



Leaseholder Meeting - Summary notes

Monday 18th August 2025, 5.30pm-7pm

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 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

Caren Breddy (CB), Estates Manager
Clare Davies (CD), Rent and Service Charge Accountant
Fran Worthington (FW), Homeownership Team Leader
Jacqueline Kidd (JK), Finance Assistant

Jessica McGuinness (JM), Customer Voice & Communications Officer
Jules Booker (JB), Director of Resources
William Hirst (WH), Complaints Coordinator
Zakiyya Richardson (ZR), Financial Reporting Manager

Leaseholder attendees

9 Leaseholders attended

Welcomes & introductions, Jessica McGuinness

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

Management fees and seeking financial support, Zakiyya Richardson

ZR provided an overview of management fees, stating that they form a part of the service charges that Leaseholders pay. ZR provided some examples and noted the move towards a fixed fee structure.



ZR said that the fixed fee will be calculated on a sliding scale based on the time and resource managing a particular block or estate – noting some of the differences between low level management and high-level management.

ZR discussed financial support, including payment plans and seeking advice from external organisations such as Citizens Advice and the Leasehold Advisory Service.

Our website & what the Home Ownership have been up to, Fran Worthington

FW asked the group for their feedback on our website, noting that we have a dedicated section for Leaseholders.

The group agreed that the website had all the information they'd expect to find but mentioned that a designated phone number for Leaseholders would be useful. FW said that this would not be viable to have one point of contact as it would need to be triaged – and the main Trust number does this. FW noted the Leaseholder email inbox for direct enquiries.

ZR provided an overview of what the Homeownership team have been up to in 2025, including the internal service charge audit, building insurance tender and sinking fund roll out (amongst others).

ZR said that Beevers and Struthers had been reappointed to examine the annual service charge statements. Beevers and Struthers examine the service charges having regard to TECH 03/11 "Residential Service Charge Accounts"

Action: Finance team to send account statements with annual service charge statements. Next service charge statements to be sent out in September 2025 relate to the year 2024-25 (April 2024-March 2025).

Estate Services update, Caren Breddy

CB provided the group with an update on the Estate Service following the recent customer Scrutiny on Communal Cleaning. CB said that the Communal Cleaning service will be moving in-house and to a 'patch-based' system – where Operatives will have ownership over a specific area.

CB said that we will be using communal noticeboards to provide information on responsibilities – including those of the Trust and those that live in the property. CB also mentioned using a log that can be updated by Operatives, so residents know when we've been to clean or garden.



A question was raised regarding fly tipping and the use of CCTV. CB said that there are no plans to roll out CCTV further than it is now.

CB noted that our waste management contractor is Cheshire Demolition.

Q&A, all attendees

A question was raised regarding sinking funds and ZR informed the group that these are reviewed every five years.

There was a discussion around the price of insurance and ZR said that Zurich Insurance determine who pays what, and that this depends on the rebuild value of the property.

Action: ZR to liaise with Zurich to provide an explanation of why costs have increased.

Next steps, Jessica McGuinness

JM provided an overview of Customer Voice at the Trust, including other ways to get involved and have your say. JM mentioned the 'Leaseholder Forum' - a group of Leaseholder's who told us they would like to be involved and receive or attend ad-hoc surveys and meetings.

ZR said that the idea going forward is to host annual general Leaseholder meetings – but noted that there are often little interest or low numbers and is dependent on updates.

FW asked the group to provide updated contact details and personal data (if necessary) and mentioned the feedback survey that will be circulated to all attendees following the meeting.