

NORWICH LEASEHOLDERS' ASSOCIATION

Minutes NLA General Meeting Tuesday 7th June 2005, City Hall at 7.30pm

1. Introduction - Present:

Leaseholders and leaseholder representatives (40 attendees signed in)
Executive Councillor for housing: Hereward Cooke
Chair of the Citywide Board: Chris Land
Council officers: Lynda Peacock, Paul Sutton, Charles Thurston, Jonathan Smith

- a. New Forum Issues were taken from individual attendees
- b. Committee members: see Matters Arising
- c. Stuart Mudie took early retirement in May and Ken Leggett has written to thank him on behalf of the NLA for his work. Lynda Peacock was introduced as the new Acting Housing Services Director.

2. Apologies from Committee members – Richard Essex, John Fuller

3. Minutes of meeting held on 3rd March 2005 – were approved

4. Matters arising not on the agenda –

- a. **Committee:** Although no formal letter has been received John Fuller has stated that he wished to resign.
- b. **North Park Avenue**
 - i. Mr Matthews expressed his view that the Council charges on certain works have been unreasonably high, and he would like support from the NLA to go to Leaseholder Valuation Tribunal. Paul Pearce has offered such support as he can provide on a voluntary basis. The Chairman agreed that the committee would consider this issue in the wider context of the NLA role.
 - ii. He also questioned whether the charge for North Park Avenue rainwater goods was partly inflated by the Citycare management surcharge.
 - iii. He further asked for clarification of the “five year rule” for right-to-buy leaseholders. He believes that these leaseholders are excluded from the apportionment process, thereby increasing the cost of works for all other leaseholders. Paul Sutton agreed to answer this and ii. above as a Forum Issue, and a public statement will be made at the next General Meeting.

5. NLA Partnership with Norwich City Council

- a. Partnership Compact: As briefed at the NLA Inaugural Meeting in March, the committee has reached agreement with Norwich City Council. Lynda Peacock (signatory), Chris Land (signatory) and Hereward Cooke spoke in support of the Partnership.
- b. Manifesto Quarterly & Annual Action Plan – was introduced by Ken Leggett (signatory)
- c. The Partnership Compact was ratified by the meeting and signed by the signatories above. The Manifesto was also ratified. Lynda Peacock will present the Compact for signature by the Leader of the Council.

6. Quarterly Report

- a. Partnership Action on Manifesto
 - i. **Forum Issues & Ex-Gratia Payments** – progress and matters arising were presented by Pauline Walton
 - ii. **Management Fees, Payment Method, Charging Apportionment** – Brian May introduced the subject and Pauline Walton outlined progress and the Council's intention to have new fees and apportionment methods by next April. Leaseholders were invited to read the supporting documentation available after the meeting and to contribute to the debate before the next General Meeting.

NORWICH LEASEHOLDERS' ASSOCIATION

- iii. **Contracts and Leaseholder Consultation** – Paul Pearce and Ian Docking reported on progress of the “observation phase” and outlined the issues which they want to address
 - iv. **Strategic Housing Options** – Nick Turner encouraged leaseholders to continue to express their views on the Stock Options project and emphasised again that leaseholders' views will be taken into account. Reference was made to the proposed announcement of results in June (now known to be 21st June 2005). Norwich City Council will be making the decision at a public meeting on 26th July in City Hall.
 - v. **Publicity: Website** – Ian Docking demonstrated the NLA website. Although a good proportion of people can gain access, many people will need to gain access to our publicity in other ways, and this matter will be addressed (for example through TRAs, Community Centres and Area Housing Offices)
 - b. **Next Quarter & Beyond** – Items for the team to start:
 - i. Leaseholder Service & Customer Care
 - ii. Charges for remedial work resulting from negligence
 - iii. Publicity for leaseholders without internet access
 - iv. NLA leaseholders and Central Government policy on social housing
 - v. Non-Resident Leaseholders sub-group
 - c. **Financial Report** – Nick Turner confirmed that an account had been opened with a current balance of £653. He expressed a personal view that at some time in the future the NLA may wish to consider a membership subscription.
- 7. Date of next meeting:** Wed 14th Sep 05: 7.30pm Council Chambers
- 8. Any other business**
- Hearing aids in Council Chambers** – Lynda Peacock advised those who are hard of hearing to sit to the middle or left of the room, as the equipment is less effective on the right. +