

Leaseholder

Warwick District Housing Services



Bulletin

Dear Leaseholder

Welcome to this Leaseholder Bulletin, we hope that you find it useful and thank you for taking the time to read it.

HEAD OF HOUSING SERVICES

Firstly, from early October we have a new Head of Housing - Lisa Barker. Lisa started her career as a front line worker in hostels for the homeless. She has held several senior positions in Local Authorities and Central Government. Lisa says

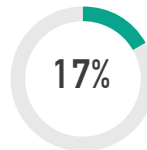
'I am delighted to be here at Warwick District Council. I am spending some time getting to know the district and its towns and villages. I am fortunate to be working with some experienced and committed staff and look forward to us working with leaseholders and tenants in the future.'



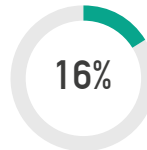
Lisa Barker
Head of Housing

SURVEY RESULTS

Last year a sample of our tenants and leaseholders were asked for their views in an independent satisfaction survey which is carried out every 2 years.



209 leaseholders were randomly selected to be sent a survey and 36 surveys (17%) were completed.



It was important for us to understand more about your views so we surveyed all of our 583 leaseholders. 92 (16%) surveys were completed.

Survey Winner!



Lorraine Webb from Royal Leamington Spa won a £20 voucher for giving her views.

LEARNING FROM THE SURVEYS

The feedback from the surveys shows that there were things you liked about the service. However there were things where you thought we could do better and we recognise the need to address these.

Where we could improve

You have given us some great suggestions, for example

- **Improve the consultation when we set your service charge**
- **Improve communication by**
 - improving the information and advice we give you about being a leaseholder
 - improving knowledge for WDC staff about leaseholder responsibilities
 - increasing the use of email
- **Management and maintenance**
 - when carrying out major works for tenants, offer to carry out the same work for leaseholders at a cost
 - give adequate notice, wherever possible, before carrying out works or maintenance to your block
- **Consultation on repairs**

We note that there is still some dissatisfaction around consultation on repairs that will result in service charges (so called "Section 20" consultation). As a result, we have significantly increased our work on these consultations to ensure that we are following the correct process. So far this year we have carried out five section 20 consultations and a further two are underway.

We believe these improvements will improve your satisfaction of the consultation process but will continue to keep this area under review.

It is clear from the results that many of your concerns are understandably specific to the block in which you live. We say more about this on the next page.

What we do well



The information we provide about your service charges



Advice if you have any queries on your charges



The facilities for paying your charges



WDC website as a source of information



Help if you are in arrears

EMAIL

We would like to send any future communications to you by email, please send your email address to performance@warwickdc.gov.uk



WHAT WE WILL BE DOING NEXT



Leaseholder handbook

We are currently developing a new leasehold handbook which will be available on our website later this year.



Procedures and training

We will review our procedures to align with the new handbook and assess what further training staff may need to be able to deal with leaseholder issues, particularly around consulting with you about repairs.



Specific issues

Some of the recent work we have completed has given us a much deeper understanding of issues related to individual blocks of flats. We will be doing more targeted work with residents of those schemes.



Website

We were pleased to see that the leasehold pages of our website are considered to be a useful source of information. Please let us have your thoughts or suggestions for any further improvements that you think we could make.

FREQUENTLY ASKED QUESTIONS



Can I see repairs receipts?

We have very few requests to use this service, but you can ask Business Administration to see the receipts for a repair. If you are not happy with the way that this was dealt with please contact the Business Administration Team at hsgfin@warwickdc.gov.uk

How do I make a complaint?

The procedure for making complaints is a council-wide procedure that is the same for any customer of any service of the council so we cannot change this specifically for leaseholders. It can be found on our website at warwickdc.gov.uk/complaints

However we can often deal with your problem without the need for going through the complaints procedure. For example if your query is about a neighbour problem then your local Tenancy Officer can normally deal with this. We always encourage you to contact us first to see if we can sort out your concerns before submitting a formal complaint.

USEFUL CONTACT INFORMATION

- To pay your service charge: on our website www.warwickdc.gov.uk and search Housing rents and Leasehold accounts or by phone on 0800 028 3377 option 3 for housing rents and service charges (available 24/7)
- To report or query communal repairs: hsgrep@warwickdc.gov.uk
- For housing management matters: hsgem@warwickdc.gov.uk
- To query your ground rent or administrative charge: hsgfin@warwickdc.gov.uk








We offer **FREE** delivery of the Lifeline unit and pendant (via Royal Mail recorded delivery) – for easy home installation.

We're here for you 24/7 365 days a year.

Whether you feel frightened, worried or unwell you can speak to us by simply pressing the button on your Lifeline unit or pendant. We will take swift action, depending on your situation, by calling one of your listed contacts, (i.e. neighbour, family, friend, carer, doctor), the emergency services or we will visit you.

Lifeline Plus

- Lifeline unit/pendant and wearing accessories
- Lifetime warranty on unit/pendant and accessories
- 24/7 monitoring centre and telephone helpline
-  Daily or weekly telephone call from one of the lifeline team
-  Welfare visits as needed
-  Emergency response visit



£98.28* per quarter (equivalent to £32.76 per month)

Lifeline

- Lifeline unit/pendant and wearing accessories
- Lifetime warranty on unit/pendant and accessories
- 24/7 monitoring centre and telephone helpline

£46.80* per quarter (equivalent £15.60 per month)

OR you can purchase the Lifeline Unit + Pendant for £150 and pay just £23.40* per quarter (equivalent to £7.80 per month)

Love2shop
The high street gift voucher

Refer a Friend and you will both get a £20 voucher*
*once you and your friend have paid your first quarter monitoring fee. Offer is limited to 50 new customers

To find out more about our services and arrange a visit from one of our team contact us on

T: 01926 339577 | E: lifelineservices@warwickdc.gov.uk

www.warwickdc.gov.uk/lifeline

 Lifelineservices  Lifeline Services

Let us be your lifeline

* T&Cs apply – This offer runs until 31 July 2018.

Prices quoted do not include VAT. If someone has a long term illness/disability, they may not pay VAT on certain goods/services that are of practical help. Call HMRC National Advice Service on 0845 010 9000 (call charges apply) for more information as to whether this applies.

