

# Leaseholders Newsletter



April 2010



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## Leasehold Forum

It has been an exciting few months for us here at MVHA as we welcomed back the leaseholder forum.

The first forum took place at our Regent House offices in December 2009, and we were delighted to have such a great attendance.

The first forum was more of a presentation based evening. Most of the presenting was undertaken by MVHA staff covering topics such as current major works projects, upcoming works programmes, information on communal cleaning and current issues affecting our residents. Towards the end of the evening we opened the floor to a Q&A session. A lot of the topics raised in this session formed future discussion points which we looked to tackle in subsequent forum meetings.

The aim of the forum is to get

leaseholders voices heard, and we feel this means that the forum for the leaseholders is to be run by the leaseholders!

We are delighted to announce that following on from the 1st forum; we have now successfully held three. During these forums a chairman has been elected, and a structure to how future forums are undertaken agreed. The Chairman, Jason Pearce, is a MVHA leaseholder at a property in Willow Close, Beare Green. Jason has been working extremely hard keeping order at the forums, producing agendas, and identifying discussion topics for future meetings. Jason has been working closely with the Leasehold Team at MVHA, and can be contacted by email: [jcptraining@btinternet.com](mailto:jcptraining@btinternet.com)

The forum continues to offer a great environment for you to come

along and meet other MVHA residents. It is a great opportunity for you to share views, air your concerns, listen to others and have your voice heard.

All MVHA leaseholders are welcome to attend. So if you have anything on your mind relating to your property, then please feel free to pop along.

**The forums are held in meeting rooms 1 and 2 at our offices: MVHA, Regent House, Station Approach, Dorking, Surrey, RH4 1TF.**

Refreshments are available, and copies of the minutes are produced and issued to all attendees and available on our website.

**For dates and times of the next forum or any other information please contact us direct on [info@mvha.org.uk](mailto:info@mvha.org.uk)**

## Introduction

Welcome to your new look Leaseholders newsletter. The newsletter is distributed to all leaseholders of Mole Valley Housing Association. The aim is to provide you with current information relating to you and your property. If you wish to get involved or have any comments to this edition or future newsletters then please feel free to get in touch with us. All contact details can be found on page 4.

## New Gas Regulations – Source: IGEM (The Institution of Gas Engineers & Managers)

Following new regulations regarding gas in flatted accommodation, there has been much confusion relating to the installation and selection of domestic cookers and the need for flame supervision on all burners. A flame supervision device (FSD) will cut off the gas supply if it detects that the flame is extinguished.

Originally, from the 1 January 2008, all new flueless gas appliances installed in multi-dwelling buildings needed to incorporate an FSD – including those that are owner occupied (semi-detached, terraced houses and houses with loft conversions are not included in the regulations). This change has now been delayed until 1 June 2008 as manufacturers are currently unable to provide new cookers and hobs with FSD's in sufficient numbers.

## Communal Areas/Dry Rooms

It has come to our attention on a number of site inspections across the board that communal areas, and especially drying rooms located in the communal parts are being used for storage by residents. We would like to take this opportunity to remind all residents that these rooms are to be kept clear and free from obstructions. The rooms are for all

residents to use for the specific purpose of drying laundry, and not for personal storage or rubbish. A list is being compiled of all flats that have items left in the rooms, and we will shortly be removing and disposing of the items accordingly. Continued misuse of these rooms may result in the association removing the privilege. Many thanks for your cooperation.



*Pictured above – example of a dry room on recent inspection*

Appliances without FSDs can be fitted providing that any existing risk was not significantly increased by doing so.

From 1 June 2008 all new installations of flueless gas appliances must comply with guidance given in IGE/G/5 and have FSD protection on all burners.

The FSD requirement is for new appliances only; it does not restrict the installation of previously used or second hand appliances.

**For further information about what counts as a new, used or second hand appliance please call the GAS SAFE Technical Helpline on 0870 401 2400.**

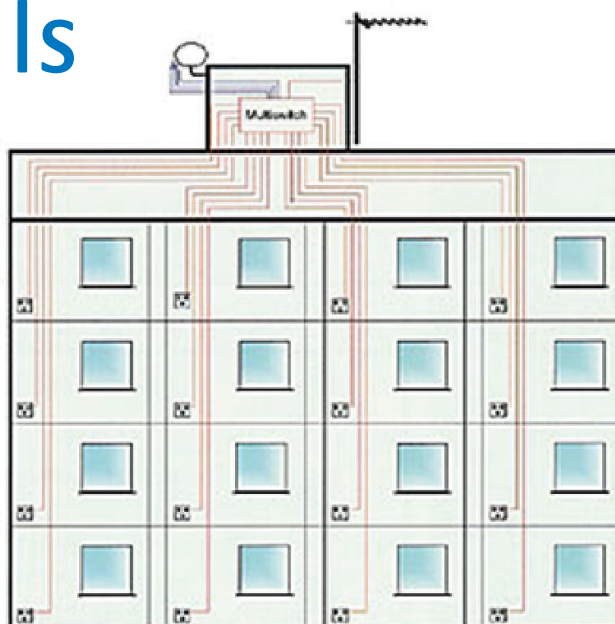
From 1 June 2008, where a GAS SAFE engineer identifies a flueless gas appliance installed in a multi-dwelling building without suitable FSD protection on all burners, the appliance will be classified on the Landlord's Gas Safety Certificates as 'Not To Current Standards' in accordance with current Gas Industry Unsafe Situation Procedures.

**For further guidance please refer to IGE/G/5 Gas in flats and other multi-dwelling buildings, available from the [www.igem.org.uk](http://www.igem.org.uk) Institute of Gas Engineers and Managers website or contact the GAS SAFE Technical Helpline on 0870 401 2400.**

# Communal Aerials

As you are aware the association has been programming the upgrade of communal aerials across all of our properties. The contractors Crystal Electronics have been working extremely hard to get to all our properties this year and survey/undertake the relevant works to each block. The main package being installed is what's referred to as a full IRS system. An IRS system stands for 'Integrated Reception Systems', and will certainly benefit all residents when the digital switchover happens in 2012. The system benefits include: clearer, sharper images, the possibility of more channels available to you on free-view, wide range of radio stations via your television, and the ability to have your SKY Digital connected without the need for a separate dish.

To the right is a diagram showing the setup of the communal IRS system and how it works in relation to your block.



**Crystal Electronics** – If you are experiencing any problems please contact them on freephone: 0800 328 6135 – or email: [info@crystalelectronics.co.uk](mailto:info@crystalelectronics.co.uk)

## Gas safety

**A**s a homeowner you have a responsibility to yourself and other residents to ensure your gas fittings and appliances are safe. All of your appliances and gas fittings should be regularly checked by a Gas Safe registered engineer to ensure safety and efficient operation.

From 1st April 2009 the Gas Safe Register replaced CORGI as the registration scheme for approved gas contractors. You should always ask to see your engineer's Gas Safe Identity card before they start any work at your property.

Don't forget that in partnership with Quality Heating Services, Mole Valley Housing Association is able to offer leaseholders preferential rates for gas appliance servicing and associated minor repairs. This arrangement would be between you, as a leaseholder and Quality heating Services direct. If you would like further information on the rates and services available please contact: **Quality Heating Services** on freephone **0808 156 1518** and ask to speak to **Marian Hunter**.

### Service Charges

Do you know you can pay your service charge monthly? You may find this method easier to use. For a direct debit mandate form please contact us at [info@mvha.org.uk](mailto:info@mvha.org.uk) or tel: **01306 505 555** for more details.

## Estate Inspections

### How you can get involved in inspecting your estate/area with MVHA?

Find out more about:

- What an inspection entails
- What happens after the inspection?
- How you can make a difference!

**Interested?** Then come along on to meet **Martin Reddick**, Senior Area Housing Manager and **Leila Jordan**, Estates Contracts Manager.

**DETAILS OF WHEN WE ARE INSPECTING YOUR BLOCK AVAILABLE ON OUR WEB SITE.**

Look forward to seeing you in the future!

Resident Involvement Team  
on 01306 505529/30

# WORDSEARCH – Just for fun!

G	A	S	T	Q	U	L	P	E	G	A	R	K	L	Z	E	R	O
D	F	R	E	I	J	K	D	V	M	E	B	D	Y	C	R	N	C
H	R	E	Q	A	V	L	L	A	W	R	I	G	H	T	S	C	H
C	X	F	B	S	C	O	O	R	H	I	U	E	J	N	M	H	I
Z	A	O	L	U	T	R	S	T	K	A	J	V	Y	U	H	E	M
C	B	N	M	G	D	A	D	D	G	L	F	T	H	N	F	R	N
F	G	Y	T	U	I	G	L	E	F	S	M	K	L	J	G	Y	E
F	V	C	B	J	H	F	E	A	D	G	F	W	Q	T	U	H	Y
F	S	Z	D	R	G	F	A	T	F	E	A	D	R	E	A	L	E
A	S	U	G	Y	U	N	S	A	R	S	E	N	A	L	P	O	I
V	F	G	R	U	O	O	E	V	F	Y	T	C	X	B	D	I	O
O	D	K	V	V	F	R	T	V	H	J	L	P	U	P	D	R	S
C	F	T	T	T	E	D	C	X	E	R	T	I	P	L	O	I	J
N	F	N	K	U	Y	Y	U	Y	T	D	L	W	E	Z	S	E	X
B	I	N	L	K	B	H	G	U	I	D	V	C	I	O	P	O	J
H	N	H	G	B	U	T	N	J	J	J	L	O	M	L	O	I	A
H	A	J	N	B	V	F	T	U	H	M	N	N	O	M	M	O	C
S	N	T	R	E	W	R	T	Y	U	I	O	P	K	K	N	B	C
A	C	E	R	T	R	W	T	I	O	O	P	N	M	B	V	C	X
Z	E	V	C	C	D	S	I	T	E	S	S	R	E	W	T	R	E

**BUDGET  
LEASE  
COMMON  
FINANCE**

**CHIMNEY  
AERIAL  
RIGHTS  
SURVEY**

**SITES  
BUILD  
GAS  
BIN**

### Main Contact Telephone Numbers:

**Hony Premlal**

Income Manager

Tel: 01306 505 584

Email: [Hony.premlal@mvha.org.uk](mailto:Hony.premlal@mvha.org.uk)

**Robert Shaw**

Portfolio Officer

Tel: 01306 505 578

Email: [Robert.Shaw@mvha.org.uk](mailto:Robert.Shaw@mvha.org.uk)

**Linda Witherden**

Home Ownership Officer

Tel: 01306 505 524

Email: [Linda.witherden@mvha.org.uk](mailto:Linda.witherden@mvha.org.uk)

For general enquiries or out of hours assistance please call customer services on 01306 505 555.

**Mole Valley Housing Association  
Regent House  
Station Approach  
Dorking  
Surrey RH4 1TF**

**MVHA are working closely with the  
Citizens Advice Bureau to offer  
all our residents a dedicated  
case worker available at our offices.  
For free independent,  
confidential advice please call  
01306 505 555.**