

**Minutes of Leaseholder Forum held Thursday 17<sup>th</sup> September 2009 at the Frederick Bremer Secondary School, Walthamstow, E17**

**1. Introduction**

Hassett Auguste, Ascham Homes' Chief Executive welcomed everybody and introduced the panel, Julian Mitchell (Director of Property & Investment), Jiwan Jain (Head of Information Technology) and Anita Murphie (Head of RTB & Leasehold Services) .

Hassett explained the format of the meeting, that there would be two presentations, a question and answer session, followed by timed appointments surgeries with Offices from the Decent Homes, Estate Services Tenant Services, Day to Day Repairs and RTB & Leasehold Services teams. Representatives were also present from NELEEAC and the Energy Saving Trust to provide energy saving advice and free samples to those leaseholders attending.

**2. Presentation by Jiwan Jain – Head of Information Technology**

Jiwan gave a PowerPoint presentation highlighting the new and improved Ascham Homes website ([www.aschamhomes.org.uk](http://www.aschamhomes.org.uk)) due for release in October 2009 and asked leaseholders to review it and let us have their comments.

**3. Presentation by Anita Murphie - Head of RTB & Leasehold Services**

Anita gave a brief presentation summarising the main findings of the recent Leaseholder Satisfaction Survey and explained that Ascham Homes would use the findings of the survey to help improve services to leaseholders.

**4. Question Answer Session**

**Q.** How much did the web site cost?

**A.** Jiwan advised that the new web site cost was in the region of £20K. Hassett explained that the funding for this project was from the management fee Ascham Homes receives from the Council.

**Q** How much did the Leaseholder satisfaction survey cost?

**A** Anita advised that the cost was just over £5K.

Hassett gave an overview of the current position following receipt of the Lands Tribunal decision. Ascham Homes have already applied for Judicial Review, of the decision, however together with the Council we are considering whether or not to proceed with the application. The outcome of an application by

another housing provider due in November '09, may have an influence on our final decision.

A general discussion then took place regarding Decent Homes works, the cost of these works and how leaseholders would pay for them. Hassett advised that the Government sets the Decent Homes standard not Ascham Homes. Leaseholders felt that a lack of maintenance over the years had led to a deterioration of the stock and consequently increased costs for major works. Hassett advised that the government set specific minimum standards of maintenance which Ascham Homes meets at all times. Blocks are surveyed prior to any works by an impartial surveyor. All contracts carried out by the Partners are subject to an "agree maximum price" (AMP).

The meeting then broke up for individual surgeries. However anyone wishing to continue the discussion was invited to join Hassett in the adjoining room.