



Leaseholder Meeting - Summary notes

Thursday 28 September 2023, 6pm-7pm

In person and on Microsoft Teams

All leaseholders who raised individual issues about their property should have been contacted by a member of the Team and they have been removed from the summary notes below.

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

Jules Booker, Director of Resources

David Squires, Head of Customer Experience

Rachel Marsland, Customer Voice Manager

Zakiyya Richardson, Rent and Service Charge Manager

Michaela Burns, Maintenance Manager

Caren Breddy, Estates Manager

Fran Worthington, Homeownership Team Leader

Jess Alcock, Homeownership Administrator

Leaseholder attendees

13 Leaseholders attended

Damp and Mould – Michaela Burns, Maintenance Manager

Michaela presented slides on damp, mould and condensation in your home including how to tell the difference and top tips to deal with it.

Q: How often is the guttering cleaned in shared blocks?

A: To limit the need for repairs on block guttering and be more proactive, Michaela explained that the Trust is looking to introduce a programme of works to clean the guttering to shared blocks. This is currently managed on a reactive basis where the roofing contractor, DKS, will



receive jobs when reported and will group blocks together by area. This enables DKS to complete more jobs in the day and reduce the amount of travel between jobs.

You'll be able to view the slides here: peaksplains.org/you-and-your-home/leaseholders/past-events/

Estates update – Caren Breddy, Estates Manager

Caren shared slides on the Section 20 consultation which has now closed. The next steps will be to review the feedback received and provide a further update to our customers regarding the options available.

Q: Why does it have to be one contractor?

A: Based on economies of scale, the larger the contract, the better value we will be able to negotiate.

Q: Why are Peaks & Plains sending out Section 20s now as they've never issued them before?

A: The Trust carries out Section 20 consultations across all business areas. Most of the Section 20 consultations we do relate to Major Works. Section 20's are often only sent to affected customers. In this instance the Trust has decided to consult with everyone in the Trust for transparency.

Q: Why does it have to be long term, would it be possible to review on an annual basis?

A: The longer the contract, the more a provider can offer value for money as they have security of the agreement. There will also be potential for investment which is less likely with a short-term contract.

Q: Grounds Maintenance- Will leaseholders get refunds for the missed cuts this year?

A: The Service Charge estimates sent out in February 2023 were the estimated costs for the financial year April 2023 to March 2024. In September 2024 leaseholders will receive their actual statement of accounts. This will show the 'actual' charge of each service. Therefore, we cannot



yet provide comment on the Grounds Maintenance charge, only that it will be reviewed based on case-by-case basis.

Should you wish to complain about any service you receive from the Trust you are still able to submit a complaint by either calling us on 0800 012 1311 or emailing complaints@peaksplains.org.

Q: Will the new contractors have clear instructions on where should be cut and maintained?

A: The contractor will be given current maps and a clear specification of what is required with relation to frequency of visits and type of work required at each site.

Q: What are the Trusts plans to contract manage the new contractors?

A: The new contractor will have supervision built into the costings for the successful company. In addition, the contract will be robust and include performance penalties should there be any failing areas.

Q: How often are internal blocks cleaned and what are their responsibilities?

A: The blocks are cleaned either two weekly or four weekly dependant on the block.

Leaseholders who lived on the Upton Priory wanted to express their thanks to Chris Hill – Neighbourhood Caretaker - who cleans the shared spaces.

If you need to report anything in a shared space, please do this by emailing trust@peaksplains.org or calling us on 0800 012 1311.

Leaseholder Forum – Fran Worthington, Homeownership Team Leader

Update on topics

Fran provided a summary of what's coming up in the next for the Leaseholder Forum including a review of leaseholder charges. The topic is outlined on slide 12 of the presentation.



More about the Leaseholder Forum

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

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 with the next one planned for March 2024 but we will update you closer to the time.

It is difficult to cover all leases, as leases do vary. 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.

Launching our Leaseholder annual newsletter

Fran announced that the Trust will be launching an annual newsletter for leaseholders. The newsletter will include updates on policies, services, complaints and leaseholder forum activity over the last year.

We'd welcome your thoughts on what you'd like included in the newsletter. Email getinvolved@peaksplains.org.

Roles and Responsibilities – Fran Worthington, Homeownership Team Leader

Fran provided an overview of leaseholder responsibilities and the Trusts. You can find the full list on slide 14 and 15.

It is difficult to cover all leases, as leases do vary. You should always refer to your lease or we are happy for leaseholders contact us, even if it is not a requirement of the lease - and we can check for you and let you know.

Q: When will the external blocks on the Upton Priory be repainted?

A: Our Asset Team agreed to contact Leaseholders directly and arrange a meeting to discuss this further.



Fran also shared information about the Leaseholder Buildings Insurance and the importance Leaseholder's having Home Contents Insurance. This information is found on slides 16 and 17.

You can find our 'Summary of cover' on our website: [Summary of cover \(peaksplains.org\)](https://peaksplains.org)
This explains how to make a claim, the insured perils, excesses and provides our policy number. If you have a claim to make, you should contact Zurich directly to make your claim. There is no requirement to go through the Trust.

For more information on Home Content insurance visit our website: [Home insurance \(peaksplains.org\)](https://peaksplains.org)

Q: Can the full leaseholder policy document from Zurich go on the website?

A: You can find the policy on our current providers website. Our current policy runs from April 2023 to March 2024 and therefore you can find this under '+For Policies that renew from 1 January 2023 onwards'

<https://www.zurich.co.uk/municipal/policy-documents/housing>

Q: Does the insurance cover rebuild and how often does the Trust review this?

A: The Trust works closely with insurer each year in reviewing re-instatement (rebuild values). The Trust policy is a blanket policy and so the sums insured are based on our whole property portfolio, not an individual property value basis.

Q: If a leak comes through an external wall, is this covered?

A: As a rule, yes it would be.

However as with all things insurance it would need to be investigated to ensure the reason for the leak is not something that could or should have been avoided.

Examples would be debris (earth/rubble) piled against the external wall and above damp-proof course, and any works interfering with the wall or attachments to the building (should always be with our permission) or breaching the fabric of the wall.



Problems such as roof leaks or subsidence would require formal investigation and an engineering report to fully explain the reasons behind such an event.

Leaseholders should always ensure adequate contents insurance is in place to cover such an event, and if in doubt seek expert advice from their insurance provider.

Q: Do leaseholders need to provide certificates to Peaks & Plains for their gas and electrical tests?

A: It is important that you get your boiler services annually and electric checked every five years.

The Trust does not require to see these certificates.

If you need to report repairs in a shared space, please do this by emailing trust@peaksplains.org or calling us on 0800 012 1311.

Updating your information – Zakiyya Richardson, Service Charge Manager

You can find details of the information requested on slides 18 – 21.

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

Opportunity to have your say and ask any questions

Who is the dedicated leaseholder contact?

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 why we have empty properties in some of our blocks?

In the majority of cases, the Trust lets its homes in accordance with the allocations policy of Cheshire HomeChoice (of which we are a member landlord). Our teams go in to ensure that the property is fit for purpose and sometimes they might need some additional work that takes longer to complete. It is important to us to that we provide a home to customers as quickly as possible.

When the Trust has purchased properties back, fire safety works have then needed to be carried out; and then the void team will carry out any works/redecoration needed to bring the properties up to lettable standard. Some properties have needed more works to be carried out than others, but the trust always aims to turn the properties around as quickly as possible, to the best standard we can, so that we can then re-let the properties.