**Leaseholders Forum Minutes January 24th 2013.**

**Present** Roy Griffin, Cynthia Jones, Betty Stiley, Stuart Clark, Ray Bradley, Vicky Jones, Carol Mingova, Mr Mingova, Pat Arnold, Anne Walsh, (CBH) Sara Bennett, (CBH) Tracy Palmer-Jones, (CBH).

**Apologies.** Red McDonald, Marjorie Jones.

**Agenda Item 1**

**Minutes of the last Meeting**

There were no minutes from the previous meeting as the secretary was not able to be present, the chairman apologised that he was unfamiliar with the new digital recorder which did not record any minutes.

**Agenda Item 2**

**Guest Speaker Anne Walsh**

**Anne Walsh Leasehold Officer**

Anne answered queries for the leaseholder in Benhall Gdns regarding the claim for the security door system which has now been dealt with by the insurance company & any repairs to the communal doors will be done by CBH repairs team with no cost to any leaseholders.

She also answered issues with the communal balcony walkway where ponding has occurred, also the issue with the guttering & the vandalised communal door, where Anne said there will not be any charges made.

Two leaseholders from Scott house reported their communal door to Nick Germaine because it was rattling & there was a big gap causing the door to shake when the wind blew. **Ongoing**

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**Agenda Item 3**

**Second guest speaker Sara Bennett.**

Sara Bennett

Head of Neighbourhood Services.

Sara reported the CBH move to the new offices from Coronation Square to the Hesters Way Resource Centre, she reported that several departments will be moving there some time in April/May; Cynthia asked Sara for an up to date list of all officers & their new titles & responsibilities; Sara assured the secretary that she will get a new list. **S.B Action.**

Sara reported that the Grounds Maintenance was now undertaking a review, which the secretary & chairman were involved in; chair asked Sara about the proposed visit to another council to try to gain knowledge from their leaseholder group;

Sara said that she emailed 1 particular council but because the group was just starting out, they felt that it was too early to participate just yet. Sara mentioned a London trip that she would look into & find out more details; Anne mentioned a leaseholder meeting coming up on February 5th-6th in Stratford on Avon that she was attending & would report back details at next meeting. **S.B. Action**

Chair asked T.P.J about neighbourhood meetings; she said because of the poor attendance from the meetings as they were; a new meeting is going to replace it called the Community of Interest; first meeting is in February; it is hoped that more tenants & leaseholders will attend.

T.P.J went on to say about various other events that her dept; is involved in; she also reported on the success of the recent Tenants & Leaseholders awards ceremony which both the secretary & the chair were nominated for an award. Tracy said that she would like to put this information into the newsletter. Roy thanked Stuart for his nomination. **T.P.J Action**

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**Agenda Item 4**

**Any other Business**

A leaseholder from Scott House had an issue with the replacement of a door, this issue was taken up after the meeting by S.B the head of neighbourhood services.

The secretary asked about the update of the communal door upgrade of key fobs, Anne said that she would contact the officer in charge who would contact her via email; **A.W Action**

Stuart had some concerns about the iron gates around his flat; again Anne will deal with it for him. **A.W Action**

Chair asked a question about a leaseholder who was waiting to have her roof repaired; S.B responded to his request.

A leaseholder enquired about the garages, Sara will check up for him.

 **S.B.Action**

Chair mentioned that the date of the L.L.P.G meeting was coming up in February, he spoke about any leaseholder that had any issues to bring up, to let the secretary know.

Chair mentioned about his appointment to be interviewed for a place on the board of C.B.H.

The secretary mentioned the recent awards ceremony which she said had been really successful; she mentioned that she was surprised that the leasehold officer was not invited.

A leaseholder mentioned an incident about a car crashing into the iron fence at Scott House, & who could claim regarding getting the fence repaired. A.W advised.

Chair mentioned the newsletter & asked for contributions of news to put in it;

Stuart said we should have an “Open door” section where anyone can ask questions;

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Sara mentioned about the neighbourhood newsletter that went out regularly, had an “ask the housing officer” section, she suggested we put in a section for “ask the Leasehold officer” where Anne could report on the five top queries that she deals with. **A.W Action**

A short discussion took place about the A.G.M & the wine & nibbles.

Betty mentioned to Tracy about the hearing link, she said that she cannot hear some things that are said; Tracy said she would make sure that there would be a hearing link available for her to hear. **T.P.J & S.B Action**

Stuart asked for a security identification badge, for when he goes to visit any leaseholders door to door. Roy asked if all the leaseholders could have a badge for when they approach leaseholders at home. **S.B Action**

The Secretary mentioned the next years forum dates to Tracy, she asked if the hearing loop could be requested for each meeting, the secretary will send the new dates through to community Involvement team. **C.J Action**

**Agenda Item 5.**

**Date & Time of next meeting.**

The date & time of the next meeting is on Thursday 23rd May 2013 in Sherborne room, Municipal Offices at 6.00pm prompt.

Sign Chair.........................................Date..............................................