



*STRENGTH IN NUMBERS  
Representing Leaseholders to the  
Vale of Aylesbury Housing trust*

**NEXT OPEN MEETING**  
Thursday 1<sup>st</sup> May at 7.00pm sharp  
**BCC SPORTS & SOCIAL CLUB**  
Lower Rd, Aylesbury, HP21 9DR

**MAIN SPEAKER: Pauline Walton**  
Chair of Norwich Leaseholders' Association

### **What is Aylesbury "Leaseholders' Representative Group"**

The Leaseholders' Representative Group (LRG) was formed at an open meeting in 2007 and is recognised by The Vale of Aylesbury Housing Trust as representing your leasehold interests.

### **How might the LRG help me?**

Here are some issues that may be familiar, and with which we want to help you:

- I phoned the trust about a problem and I don't feel happy with the response. What do I do next?
- How do I know if my bills are correct?
- What do I have to do if I want to let my property?
- Why is the trust charging so much for Administration charges?
- The Trust wants to do major work on my block. I know will have to pay for it and I'm afraid I cant afford it. What can I do?
- I don't understand my lease and I'm worried about it. **Can I believe the trust? Who else can explain it to me? (The LRG can offer further advice on leases.)**

We can explore and explain issues like those above, which are of concern to our members. We understand that you may have things that can concern you about your lease or your neighbourhood. You may not always want to discuss things with a VAHT officer.

**A leaseholder representative can offer some support.**

### **What are the LRG's objectives?**

1. To enable leaseholders to **judge and improve the quality** of housing services and to resolve issues.
2. To **represent** leaseholders' interests.
3. To participate in decisions affecting leaseholders' **homes and environment**.
4. To **report** to and **receive** feedback from members.

### **Are these objectives being achieved?**

The LRG has achieved some of its objectives but we would like to do more.

### **How can the LRG improve?**

- You need to know that other leaseholders share your concerns.
- We need to publish your stories and tell you what we know
- Your feed back will drive us
- We need to know you better

In order to be truly independent and to deliver consistently good results we need your help and we need money.



### **Is the LRG ready?**

Following legal advice it has now been established that, providing you as individuals are happy, the LRG can obtain contact information for individual leaseholders - which would mean at last, we can now talk to you directly.

The LRG is considering setting up a voluntary subscription service. This will allow the LRG to fight service charges at a leasehold tribunal.

The LRG is hoping to obtain other external funding to help set up and advocate service and reduce its reliance on volunteers.

### **LRG Service Charge Campaign**

The Vale of Aylesbury Housing Trust will shortly be being sending out 2007/08 'actual service charge' statements to leaseholders.

The LRG is very concerned about the size of service charges and the calculation of them.

Although your representatives have achieved some of your objectives we need to do more.

## **TO DO THIS WE NEED YOUR HELP**

Come to the next public open meeting at which our plans will be discussed. **SHOW US THAT YOU WANT TO BE HEARD.** It is on Thursday 1st May 2008, convening at 6.45pm for a 7.00pm start, at the BCC Sports & Social Club.

Let us know if we truly represent your interests or if not, how we would best go about that for you. **PLEASE COMPLETE THE ATTACHED QUESTIONNAIRE.**

### **Do you have an e-mail address?**

It is less expensive for us to communicate with you by e-mail than by post. Sending out regular updates/Newsletters can take up large part of our budget.

So please help us keep our costs down. Fill out your e-mail address on the questionnaire and add **lrgaylesbury@googlemail.com** to your address book so we make it through your spam filter!

All leaseholders are welcome at general meetings. Your problems will always be of interest and will be investigated.



Please complete your details

Your name: \_\_\_\_\_

Your leasehold address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Number of people living at this address: \_\_\_\_\_

Contact Numbers: Home: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email address: \_\_\_\_\_

(The above details will not be passed to any organisation without your express permission)

### Questionnaire

Please be as honest as you can with your answers, with either 'yes', 'no', 'don't know' or a rating as applicable, in the box provided.

1	Would you like advice and reduced rates from the likes of a leasehold solicitor/surveyor?	
2	Would you like access to professional independent maintenance services?	
3	Will you come to the next open meeting, where our future plans will be discussed?	
4	Do you think the new services charges represent value for money?	
5	Do you think the new landlords give a good service to leaseholders?	
6	If you knew what you know now and were a VAHT rental tenant, would you consider purchasing your property?	
7	As a leaseholder do you believe the VAHT listens to you views?	
8	What do you think of the overall service from your new landlords? Please rate from 1 - 10 (1 being poor / 10 being excellent)	
9	Are you interested in becoming a Leaseholder Representative/Committee member?	
10	Are you already a Leaseholder Representative/Committee member?	
11	<b>We need funds.</b> In principle, would you be prepared to make a contribution of say 50 pence per Leaseholder, per month? (that equates to £1.50 per quarter or £6 per year)	

Thank you for your time.