

LEASEHOLDERS REPRESENTATIVE GROUP
Thursday 5th February 2008

Present: Christine Campbell, Leaseholder Board Member; Tom Watt, Chair; Keith Nials, Vice Chair; James Weston, Secretary; Rachel Webber, Treasurer; Wendy Phipps, Vice Treasurer; Denise Key; Lisa Key; Alison Philpot; Andy Cluett; Michael Young; Paul Baker; Emma Sutton-Hills; Richard Sutton-Hills; John White; Mike Gaisford; Joyce Bright; Jenny Ford' Julie Gaisford.

VAHT Officers Present: Jules Goodridge, Resident Involvement Officer.

Invited Trust Staff:

Apologies: Jeff Barry; Mr Hartley; Val Scott.

		Action by:
1	<p>Welcome and apologies</p> <ul style="list-style-type: none"> ▪ Tom welcomed all to the meeting. 	
2	<p>Notes and matters arising from last meeting 10th January</p> <ul style="list-style-type: none"> ▪ Minutes agreed as correct with the exception of: Jeff Barry mentioned twice on Apologies and dates for the meetings – Jan 2008 should read Jan 2009 ▪ All actions cleared with the exception of some below. ▪ 3.4:01/08 - The group wanted it noted that they feel the Trust have not inherited. ▪ 3.5:01/08 - Query on £56 verses 36% - is this correct? ▪ 3.21:01/08 - Ian will be seeing Christine on 12/2 to update re: HM position – Christine asked Tom to attend with her. LRG will be updated after this. ▪ 3.22:01/08 - The group determined that when required, Trust staff members would be invited as opposed to Trust staff attending as a matter of course. ▪ 3.34:01/08 - Right to improve: Ian has been asked to clarify this further. ▪ 3.37:01/08 - Ian still has to get back to Christine. ▪ 3.40:01/08 – Carry Forward. Ian has made enquiries into letter without contact details but yet received a full response ▪ 3.46:01/08 – Still feel that there should clarification ▪ 3.48:01/08 – Dates to be finalised. ▪ 6.3:01/08 – Carry Forward. Jules to clarify regarding Freeholders being mentioned in constitution. ▪ 8.5:01/08 Still waiting for reply from Ian ▪ 8.8:01/08 – Jules has looked into whether TPAS would offer any support and they only offer support to tenants. 	<p>ME</p> <p>JG</p> <p>IS</p> <p>IS</p> <p>JG</p>

<p>3</p>	<p>Finance Update</p> <ol style="list-style-type: none"> 1. Rachel announced Tom Wendy and Rachel have signed forms. Lloyds are currently processing the account. Once the account number and sort code have been received the money should be transferred. 2. Rachel stated that no receipts had been received. Rachel stated ME said that they could be written off to date. Rachel stated the importance that they should be straight from the beginning. 3. Rachel will still push to meet the finance director to pursue the matter. 4. All agreed to keep records of when they are contacting officers within the Trust. 5. All asked to put forward expenses incurred by members of the group, i.e. car mileage, phone bills, paper etc. 6. Wendy and Rachel to look at expenses that may have been incurred. 7. James talked about spending the budget for spending sake and whether this would be a cost incurred on us. 	
<p>4</p>	<p>Update on LRG Logo and Website</p> <ol style="list-style-type: none"> 1. James has done a website. James passed around the address of the website. 2. Minutes and Constitution etc should all be uploaded. Jules to forward the constitution to James. 3. The Trust have taken the position to take legal advice before allowing the web address to go on to our communication. 4. There is an email address set up and James suggested that all use it for communication 5. Meeting dates to go onto the web. 6. James to look at designing a logo for the group <p>Handbook</p> <ol style="list-style-type: none"> 7. Feedback received from James Perkins: 19 recommendations not accepted; 26 accepted, 5 of which were typing errors and 1 not for publication 8. There is a leaseholders email address for all to use homeowners@vaht.co.uk 	<p>JG</p> <p>JW JW</p>
<p>5</p>	<p>Service Quotes</p> <ol style="list-style-type: none"> 1. Tom reminded the group regarding bringing quotes. 2. Keith talked about British Gas and watchdog. 3. Keith raised the issue of gas being re-plumbed. There was no electrical earth bonding put on the meter. Keith has raised this to Jules who has passed it to Brian Taylor. £550 was quoted to Keith to sort this issue. 4. A general discussion took place within the group. 5. Tom was advised that it is a legal requirement and the Trust are liable. 	<p>JG</p>

	<p>Insurance</p> <p>6. Members of the LRG discussed cost and there was a consensus that all quotes were cheaper than that offered by the Trust. Note: quotes may not include warm air heating.</p> <p>7. The group decided that they would get quotes (email them) Tom and Keith will then take it to the meeting to the Accountants throughout the tendering process. Also asked to look at this year to see how last year was broken down.</p>	ALL
6	<p>Board Feedback</p> <p>1. Christine supported Tom in the fact that in seven months they have received nothing from the Trust</p> <p>2. Possibility of communal cleaning charges – LH have vested interest in this area - Tenants are not sticking to Tenancy Agreement. Why should LH suffer for this?</p> <p>3. Christine is hoping to meet with the Chair of the Board to raise LH issues again.</p> <p>4. Invite Phil Yerby to next meeting.</p> <p>5. James raised the issue of Freedom of Information Act.</p> <p>6. Health Check Housing Corp – Christine met with this group and told them how it was.</p>	JG
7	<p>Feedback on meeting with the Trust</p> <p>1. Deferred to next meeting.</p>	
8	<p>Debate and moving forward proposal</p> <p>1. Ian was stated as saying that Tom was not elected for this group. Tom proposed that: James to draft letter to Ian Silver / Christine seconded, copy to chair.</p> <p>2. Tom talked about the way he feels he has done all he can to move things forward. Tom put it to the group as to which way forward</p> <p>Next steps</p> <p>3. A debate took place on progress over last 7 months. Unreasonable services - in general the group are still angry regarding these.</p> <p>4. Rachel agreed to contact the DC for maps</p> <p>5. Tom talked about the fact that some major works were happening where he lives, however, he has not yet been offered this work. Jules to raise issue of security doors being left open and leaving.</p> <p>6. Anyone who writes any letters – copies must go to James.</p> <p>7. Keith and Tom are arranging to meet the press and will be giving them the Website address. Subject matter – progress to date with the Trust.</p>	<p>JW</p> <p>RW</p> <p>JG</p> <p>ALL</p>

	<p>8. The Group agreed the following:</p> <ul style="list-style-type: none"> ➤ Interpretation of leases ➤ Newsletters / Internet - input ➤ Insurance ➤ Grounds Maintenance Maps ➤ Repairs Programme / Bills ➤ Estate Lighting - What constituent / Estate lighting ➤ Digital Aerials – different Charges ➤ Improvement Programmes – May 06 letter – nothing received. ➤ LH incentives – lots of carrots to tenants – all stick with LH- 5% discount for payment at beginning of year. <p>11. Discussion on what incentives tenants receive.</p> <p>12. LRG were not happy about receiving the Sum RIA and more disgusted at receiving the Calendar.</p> <p>13. Trust legally required re: CP12 cert for Gas Servicing.</p> <p>14. Request that Roger contact LRG to have input into newsletter. Deadline dates for Newsletters required. Christine to be the contact.</p>	RL
9	<p>Code of Conduct</p> <ol style="list-style-type: none"> 1. Jules handed out a Code of Conduct that was adopted by the group back in July 2007. 2. Jules handed another Code of Conduct and asked the group to consider adopting it. Jules briefly talked through the main headings of the document. 3. Jules proposed that all took the document home and comments to be fed back to her before the next meeting. Jules also proposed that after comments taken into account that the group formally adopt it as their code of conduct at the next meeting. 	All
10	<p>Clarification of future LRG meetings</p> <ol style="list-style-type: none"> 1. At the last meeting Tom explained the importance of knowing when the meetings are held in advance and with that put to the group the following dates for meetings: <ul style="list-style-type: none"> ▪ 6th March 2008 – Eskdale Road Community Centre ▪ 10th April 2008 – Trust Boardroom ▪ 1st May 2008 – Trust Boardroom ▪ 12th June – Trust Boardroom ▪ 3rd July 2008 - Eskdale Road Community Centre ▪ 4th September 2008 – Walton Court Community Centre booked. Group requested looking at BCC Sport and Social Club. ▪ 6th November 2008 - Eskdale Road Community Centre ▪ 8th January 2009 – Walton Court Community 	JG

	Centre	
11	<p>Any Urgent Business</p> <ol style="list-style-type: none"> 1. Although Jules has handed out a full list of contacts, she is also looking at who attends regularly and who doesn't. Jules proposed that those who have not attended are written to and told that they will no longer be receiving minutes. 2. Decision to write to all who have not been to meeting for 3 months to take off the list. 	JG
12	<p>Closing comments / Date of next meeting</p> <ol style="list-style-type: none"> 1. Date of next meeting 6th March 2008 – Eskdale Road Community Centre. 7.00pm 	