, Michael Tyrrell, (Guest) Pam Paradise, Rachel Capener CBH.

#### **Apologies**

Ray Bradley, Tracy Palmer Jones, Nigel Fry.

#### **Minutes of the last meeting.**

The minutes were read by all members and signed as a true record by the chairman.

#### **Matters Arising**

There were no matters arising from the meeting.

#### **Chairs Report**

The chairman's report is attached.

#### **Secretary's Report**

The secretary's report is attached.

#### **Treasurer's Report.**

The Treasurer's Report is attached.

## **Election of Officers.**

### **Chairman**

Roy Griffin was re elected as Chairman, nominated by Red McDonald, seconded by Betty Stiley, all agreed.

### **Secretary**

Cynthia Jones was re elected as secretary, nominated by Robert Easten, seconded by Ginny Parker, all agreed

### **Treasurer.**

Pat Arnold was re elected as treasurer, nominated by Stuart Clark seconded by Red McDonald.

Roy announced that the position of vice chair was now an optional post, so therefore there was no election of the role of vice chair. The existing vice chair agreed to stand down, but was keen to remain as a committee member if elected.

## **Election of the Committee**

The following committee members were re elected; Betty Stiley, Red McDonald, Dee Spremo, Stuart Clark. All agreed. The chairman had received a resignation letter from Elizabeth Sylvester-Gray.

### **Agenda Item 8**

#### **Update on L.L.P.G Meeting.**

Roy explained the reasons why the L.L.P.G was set up, he updated members on the new leaseholder's survey that CBH officers were still compiling. He continued to mention topics that were discussed at the meeting, among which was our action plan; also that Kath Rees from CBC was now the chair. Roy said that at each meeting the chairman & secretary would attend along with two other committee members that would be available, but he hoped that each committee member would have a chance to attend at least one meeting on a rolling programme.

Items on the new L.L.P.G Agenda were;

- CBH Update
- Leaseholders Forum Update
- Leaseholders Forum Survey Update
- Poster Campaign
- Service Charges (Communal Lighting)

Because there was not enough time to discuss the last item on the agenda, it was decided by the chair of CBC that to be able to give a more structured reply, the forum committee members will be sending a more in-depth question ready for discussion at the next meeting.

There was a short discussion following the mention of distributing posters, both Rachel Capener CBH & Michael Tyrrell (tenant guest) & forum committee members all offered to display our posters in local residents notice boards, CBH offices, local shops, Dr's surgery waiting rooms, library's church halls, citizens advice bureau offices, hair dressers, pharmacists, etc; when they become available.

One leaseholder that had access to email suggested that it would be a good idea to offer any leaseholders that also had access to a computer to receive future editions of the link via this route, hence cutting down on the use of paper, therefore saving the planet.

### **Agenda Item 9** **Update on L.V.T**

Roy notified members of the use of the Leaseholders Valuation Tribunal (L.V.T) and the benefits that it has. He briefly outlined the criteria for applications and if any leaseholders were in receipt of benefits there would not be any charges.

For anyone not in receipt of any benefits the initial cost for the application would be £50, if the case were to go to a tribunal hearing an additional cost of £100/150 would be payable.

Recently two leaseholders have made successful separate claims; the first case in 2010 was solely for Communal cleansing. The second claim in 2011 was made for Communal Cleansing and Grounds Maintenance; the Grounds Maintenance claim was reduced to a reasonable amount. The two claims for Communal Cleansing were both successfully cancelled & both leaseholders do not have to have the cleansing service at all.

One leaseholder present asked for details of the L.V.T regarding the application form, Roy passed on to her all the information she required. There was a discussion shortly after regarding items on the service charge bill that some leaseholders thought that they should not pay for, Roy mentioned that any leaseholder that was not satisfied with their service charge bill, should contact (Anne Walsh) the leasehold officer.

Molly Harris mentioned a problem with the communal gates outside her block, she reported that her fob key did not work & she was locked out & unable to access her flat for well over an hour; Roy spoke about the case that he had reported to Tracy Palmer-Jones regarding Mrs Stiley who had exactly the same problem a few months earlier. Roy wanted the rear entrance of the flats to have a buzzer similar to the front door to be able to alert someone to be let into the block.

### **Any Other Business**

A leaseholder in Wasley Rd reported an incident in his block; Rachel Capener took down the details from the leaseholder then offered to contact the safer estates team for him. Mr Tyrrell (guest) also offered advice on the correct procedure in reporting an incident. **Action RC.**

Roy advised all members of the Leaseholders Survey that is to be shortly distributed to all leaseholders; the forum committee had requested a survey in their recent action plan, to discover what leaseholder's opinions were. Roy spoke about the covering letter that CBH will be including with the survey.

Roy continued to outline the contents of the survey without going into too much detail, he mentioned that there were some questions in there that the committee felt were too intrusive; a further meeting had been arranged to agree the final content of the survey. Roy summed up by advising that if there were any questions in there that any leaseholder felt they did not want to answer then they did not have to; there will be a prize of £150 worth of vouchers for the winner.

Mike Tyrrell queried the reason why the survey asked certain questions as he thought them irrelevant, Rachel Capener briefly explained to members how the system works. The covering letter written by Paul Davies stated that the survey was needed for research & service improvements;

Roy finalised by saying that he would report back to members at the next Forum meeting on May26th. **Action RG**

Mike Tyrrell, gave a brief resume of why & how CBH was set up initially.

A leaseholder from Wasley Rd mentioned a problem with the recent introduction of the new food caddies in the Council food waste scheme; Rachel spoke about the initial teething problems with the scheme; she suggested that forum invite Beth Boughton from CBC Cleansing dept; to a future meeting to be able to advise forum members on this subject; she will contact Cynthia with the contact details for her to invite an officer from that department to come along.

**Action RC.**

**Date & Time of next Meeting.**

The time & date of the next meeting is Thursday May 26<sup>th</sup> in the Sherborne rooms in Municipal Offices from 6.00pm-8.00pm.

Signed Chairman.....Date.....