

PEAKS & PLAINS
Housing Trust



02 August 2022

Leaseholder Meeting



Leaseholder meeting

Welcome & Housekeeping

- Welcome!
- Keep your mic on mute to avoid any background noise. If you can, put your video on. It is always great to see who we are speaking to.
- Got a question or comment? Raise your hand or put a message in the chat box.
- Any specific issues relating to your property will be dealt with outside of the meeting.
- We'll be recording the session. Let us know if you do not wish for this to be recorded.
- Keep an eye out for a survey following the session.
- Summary of the meeting will be shared with all leaseholders.
- Now, introductions from Peaks & Plains.



Agenda

- **6pm:** Welcome with introductions and housekeeping
- **6:05pm:** Join the conversation – our corporate plan – Aileen O’Riordan, Communications Manager
- **6:15pm:** Leaseholder forum – Fran Worthington, Homeownership Team Leader
 - Update on Leaseholder Charges policy
 - Next consultation: Leaseholder handbook
- **6:25pm:** Updating your information - David Squires, Head of Customer Experience
- **6:35pm:** Common queries from Leaseholders - Fran Worthington, Caren Breddy and Alec Gaston
 - Update on Sinking Funds
- **6:45pm** - Opportunity to have your say and ask any questions

Join the Conversation, Aileen O'Riordan

What is Join the Conversation?

- What our focus should be



- What matters to our customers



- How we plan for the future



- .. And create places where people can live and thrive



Join the Conversation, Aileen O'Riordan

What we have done so far

- 3730 emails to customers
- 120 responses from tenants
- CEC councillors, town councillors, community groups and leaders
- MPs and our involved tenants
- All our staff and managers



www.peaksplains.org/JoinTheConversation



Where we have been

- 18 July – Macc evening meeting
- 21 July Macc daytime meeting
- 23 July Family Fun Day – Macclesfield
- **2 August Leaseholder event - online**
- 3 August Wilmslow daytime event
- 3 August Customer Zoom event – evening
- 4 August Knutsford daytime event

Join the Conversation, Aileen O'Riordan^{am}

Meeting face to face

- Invited 467 people to our Family Fun Day in Macclesfield
- Around 90 people attended



Family Fun Day

@ Cre8 at St Barnabas

Saturday 23rd July 12 - 3pm



What to expect
Sports and games
Crafts and activities
Bowling alley
Food and drink
And more

Children must come with a responsible adult. They can't be left.
Come and have your say about your home and our services.



A chance to speak freely and have your say



Fill in the questionnaire and enter our prize draw to win shopping vouchers!

- 1st prize £50
- 2nd and 3rd £25



A warm welcome

Free refreshments



Don't forget to enter the prize draw
www.peaksplains.org/jointheconversation
getinvolved@peaksplains.org

Need a paper version of the form? Email getinvolved@peaksplains.org with their name and address.

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Join the Conversation, Aileen O'Riordan

Topics we are exploring

- What we should focus on
- How we can be a better landlord
- How we might find efficiencies
- How we can help people to feel heard



Update on Leaseholder Charges Policy

- About the Leaseholder Charges Recovery Policy
- Customer Involvement
- Forum Feedback
- Additions made to the Policy
- Executive Team Approval
- Next Steps

Leaseholder forum, Fran Worthington

Next consultation: Leaseholder handbook



We've added a question on the survey if you are interested in getting involved.



How we collect, store and use your data

- Core data is mandatory
 - Name
 - Contact details
 - NOK/ alternative contact details
- Preferred method of contact
 - Phone
 - Email
 - Post
- Opt in or out of information on the Trust – “yes please”, “don’t send me circulars”
- Opportunities to get involved and influence our work with leaseholders
- We will not share your data with anyone
- Collect other data by consent – age, ethnicity, language other than English, special communication needs, use this to shape and improve services



Common queries

- What am I responsible for?
 - internal doors
 - external door furniture
 - internal plaster and wall coverings
 - service pipes, cables and wires
 - fittings such as kitchen utilities
 - window glass and furniture
 - baths, sinks, toilets and wash hand basins
 - individual domestic heating systems (e.g. gas boilers or electric storage heaters)
 - Repairs that you are responsible for must be carried out by a competent contractor and paid for by you.

The above list of items for repair is indicative and may vary from one individual lease to another. The lease should always be checked.

- How do I query service charges?
 - Initially email leaseholders@peaksplains.org - this will be directed to the correct department.



Sinking funds

- Method of spreading the costs of major improvement work over longer period
- Builds up sinking fund over time
- Identifies key components to be replaced
- Survey data used to estimate next replacement
- Identified key components and cost of replacement
- Apportioned across leaseholders
- Estimated costs of replacement



Sinking funds – lessons learned

- Some components were included where they should be
- Better data and systems – some components had been replaced
- Need to understand ownership of paths, car parks and communal areas
- Apportionment needs to be correct and visible
- Meeting with leaseholders in advance of issuing sinking fund contribution
- Better communication and consultation prior to issuing schedule of costs



Sinking fund – current process

- Site visit and walkabout with leaseholders
- Identify all components that will be included in sinking fund
- Survey and measure
- Apply costing and apportionment
- Issue draft for review to leaseholders
- Clarify queries relating to charges, measures and lifecycles
- Introduce sinking fund
- Review every 5 years
- Amend to reflect changes in condition/costs
- Staged roll out across remaining leaseholders - Handford and Alderley Edge this financial year



Leaseholder meeting

Questions & discussion

