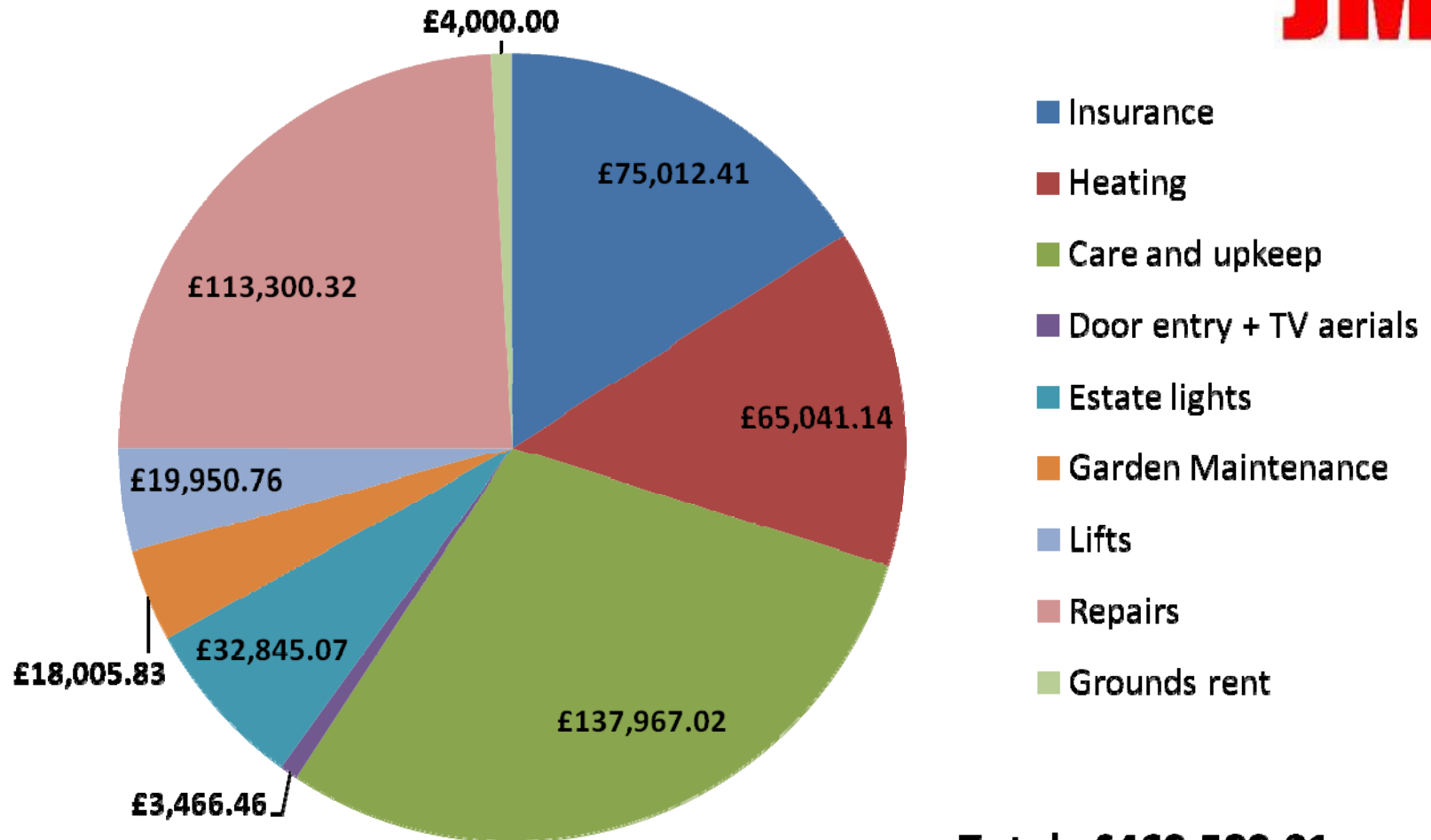


# **Leaseholder Meeting**

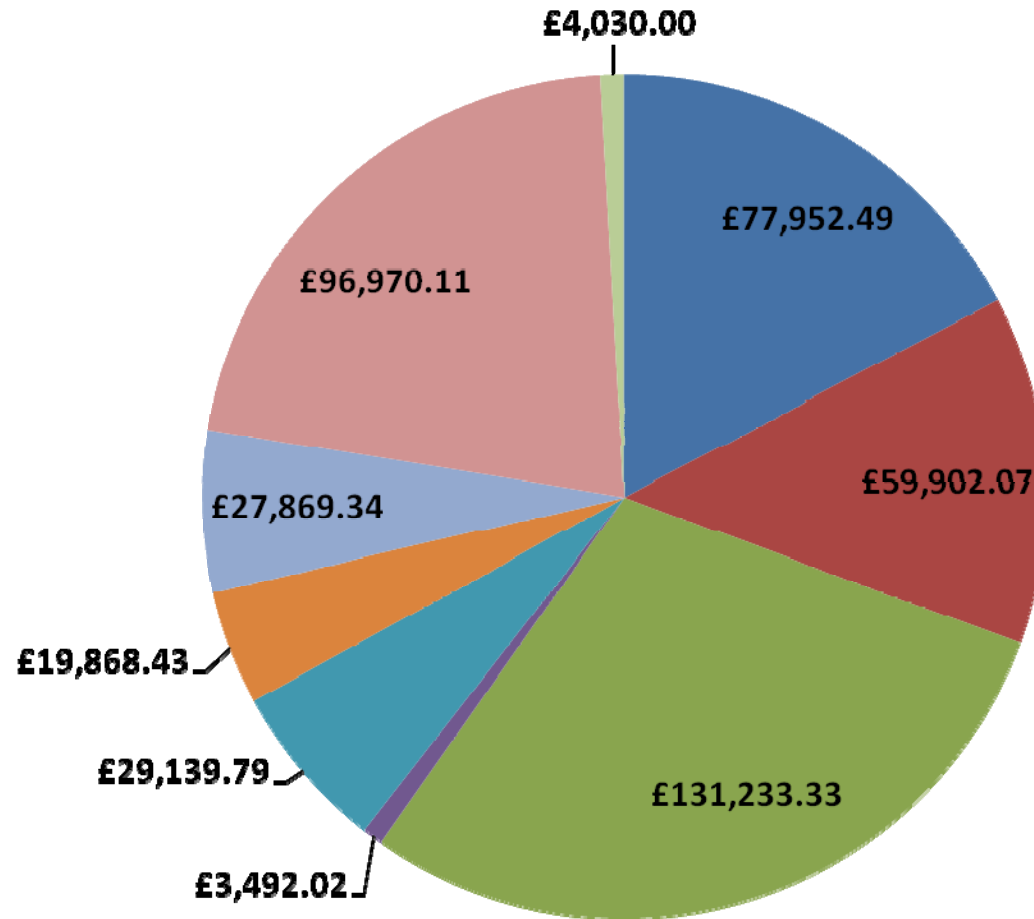
11/05/10

# Costs 2007/8



**Total : £469,589.01**

# Costs 2008/9

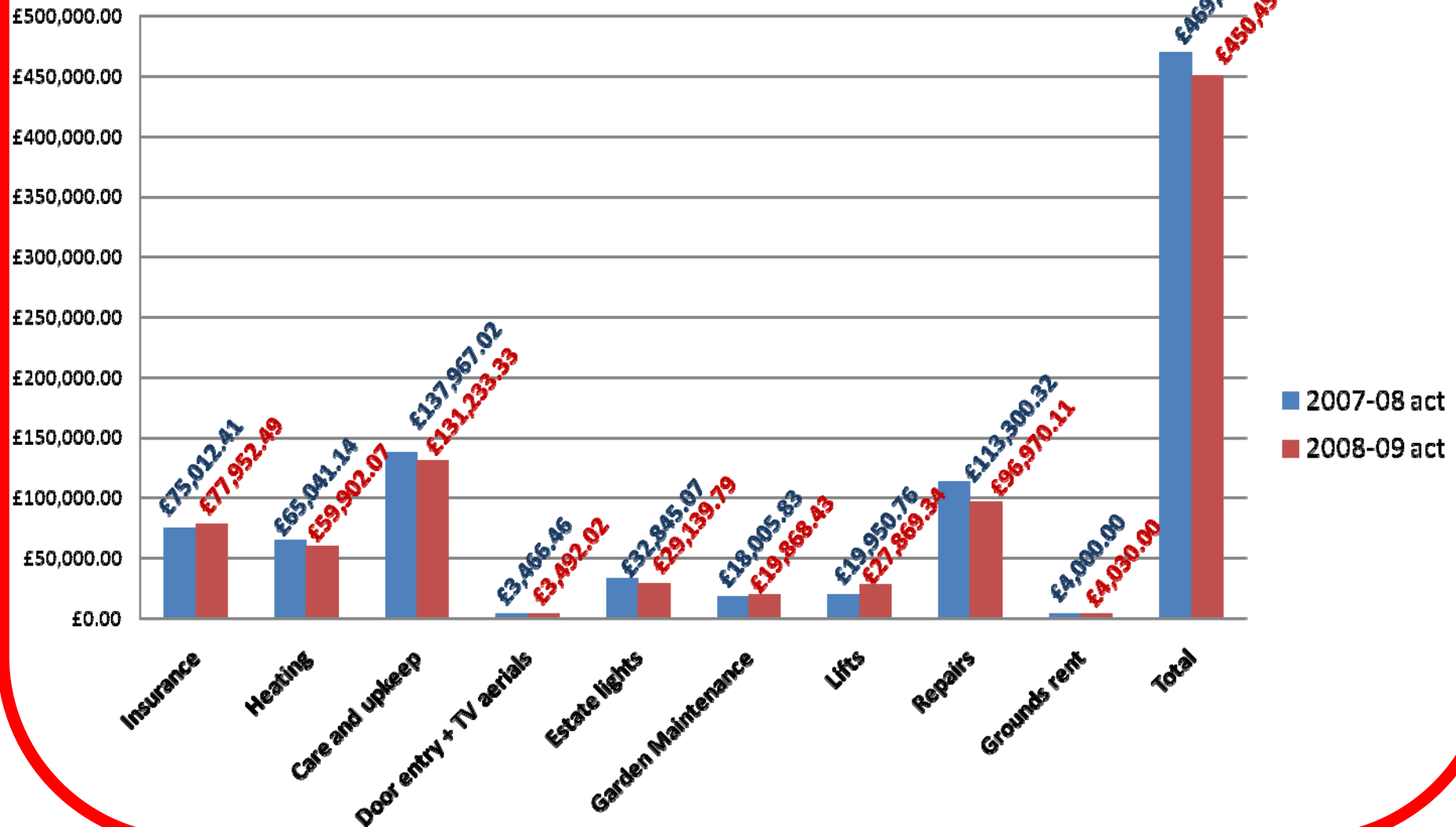


**Total : £ 450,457.58**

# Cost Comparison

LEATHERMARKET  
**JMB**

2007-08 act/2008-09 act



# Average Costs



- **2007/8** Southwark average £1,062  
JMB average £1,170
- **2008/9** Southwark average £1,066  
JMB average £1,103

# JMB Costs



- Unitemised repairs
- Cleaning
- Gardening
- Lifts
- Up-keep and safety on estates
- Housing management- neighbour nuisance/  
anti-social behaviour resident consultation
- Resident management

# Southwark Costs



- Administration of service charges: resolving queries
- Insurance
- Ground rent
- District heating charges

# Leaseholder allowance



- JMB get a start of year allowance based on estimated costs
- End of year adjustment based on the actual costs. Audited accounts & check of all costs by Southwark
- In the JMB's interests to get estimated bills as accurate as possible from now on

# Cleaning Pledge



- Details the cleaning service you should receive
- Outlines what is done weekdays/ weekly/ monthly
- Full details on Noticeboards and on the JMB website

*<http://www.leathermarketjmb.org.uk/Cleaning.html>*

# Cleaning



- Deep clean every 2 years
- Bulk collection service
- Responsive weekend cleaning service
- Unblock chutes
- Paladin bin hire

# Gardening



- Grass, flower beds, shrubs, hedges
- Very limited funding for tree maintenance
- Gardening improvements- some funded by council's Cleaner, Greener, Safer programme

# Repairs



- Estate environment important

## ISSUES:

- Reliability
- Quality (post inspections, telephone survey, satisfaction slips, response to complaints)
- Value for money – inspections before & after
- Move to better contractor than Southwark

# Services shared with Southwark



- Lifts – new monitoring system lets us tackle problems more quickly
- Heating
- Door entry

# Major Works



- Any works that will cost an individual leaseholder more than £250 requires a Notice of Intention and Notice of Proposal- unless it is an emergency
- 2010/11 roof renewal Archdale and Mendham, Symington lift cars
- Southwark Burwash, Simla & Mendham lifts
- 2009/10 decent homes satisfaction 89%: Return rate 92%

# General Management



- Neighbour problems – noise, disputes
- Other anti-social behaviour (dog fouling, youths etc)
- Resident involvement – giving you your say
- Communication

# Getting it right – your rights



- Get it right first time
- Get it right second time - talk to us
- Raise the issue through Tenants & Residents Asn
- Resident managed – you decide our priorities
- JMB scrutinised by Council's TMI Team
- Your rights as a leaseholder – Southwark Home Ownership Unit
- Councillors/ MP
- Leasehold Valuation Tribunal

# Your responsibilities



- Ensure an annual gas service
- Take out full insurance
- Tell us about any home improvement works  
- particularly gas, electricity, water
- If you sub-let make sure your tenants know  
about our good neighbour guide