

WPH Leaseholders' News Sheet

April 2008

Leaseholder survey 2007 - what you told us

In November 2007 we sent out a survey to all 442 Leaseholders asking what you thought of the services we provide. A total of 95 surveys and 73 equality and diversity surveys were returned. We would like to say a big thank you to everyone who participated and we will now use this information to improve the services that we currently provide to you. You can see some of the results from the survey in this news sheet.

76%
of leaseholders are very or fairly satisfied by the service WPH provide.

The Results...

Customer Care

	Very Good to Fair	Poor
The knowledge of the Leasehold Team	87%	13%
The helpfulness of the Leasehold Team	86%	14%
The politeness of the Leasehold Team	100%	0%
Overall, the facilities at Europa Boulevard	93%	7%

Our services

	Very Good to Fair	Poor
Communal Repairs	76%	24%
Garden Maintenance	48%	52%
Cleaning/Caretaking	60%	40%
Security Access System	83%	17%
Bulk Refuse containers	80%	20%
Management Costs	75%	25%

90%
of leaseholders rate the services the Leasehold Management Team provide as very good to fair.

What are we doing to help improve the services we provide?

Garden maintenance service

A new and improved garden maintenance service will be launched in Autumn 2008. Consultation will take place with various groups, including leaseholders, to find out what gardening services you need and to help shape the new service.

Bulk refuse

As you maybe aware, the contract for supplying and emptying the bulk refuse

containers was awarded to Biffa Waste Services Ltd in August last year, hopefully this will result in an improved waste service in the future.

Cleaning and security

As part of WPH's recent review of cleaning and caretaking we have identified a number of blocks that don't get a cleaning service and we want to ensure all our residents and leaseholders receive a consistent level of service. We

have recently consulted 711 residents and 142 leaseholders that currently don't receive a cleaning service. As soon as the results are analysed we will be writing to those again. If the majority of our residents and leaseholders choose a cleaning service to their block, leaseholders will be required to contribute towards this service within their service charge. We will consult with you further before any charges are implemented.

Service Charges - What additional methods of payment would you like to see?

Direct Debit **42%**

This method of payment will be introduced in 2008.

Telephone, Credit and Debit Card **44%**

As from 9 January 2008 payment can be accepted by these methods.

Online (Internet) **20%**

Swipe Card **18%**

Unfortunately, at this time these two methods of payment cannot be offered, however WPH will look at the possibility of these and other options.

75% of Leaseholders felt the bills were easy to understand.

42% of leaseholders said they were not sure who to contact if a service is not being delivered to a reasonable standard.

You should contact your local area housing office:

Woodchurch and Moreton	606 7001
Rock Ferry and Bebington	606 7002
North End	606 7003
Liscard	606 7004

A message from Peter Mighall Chair of the Leaseholders' Association

“The Leaseholders' Association is here to help, whether it be a problem with service charges, communal repairs or intrusions into your right of peace and quiet.

However we can only help if we know there is a problem.

We are still trying to obtain a full mailing list of all leaseholders from WPH, this is purely to keep you notified of any news that maybe of interest to you. Therefore, as members are aware, you will have to contact us at the normal address. We have several issues with WPH at present and require broader feedback to strengthen our case(s).

Laminate floors in flats is still a problem, when it is laid over an existing wooden floor. WPH has stated that future leases will prevent this problem, but there is no sign of the tenancy agreements changing to eliminate this problem. I therefore ask WPH to make a statement to explain why they are not exercising their much publicised equality policy in this matter?

Your lease states that where possible you should be given three days notice prior to any work commencing in/on your/adjacent property. Following a complaint by myself in 2006, I was assured this would be the case in future. Following reports from members and an incident with a contractor I have resubmitted the complaint. The contractor side of the matter has been resolved, however the three day notice is still under discussion and I will let you know the outcome.”

WPH will respond in the next issue.

Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتنسيق مختلف، أو بحروف طباعة كبيرة، أو صوتياً أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم 0151 606 3000.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরমেটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪਾਂਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔

If you require further information on any of the articles please contact the leaseholder team on 606 3131.