



Leaseholder Meeting - Summary notes

Tuesday 29th September 2026, 5.30pm-6.30pm

In person and on Microsoft Teams

- You can find the meeting slides on our website at peaksplains.org/leaseholdevents
- You can also request a paper copy of the slides by emailing leaseholders@peaksplains.org or calling us on **0800 012 1311**.

Any personal issues or actions raised at the meeting will be dealt with separately by the relevant team(s) and have been removed from the summary notes.

Attendees from the Trust

Clare Davies (CD), Rent and Service Charge Accountant

Daniel Brocklehurst (DB), Maintenance Manager - Investment

Donna Hensman (DH), Support Administrator/Receptionist

Fran Worthington (FW), Homeownership Team Leader

Jacqueline Kidd (JK), Finance Assistant

Jessica McGuinness (JM), Senior Customer Voice & Communications Officer

Sarah Vance (SV), Assistant Director Operational Finance

Zakiyya Richardson (ZR), Financial Reporting Manager

Leaseholder attendees

9 Leaseholders attended (2 online, 7 in-person)

Welcomes & introductions

JM introduced the meeting, and introductions were made by all staff in attendance.



General questions and queries raised

A question was raised relating to permissions around replacing windows. As this forms part of the external structure to a building, permission is usually required but this can vary by lease.

The delivery time for responding to requests was queried. This can depend on the type of request, for example gutters can be up to three months. For an acknowledgement of a request, the response time is five working days.

It was asked how often gutters are cleaned – staff answered that this depends on the building.

Attendees noted that they wanted more transparency and information from the Trust around Service Charges and how we are choosing Contractors to complete works. There was an expression of interest in being more involved from a Procurement level. A customer Procurement Panel is currently in the making which Leaseholders will be invited to take part in.

Attendees noted that communications need to improve when works are happening so Leaseholders have the opportunity to challenge and question costs.

A question was raised around Leaseholder completing their own small handy-man jobs under 'voluntary work' and whether this would be covered by insurance. ZR said that we can organise another meeting with Building Insurer Zurich so these questions can be answered directly.

Staff noted the distinction between Sinking Funds and Service Charges. Sinking Funds pay for component replacement e.g. roofs and Service Charges are for day-to-day management of the building.