

WPH Leaseholders' News Sheet

September 2009

Wirral Partnership Homes are a 2 Star Service!

Following our inspection last year, we wanted to find out whether we were continuing to build on our first Audit Commission inspection, which gave us a fair, one star rating. WPH invited an independent company of associate inspectors to carry out a further inspection of our services. They were on site in May and we are delighted to tell you that the inspectors awarded WPH a two star good service rating, with promising prospects for improvement. Within that overall rating the Leasehold Management Team received a two / three star rating for its services which is fantastic news. This means that we are providing a 'very good to excellent' service. Rest assured that we will continue to strive towards improving the services we offer to leaseholders to ensure we offer an excellent, three star service in the future.

Have you returned your survey yet?

Wirral Partnership Homes is sending out a Home Owner's Satisfaction Survey to all of its leaseholders in September. It is important that you complete your survey and return it to us so that we can use your responses to further improve the services we offer to all of our leaseholders. The information you provide will be kept completely confidential and will be used to monitor WPH's performance.



Investment programme

Since transfer in February 2005, WPH has spent approximately £90m ensuring that our tenanted properties meet the Decent Homes Standard and improving our stock by carrying out communal works to blocks of flats such as painting, replacement of fencing, gates, doors, communal windows, soffits, fascias, gutters and roofs. Approximately 300 leaseholders have benefited from these communal works and have contributed to the cost. The remainder of leaseholders should benefit from the improvement programme in the next two to three years. They will also be expected to contribute towards the cost of these works in accordance with the terms and conditions contained within their lease. If you are concerned about paying your share contact the Leasehold Management Team on **606 3130/3131**.

New Garden Maintenance Contract:

A new grounds maintenance contract was awarded to Sodexo and commenced 29 June 2009. Sodexo has a reputation for building lasting partnerships with clients through open, transparent relationships based on trust and performance.

If you receive a grounds maintenance service to your estate, your grass will now be cut 18 times a year instead of just 12, your hedge and shrub beds will be cut three times a year, previously twice, and you'll also receive a litter picking service, prior to each cut, and the grassed edges will also be trimmed.

WPH are aware that many leaseholders received a reduced or unsatisfactory grounds maintenance service from January to March 2009 under the old contractor. Therefore we have reduced the cost of the service by 25% which is shown in your Certificate of Expenditure.



Let us have your views on this newsletter – call us on 606 3130/3131

Subletting:

A number of leaseholders sublet their properties, which means they let their property out to a tenant of their choice. Prior to subletting your flat, you should seek permission in writing from WPH in accordance with your lease. If you are subletting your flat but have not yet told us, please contact us and ask for permission. If permission is granted, we will send you a form to complete and return to us. As the landlord you are responsible for the behaviour of your tenant and for the gas safety to your property. You must provide us with a copy of the agreement you have with your tenant.

Gas Servicing:

If you have a gas supply or gas appliances in your flat, you are responsible for ensuring they are checked and serviced annually to ensure safety in your own home and your neighbours' homes. If you have a gas supply or gas appliance and would like more information on receiving a competitive quotation for a gas safety check, please contact the WPH Gas Team on 0151 606 3099/3100.

A message from the Leasehold Association

Dear Leaseholders,

It has been some time now since we got together for our Annual General Meeting and before it gets too long I have decided to arrange for a hall and to hold this years AGM in October at the Multicultural Centre in Birkenhead, which is handy for the bus station, Conway Park rail station and plenty of free parking nearby. The centre is on Conway Street opposite the Europa Swimming Pool and next to council offices on the corner of Hemingford Street.

This year it is open for all Leaseholders to attend to

ask questions and to meet other Leaseholders, however members who have already been notified are the only people allowed to vote and will have been instructed how to do so already. Please feel free to come along and see if we can help you.

The meeting details are:

WPH Leaseholder Association AGM

to be held at:

Wirral Multicultural Centre, Birkenhead

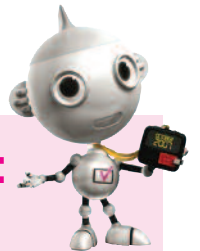
on: Thursday 22nd October 2009 at 6.30pm.

And will last for around two hours.

Looking forward to seeing you all again.

Yours,

Peter Mighall (Secretary)



Alternative language information

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

ইহরাজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরম্যাটে, বড় হরফের ছাপায়, অডিও বা ব্রইলে 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 आभांतरण 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 ਰੂਪ/ਫਾਰਮੈਟ, 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 caawiyi 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۔

Digital Switchover: Are you ready?

The analogue TV signal in the Granada Region is being switched off in two phases. On 4th November BBC2 will go digital and on 2nd December the remaining channels will be switched to digital reception only. From these dates, in order to receive a TV reception you will need to purchase either a digital set-top box (which start from around £19) or you may wish to purchase a new TV with an integrated digital tuner (which start from around £120). For further information log onto www.digitaluk.co.uk or telephone their help line on **08456 50 50 50**.