



Annual Leaseholder Forum

Tuesday 4 May 2010
6.30 pm to 8 pm

Merefield House, Whistler Drive,
Castleford, WF10 5HX

Feedback Report

This document is also available in other languages, large print, and audio format upon request.

Croatian

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Czech

Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.

French

Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.

Kurdish

ئەم بەلگەییە ھەروەھا بە زمانەکانی کە، بە چاپی درشت و بە شریتی تەسجیل دەس دەکەویت

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Russian

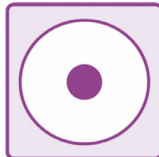
Настоящий документ по отдельному запросу можно получить в переводе на другие языки напечатанным крупным шрифтом или на аудиокассете.

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔



In large type



CD



Any other format



Braille



0845 8 507 508



communications@wdh.co.uk

(calls to OneCALL may be recorded for training purposes)

Annual Leaseholder Forum Feedback Report

Contents

1	Introduction	1
2	Grounds Maintenance Contract Tender.....	1
3	Service Charges	2
4	Group discussion about items on the agenda.....	3
5	Leasehold Updates	3
6	Feedback Forms and Closure.....	4

1 Introduction

Tony Pisacane, Regeneration Manager opened the event by welcoming the 27 leaseholders who attended. Tony ran through the agenda for the evening with the key focus being around the newly awarded Grounds Maintenance Contract, followed by a presentation on the service charge process. Marilyn Pinder, Leasehold Manager closed the evening by giving an overview of the current service reviews.

2 Grounds Maintenance Contract Tender

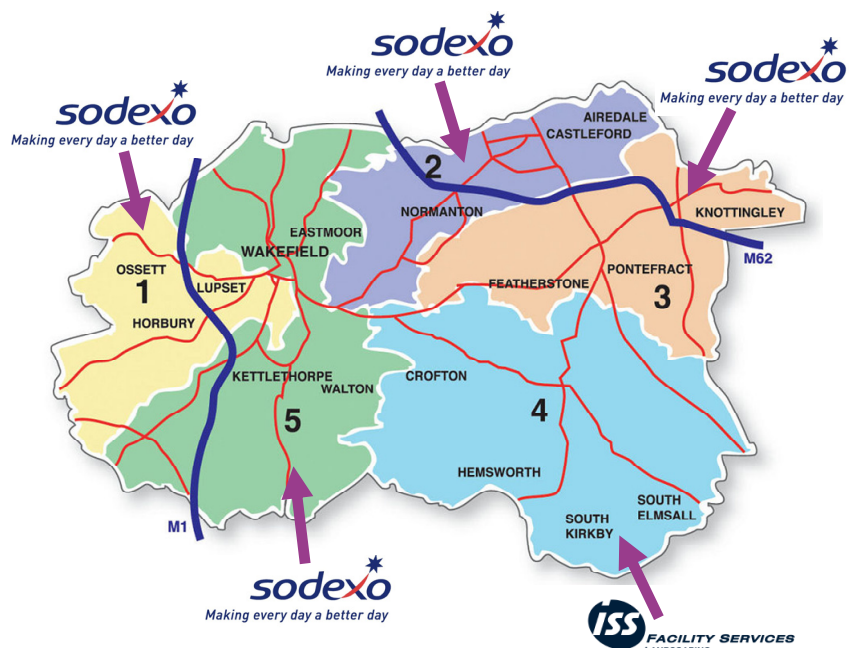
Gary Lumb, Community Safety Manager and project leader on the Grounds Maintenance Tender gave an overview of the process of securing the new contracts which have been awarded to Sodexo and ISS Landscapes.



Gary informed the leaseholders that 30 companies had requested tender documents and from this 15 submitted bids. From the 15 submissions, five companies were shortlisted. The bids were assessed on:

- technical capability;
- quality certification;
- employees and skills;
- contract portfolio and references;
- financial information;
- health and safety; and
- equal opportunities.

Before the contracts were awarded visits were made to existing clients of the contractors who had been shortlisted, to inspect the quality and standard of work. The contracts were offered in 'lots' and the map below shows the areas covered by the two successful contractors, Sodexo and ISS Landscapes.



Martin Neighbour, Senior Contracts Manager for Sodexo, explained that the team responsible for the contract would be based in Normanton with a workforce of 16 and investment had been made to provide new plant and equipment.

Martin explained that there had been some issues in completing the first cut on time and apologies were made for this. However, a team had been brought in from other areas to work on the contract in the initial stages to get the programme back on track. Feedback from the leaseholders confirmed that some areas had not had the first cut whereas others had been disappointed with how long it had taken to attend but were happy with the quality of work when completed.

Overall it was agreed that this is large contract which will need some time to establish over the next couple of months. Gary invited anyone in the audience if they would like to put their name forward to act as a 'key resident' to help monitor the service. If you were not able to attend the forum and are interested in becoming a key resident, then please contact, Marilyn Pinder, Leasehold Manager on 01977 724432.

The second contractor ISS Landscapes which is based in Rotherham has been awarded the contract for Hemsworth, South Elmsall and South Kirby area. They have also invested in new plant and equipment in order to carry out the contract effectively. There have been no issues raised in the role out of services in this area.

If you wish to report any problems or compliments on the grounds maintenance contract, you can do so by calling OneCALL on 0845 8 507 507. Your enquiry will then be passed to the appropriate area management office for them to investigate.

3 Service Charges

Karl Slater, Revenue Accountant introduced himself to the audience and explained that as we receive a large number of queries relating to the service charge process it was felt that an overview of this may provide more clarity. Karl, explained the timetable for the Annual Leasehold Service Charges followed this procedure;

October 2009	Start process to calculate 2010/2011 estimated service charges
March 2010	Invoice for estimated service charges for period 1 April 2010 to 31 March 2011 sent out to all leaseholders
31 March 2011	2010/2011 financial year ends
July 2011	Work starts on the Actual Cost Statements, once WDH statutory accounts have been approved by external auditors
September 2011	2010/2011 Actual Cost Statements issued to all leaseholders. Any variance is deducted from or added to the next estimated invoice (2012/2013)

Karl concluded by advising that an information leaflet will be developed specifically relating to service charges, major works and consultation and also ways to pay.

4 Group discussion about items on the agenda

The leaseholders attending had the opportunity to discuss their issues and concerns regarding both the grounds maintenance contract and service charges in general in an open forum. Facilitators at the meeting were available at the end of the meeting to take details or discuss any individual issues and concerns.

5 Leasehold Updates

Marilyn Pinder, Leasehold Manager gave an update on the service reviews which have been taking place over the last three months and thanked the leaseholders who had participated in the recent service review group for their input.

The reviews included:

- Leasehold Pay for Use Repair Service;
- Building Insurance procedures – how to make a claim; and
- Home Improvement Permission Applications.



Leasehold Pay for Use Repair Service

The review had centred on improving the internal process for logging repairs and completing quotation work. Marilyn confirmed that there has been no increase in call out charges since the launch in January 2008 and they will remain the same until the next review in April 2011.

The review is in the final stage of completion and a copy of the pay on use repair booklet will be sent out to all leaseholders in the next few weeks.

Building Insurance Procedures

Again the review has been to look at simplifying the process to make it easier for leaseholders to make a claim in the future. When the documentation has been approved by the insurance company, a leaflet on how to make a claim will be sent out to all leaseholders.

Home Improvement Permissions

Work has been carried out by Amanda Vaughan, Service Improvement Officer, to look at providing application forms and guidance notes specific to the type of improvements or alterations being requested. Amanda, is to carry out further work with the leaseholders who attended the service review group in order to get as much feedback on the new style documents which will also be available on the WDH website to complete on line as a further option.

Decorating Service

Marilyn advised that she has been looking into new services which could be provided to leaseholders one of which was a possible decorating service. The leaseholders at the service review group had given a very positive response to this and she asked the audience for their feedback whether they felt this would be of value to them. As the answer was a definite yes, Marilyn confirmed that she would look into this now as a possible new service for the future.

6 Feedback Forms and Closure

Marilyn thanked all the leaseholders who attended, the employees who had facilitated during the evening and everyone who had helped organise the event.

Leaseholders who had attended the forum were asked to complete and post back a feedback form to help assess how successful the evening forum had been. From the forms received the results showed that:

- 100% would attend another WDH event;
- 100% felt the venue was good;
- 99% leaseholders were satisfied with the event;
- 100% felt the employees attending were good;
- 78% had attended a WDH event before; and
- 89% felt the event covered what they expected it to.

A suggestion was made by one of the leaseholders who attended, that a form should be sent out with the invitation which could be completed before the meeting for any leaseholder who had an individual issue. This would avoid any disruption to the meeting and proceedings. This will be implemented for the next forum in 2011.



Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity

delivering promises, improving lives