



Leaseholder Virtual Meeting - Summary

Monday 13 February 2023, 6pm-7pm

You can find the meeting slides on our website here:

peaksplains.org/you-and-your-home/leaseholders/past-events/

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

Attendees from the Trust

Emma Richman, Director of Operations

David Squires, Head of Customer

Experience

Alec Gaston, Head of Asset and Compliance

Rachel Marsland, Customer Voice Manager

Fran Worthington, Homeownership Team
Leader

Amy Harding, Asset Manager

Zakiyya Richardson, Rent and Service
Charge Manager

Leaseholder attendees

12 Leaseholders attended

Leaseholder forum – Fran Worthington, Homeownership Team Leader

Update on Leasehold Management Policy

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

Summary of changes were:

- To introduce or amend areas to cover - Lease Enfranchisement, Right to Manage and Selling the Property
- Updated our Customer Care
- Updated Responsibilities within the Trust
- New section included for Formal Notices and notices would be delivered to last known address of lessee



- Alterations was a hot topic, and an amendment was made to include, ‘where consent is required, the Trust will not unreasonably withhold this, but may provide terms to be adhered to.’
- Administration Charges was another hot topic, and we will be looking to publish a separate document on the Trust website.

It is difficult to cover all leases, as leases do vary. The Leasehold Management Policy need to remain generic. You should refer to your lease or we would like leaseholders to come and ask, even if it is not a requirement of the lease - and we will tell them at that point.

The Policy has now been fully approved following consultation with the Leaseholder Forum, Challenge Group and the Trust’s Executive Team.

You can find the policy on our website here: www.peaksplains.org/media/2693/leasehold-management-policy.pdf or you can call us on 0800 012 1311 and we’ll post one out to you.

Update on Leaseholder Handbook

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

Summary of changes were:

- Updated the Trust’s values
- Updated our Customer Care
- Minor amendments throughout to language and we provided better definitions for key areas
- Updated our contact information
- Amendments were made to the Alterations section similarly to the policy.

Just like the Leasehold Management Policy, Leaseholder Handbook needs to remain generic as Leases do vary.

You can find the Handbook on our website here: [Leaseholder Handbook \(peaksplains.org\)](http://Leaseholder Handbook (peaksplains.org))
Or you can call us on 0800 012 1311 and we’ll post one out to you.



More about the Leaseholder Forum

The Leaseholder Forum meet on an ad hoc basis when leasehold policies, strategies or services are being reviewed.

Last year, it worked out at around 1-2 hours every six months - the last one being in November where the leasehold Management Policy and Handbook were discussed and before that the Leasehold Charges Policy back in February 2022.

If you would like to be a part of the Leaseholder Forum, you can find more information here [Collaborate with us \(peaksplains.org\)](https://peaksplains.org) or you can email getinvolved@peaksplains.org.

We will continue to have general leaseholder meetings every six months.

Updating your information - David Squires, Head of Customer Experience

You can find details of the information we'll be requesting on slide six.

Please see below questions raised at the meeting about updating your information:

It was raised by a few leaseholders that previously they had updated their information but still receiving it incorrectly. DS apologised for this and explained the importance of updating information using the form as we have implemented tighter controls over information to ensure we get it right.

If you have not updated your information yet, don't worry, you can do it here: [Updating your information \(peaksplains.org\)](https://peaksplains.org) or you can request a paper form by emailing leaseholders@peaksplains.org.

Sinking Funds with Alec Gaston, Head of Development, Assets and Compliance

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



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

Why haven't I been invited to a walkaround to understand the charges?

We found attendance was limited for scheduled walkabouts therefore we have started holding open afternoon and evenings to make sharing the information as accessible as possible. We have found these have worked well and had a higher level of attendance. Walkabouts can still be offered upon request.

I haven't heard anything about implementing sinking funds in my block?

We haven't rolled out sinking funds to all blocks yet – we are doing this in phases to ensure we can offer support and provide the right information to our leaseholders.

You'll be contacted and invited to attend an open day before we plan to implement the charges. This will give you the opportunity to understand what the proposed charges relate to and ask any questions about the proposals.

Can you explain the management fees for both sinking funds and service charges and what they include?

A 'Management Fee' is part of the service charge payable to the landlord or manager in return for managing the leasehold property.

The current rate of management fee is 15% of services provided to the property. The 15% management fee is the cost of managing and administrating leaseholders. This fee includes:

- Staff time in calculating and reconciling accounts,
- Managing contracts,
- Inspection of estates and maintenance issues,
- Dealing with queries,
- Office space, printing etc.

The Trust has taken the decision not to add the 15% management fee to the calculation of sinking fund rollout. Therefore, the sinking fund amount provided in 2022-2023 is total cost of



component replacement divided by number of years to replacement divided my number of properties in the 'Block'.

General comments on sinking funds

A leaseholder shared that their block is in the process of a tribunal case with the Trust. Our Homeownership Team Leader explained that this was the case, and we want to make sure that our implementation, approach and costs are fair.

You can also find details for the First Tier Tribunal Service on page 14 of the Leaseholder Handbook.

You can find commonly asked questions about Sinking Funds here:

peaksplains.org/you-and-your-home/leaseholders/past-events/. If you'd like a paper copy of the commonly asked questions let us know by calling 0800 012 1311 and we'll post them out to you.

If you have any sinking fund queries, please email leaseholders@peaksplains.org.

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.

For all leaseholder enquiries, you can contact the team directly on leaseholders@peaksplains.org.

One leaseholder queried how we allocate people to homes e.g. in flats and what the Trust's stance on pets is?

The Trust lets its homes in accordance with the allocations policy of Cheshire HomeChoice (of which we are a member landlord). We always check prospective new tenants for references,



and this includes previous behaviour. Nonetheless, all new tenants are offered a probationary Starter Tenancy for 6 months, during which time we assess their suitability for the new tenancy.

It is also important when things aren't right to report it whether that's loud music, dog fouling or issues with parking. You can do this by completing the anti-social behaviour form online: [Report ASB \(peaksplains.org\)](https://peaksplains.org) or email leaseholders@peaksplains.org.

The Trust's stance on keeping pets is set out on our website (see below). We will try to accommodate residents' requests to keep pets wherever they do not pose a risk of nuisance or annoyance to neighbours. Even if someone has obtained permission to keep a pet, this does not give their pet licence to cause nuisance – typically dogs barking or animals fouling in communal spaces.

More information on pets and permissions can be found on our website: [Pets and other animals \(peaksplains.org\)](https://peaksplains.org)

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