

Leaseholder Edition

Leasehold Forum



We were delighted with the success of the first meeting of Railway Housing Association's Leaseholder Forum.

Eleven leaseholders - four from Horsforth, three from South Shields and four from Hull - volunteered to join the Forum to discuss issues affecting all leaseholders and to help us improve the service we provide.

The first meeting, held in November 2010, had a packed agenda with the constitution and code of conduct of the group being agreed.

The group were asked about the cost at which they felt it would be appropriate to consult with

leaseholders prior to major works being carried out. It was agreed full consultation would take place on all works costing more than £1,500 in total. However, wherever possible, leaseholders will be consulted where works are likely to cost in excess of £1,000.

The group then discussed the format of the service charge information and suggested some changes. These changes appeared on the estimated service charges issued in March 2011.

This subject will be discussed again at the next Forum meeting and scheme meetings to see if any further changes are necessary.

Unfortunately, we did not have any volunteers from Hexham. If any resident from Stephenson House is interested in joining the group please contact Julie Clark on 01325 373055 as we would like to see all four leasehold schemes represented at the Forum.

RHA NEWS

Latest leaseholder survey

Last year we carried out a survey to find out how satisfied leaseholders were with the service they received from the Association. We have repeated the exercise to see if the new initiatives we have introduced, such as additional visits by staff, leaseholder handbook, leaseholder forum and improved service charge information, have changed satisfaction levels. The survey was sent to all 70 leaseholders and we received 49 replies. The results are shown below.

1. Are you satisfied with the written information provided by the Association relating to your property?

	2011	2010
Satisfied	88%	62%
Neither satisfied nor dissatisfied	12%	14%
Dissatisfied	0%	7%

2. Are you satisfied with the written information provided by the Association before repair work is carried out?

	2011	2010
Satisfied	92%	60%
Neither satisfied nor dissatisfied	6%	25%
Dissatisfied	0%	15%
No answer	2% (1 person)	

3. Are you satisfied with the written service charge information provided by the Association relating to your property?

	2011	2010
Satisfied	84%	69%
Neither satisfied nor dissatisfied	8%	24%
Dissatisfied	6%	7%
No answer	2% (1 person)	

4. If dissatisfied, what information do you think the Association should be giving to residents?

More details on what charges are for. More detailed information on expenditure particularly on the major repair fund.

5. How would you prefer to receive information from the Association?

	2011	2010
In writing	41	36
Face to face	4	16
Both	2	0
No answer	2	0

6. Last year leaseholders voted to receive a separate newsletter specifically for them rather than the general Association newsletter, are you satisfied with the information in the newsletters received so far?

Satisfied	92%
Neither satisfied nor dissatisfied	6%
Dissatisfied	1%
No answer	1%

7. Are there any other items you would like to see included in the newsletter?

How you are meeting equality impact assessments, particularly with clients with disabilities.

From plans made at meetings to action of said plans – taking too long.

8. How often would you like to meet with Railway Housing Association staff?

	2011	2010
Once a year	31%	24%
Twice a year	59%	52%
Other (*see below)	4%	22%
No answer	6% (3 person)	2% (1 person)

*Opportunity to meet staff at the schemes when they do the four times a year visits

*If and when necessary

9. How would you like to meet with RHA staff?

	2011	2010
Scheme meeting	76%	82%
Individual visit	4%	4%
Both	4%	0%
Other (*see below)	6%	7%
No answer	10%	7%

*Individual visit if/when required

10. Overall are you satisfied with the service you receive from the Association?

	2011	2010
Satisfied	82%	45%
Neither satisfied nor dissatisfied	16%	47%
Dissatisfied	2% (1 person)	2% (1 person)
No answer	0%	6%

11. If you have access to the internet how satisfied are you with the leaseholders' pages?

	2011
Satisfied	12%
Neither satisfied nor dissatisfied	12%
Dissatisfied	0%
No answer	76%

Planned maintenance programme

The table below shows the expected works over the next few years. These are only approximate dates and costs and are subject to change. The costs shown are current costs rather than future projected estimates.

Scheme	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Stephenson House Communals		£1,890	£5,463 £5,516	£3,852	£6,839	£6,000	No 10 only	*	
Totals:		£1,890	£10,979	£3,852	£6,839	£6,000	£2,828	£0	£0
Gresley House	£1,512	£4,413		£7,456	£2,666	£5,332	£4,000	£5,019	
Totals:	£1,512	£4,413	£0	£7,456	£2,666	£5,332	£4,000	£5,019	£0
Stanier House	£1,008	£2,942		£6,882	£15,996	£4,189	£4,000	£3,346	
Totals:	£1,008	£2,942	£0	£6,882	£15,996	£4,189	£4,000	£3,346	£0
Totals for Gresley & Stanier:		£2,520	£7,355	£0	£14,338	£18,662	£9,521	£8,000	£8,365
Ernest Hill Court Exclude 9/10/17/18	£2,115		£10,575 £7,755 £8,091					No 3 only	
Totals:	£2,115	£0	£26,421	£0	£0	£0	£0	£0	£0
St Gregorys Court	£8,225		£5,884	£6,260		£1,410			
Totals:	£8,225	£0	£5,884	£6,260	£0	£1,410	£0	£0	£0

Key	
	Boilers
	Fabrics/Walling/Cladding
	Digital TV aerials
	Main entrance doors
	Firepanel
	Asbestos surveys
	Guttering
	Lifts
	Emergency Lighting
	External Lighting
	Canopies

* Costs dependent on condition survey nearer the time



RHA NEWS

Service charge collection

In the period 1st April 2010 to 31st March 2011, 100% of the service charges due were collected. However, this figure does not include service charges for properties which are for sale but not occupied. Any services charges that have not been paid for these properties will be collected when the properties are sold.

Contractor performance

The Association monitors the performance of contractors who carry out repairs on behalf of the Association. From April 2010 to March 2011, 87% of repairs were completed within the agreed timescales.



Contract details

Your named contact at Railway Housing Association is the Housing Manager, Julie Clark.

Julie can be contacted via telephone on the Freephone number **0800 0287428** or on her direct line **01325 373055**.

If you would prefer to contact Julie by e-mail send to jclark@railwayha.co.uk.

Our offices are open between 8.30am to 4.30 pm Monday to Friday and our office address is Bank Top House, Garbutt Square, Neasham Road, Darlington, DL1 4DR.

English

Information can be made available in other languages, or other formats such as Braille, large format or audio tape, on request.

Arabic:

يمكن توفير المعلومات بلغات أخرى و صيغ أخرى مثل طريقة بريل أو شرائط سمعية ، حسب الطلب

Bengali:

আপনি অনুরোধ করলে এই তথ্যগুলি অন্য ভাষাতে, অথবা অন্য কোনো মাধ্যমে যেমন ব্রেইল-এ বা অডিও টেপে, পাওয়া যেতে পারে।

Somali:

Faahfaahinta waxa kale oo aad ku heli kartaa luuqadaha kale, ama siyaabo kale, sida Farta waaweyn ama canjal maqal ah, waana in aad soo codsato.

Turkish:

Talep üzerine bu bilgi diğer dillerde veya görme engelliler için kabartma alfabesi ve ses bandı formatında da temin edilebilir.

Urdu:

یہ معلومات دیگر زبانوں اور دوسری صورتوں جیسا کہ بریل (نمائندہ افراد کے لیے خصوصی عبارت) یا آڈیو ٹیپ پر بھی فراہم کی جاسکتی ہیں۔