

PEAKS & PLAINS
Housing Trust



13 February 2023

Leaseholder Meeting



Welcome & Housekeeping

- Welcome!
- Keep your mic on mute to avoid any background noise. If you can, put your video on. It is always great to see who we are speaking to.
- Got a question or comment? Raise your hand or put a message in the chat box.
- Any specific issues relating to your property will be dealt with outside of the meeting, we will raise a call back with the right team.
- We'll be recording the session for internal use only.
- Keep an eye out for a survey following the session.
- Summary of the meeting will be shared with all leaseholders.
- Now, introductions from Peaks & Plains.

Agenda

6pm: Welcome with introductions and housekeeping - Rachel Marsland, Customer Voice Manager

6:05pm: Leaseholder forum – Fran Worthington, Homeownership Team Leader

- Leasehold Management Policy
- Leaseholder handbook

6:30pm: Updating your information - David Squires, Head of Customer Experience

6:40pm: Sinking Funds – Alec Gaston, Head of Development, Assets and Compliance

6:50pm: Opportunity to have your say and ask any questions



Update on Leasehold Management Policy

- About the Leasehold Management Policy
- Draft policy was shared with the Leasehold forum in November 2022
- Forum Feedback
- Further amendments were made to the policy
- Executive Team Approval
- Next Steps



Update on Leaseholder Handbook

- About the Leaseholder Handbook
- Updated Handbook was shared with the Leasehold forum in November 2022
- Forum Feedback
- Final amendments made to the Leaseholder Handbook
- Latest version has been uploaded to the Trust website



How we collect, store and use your data

- The Trust issued all leaseholders with either a letter or email asking you to "Update your Leaseholder Information" back in November 2022
- So far, we have only received forms back from 18% of our leaseholders
- Core data is mandatory
 - Name
 - Contact details
 - NOK/ alternative contact details (in case of an emergency)
- Opt in or out of information on the Trust – “yes please”, “don’t send me circulars” & how you would like to such information:
 - Email
 - Post
- Opportunities to get involved and influence our work with leaseholders
- We will not share your data with anyone
- Collect other data by consent – Date of birth, do you have a disability, do you have a gas boiler, do you have your boiler service annually? We will use this to shape and improve services.
- You can complete the "Update your Leaseholder Information" form on Leaseholder Page on the Trust's website or you can request a paper copy via emailing leaseholders@peaksplains.org



Sinking funds – current process

- Site visit and walkabout with leaseholders on request
 - Identify all components that will be included in sinking fund
 - Survey and measure
 - Apply costing and apportionment
- Issue draft for review to leaseholders
 - Clarify queries relating to charges, measures and lifecycles
- Introduce sinking fund
- Review every 5 years
 - Amend to reflect changes in condition/costs
- Staged roll out across remaining leaseholders
- Notify those leaseholder where sinking funds are due to be rolled out in 2023/24



Leaseholder meeting

Questions & discussion

