



# Leaseholder Virtual Meeting - Summary

Tuesday 02 August 2022, 6pm-7pm

You can find the meeting slides on our website here:

[peaksplains.org/you-and-your-home/leaseholders/past-events/](https://peaksplains.org/you-and-your-home/leaseholders/past-events/)

You can also request a paper copy of the slides by emailing [leaseholders@peaksplains.org](mailto:leaseholders@peaksplains.org) or calling us on 0800 012 1311.

## Attendees from the Trust

Emma Richman, Director of Operations

Jules Booker, Director of Resources

David Squires, Head of Customer Experience

Alec Gaston, Head of Asset and Compliance

Aileen O’Riordan, Communications Manager

Rachel Marsland, Customer Voice Manager

Fran Worthington, Homeownership Team Leader

Jess Alcock, Homeownership Administrator

Matthew Curtis, Service Charges Accountant

Caren Breddy, Estates Manager

## Leaseholder attendees

15 Leaseholders attended

## Join the conversation – our Corporate Plan – Aileen O’Riordan, Communications Manager

Aileen O’Riordan – Communications Manager – provided a summary of our Join the Conversation campaign which asks customers for their views on our Corporate Plan for 2023-28.

No questions or comments from attendees.

## Leaseholder forum – Fran Worthington, Homeownership Team Leader

[Update on Leaseholder Charges policy](#)

Fran provided a summary of the Leaseholder Charges Policy alongside the changes made based on the Leaseholder Forum feedback during consultation on the policy.



You can find the policy on our website here: [Ways to pay for leaseholders \(peaksplains.org\)](https://peaksplains.org)  
Or you can call us on 0800 012 1311 and we'll post one out to you.

Our Head of Customer Experience – David Squires – added the importance of reaching out to us if you do find yourself in financial difficulties – we will work with you and offer support where we can.

#### Next consultation: Leaseholder handbook

In September, we'll be reviewing our Leaseholder Handbook to ensure the information is up to date and includes information that is important to you.

We'll also look at how we can share the Handbook with all Leaseholders to make sure everyone has the same information.

#### **A query was raised about errors in the Leaseholder Handbook and clarification is needed on what leaseholders need permission for.**

Within the presentation slides we shared a list of leaseholder responsibilities. However, it is important to remember that the list of items for repair is indicative and may vary from one individual lease to another. The lease should always be checked.

Unfortunately, there are errors within the Leaseholder Handbook about responsibilities. This is part of the reason it is under review.

We'd like to work with you to update the Handbook. If you are interested being a part of this review and the Leaseholder Forum let us know by emailing [getinvolved@peaksplains.org](mailto:getinvolved@peaksplains.org) or call us on 0800 012 1311.

#### **Updating your information - David Squires, Head of Customer Experience**

From the beginning of September, we'll be making sure the information we hold for you is up to date. You'll find in the slides enclosed the information we'll be requesting.



### **Questions from leaseholders:**

#### **Why do we need alternative contact info?**

We will only use your alternative contact details if we need to contact you in an emergency for example a gas or water leak affecting your property.

If you do not live in your leasehold property, we will be asking for your tenants contact information too.

#### **Are Peaks & Plains communicating with customers in different ways other than by email?**

Yes, we invite all leaseholders to meetings by letter and email.

We understand that not everyone is online or comfortable using zoom that's why we ask people to contact us directly if they have any issues or would like us to provide an overview of the meeting.

By updating the information we hold, we'll be able to contact leaseholders by their preferred method of contact e.g. by email, letter or phone.

### **Common queries from Leaseholders - Fran Worthington, Caren Breddy and Alec Gaston**

#### **Common queries**

#### **A question was raised about the best way to contact the Trust about a leasehold query.**

You can do this in a variety of ways including email, phone or live chat. However, we would recommend emailing our Homeownership Team directly using [leaseholders@peaksplains.org](mailto:leaseholders@peaksplains.org) and the team can triage to the correct team.



**Leaseholders at the meeting all agreed that it is important to have a clear breakdown of service charges.**

This is something we are working hard on to improve. We have appointed a dedicated Service Charge Accountant – Matthew Curtis – to ensure we provide this information in the best way possible and clearly outlines what is being spent and where.

If you do have any queries on your service charges email: [leaseholders@peaksplains.org](mailto:leaseholders@peaksplains.org).

### **Sinking Funds**

You can find further information about sinking funds in the meeting slides.

Please see below questions raised at the meeting about sinking funds:

**One Leaseholder expressed concerns that Leaseholders may not know about sinking funds and what it means for them.**

In January 2021, we held an information session about sinking funds which provided detail about what they are and our plans to roll these out across our schemes.

You can find commonly asked questions and slides from the session here:

[peaksplains.org/you-and-your-home/leaseholders/past-events/](https://peaksplains.org/you-and-your-home/leaseholders/past-events/)

If you'd like a paper copy of the FAQs let us know by calling 0800 012 1311 and we'll post them out to you.

When we come to roll out of a sinking fund on a specific scheme, we will provide the leaseholders on the scheme with more detail on what it means for them. We will meet with Leaseholders at their home to walk around the scheme and ask any questions they might have.

For those who will be affected in the next roll out of sinking funds will be notified in February 2023.



**We received feedback that the times of sinking fund meetings on site need to be flexible and work around people's lifestyles.** We have agreed to make sure that we accommodate times and dates that suit the leaseholder.

**A question was raised about if Peaks & Plains pay for their part of the upkeep for the tenanted properties or does it all fall on leaseholders.**

Leaseholders only pay for their share of the work. The tenanted properties share of the work is picked up by Peaks & Plains.

**Will leaseholders get a yearly statement?**

Yes. They will be sent every September. It details what was spent against each heading and will be clearly broken down to ensure full transparency.

**Who does the work and what happens?**

A company called Savills.

Savills work with a significant number of registered providers across the UK and have access to schedule of rates from completed investment and planned maintenance works undertaken by contractors across the country. Information in relation to costs is taken from this to arrive at an average unit rate which we then apply for the purposes of calculating estimated future works costs

**Feedback from some leaseholders at the meeting thought that 37 years was too long and feel a review with a breakdown of the information in 5 years would be fairer.**

The sinking funds will be reviewed every 5 years to ensure that both the unit costs and expected replacement dates are still as accurate as possible.



**Opportunity to have your say and ask any questions**

**Who is the dedicated leaseholder liaison?**

We have a dedicated Homeownership Team who can help with any leasehold enquiries

- Fran Worthington, Homeownership Team Leader.
- Jess Alcock, Homeownership Administrator.

You can contact the team directly on [leaseholders@peaksplains.org](mailto:leaseholders@peaksplains.org).

We also agreed to look at our customer service standards for leaseholders and include these in our Leaseholder Handbook.

**All leaseholders who raised individual issues about their property should have been contacted by a member of the Team.**