

Homeowners News



Welcome



Welcome to the Spring edition of Homeowners News. This twice yearly publication aims to provide you with up-to-date information on matters that affect you as one of our Homeowners.

In this edition we update you on the annual service charge review, which is currently taking place, as well as the customer satisfaction survey, which took place in the Autumn last year.

We are pleased to welcome new Homeowners at:

- **Ducrow Court, Bristol**
- **Horatio House, Portishead**
- **Westford Grange, Wellington**
- **Bumble Bee Close, Withywood**
- **Mill Ground, Withywood**

We sent the Autumn edition of Homeowners News to your home and asked if you'd like to continue receiving it in the post, as opposed to looking at it on our website. We had one response, so we'll only publish it to the website from now on.

We hope you find this edition interesting. If there are any subjects you'd like us to cover in future please let us know.

Telling us what you think

In Autumn 2010, we carried out a telephone satisfaction survey across a randomly selected number of you. The survey was independently conducted by specialist consultants, Voluntas.



We thought you'd like to know the key findings and how they compare to the last survey carried out in 2008. We asked you:

- Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Nectar Homes?
62.8% satisfied 2010 **51% satisfied 2008**
- Thinking about the last contact you had with Nectar Homes, how satisfied were you with the way your contact was dealt with by the member of staff?
73.1% satisfied 2010 **47% satisfied 2008**
- Generally how satisfied or dissatisfied are you with the way Nectar Homes deals with repairs in communal/shared areas?
54.9% satisfied 2010 **36% satisfied 2008**
- Generally how satisfied are you with the estate management, e.g. cleaning communal areas and gardening areas?
48.7% satisfied 2010 **40% satisfied 2008**
- Generally how satisfied or dissatisfied are you with planned maintenance e.g. painting windows, which we usually carry out every 5 years.
46.2% satisfied 2010 **45% satisfied 2008**
- If you contribute to a sinking fund for repairs to the building how satisfied or dissatisfied are you with the amount of money you contribute to the fund?
58% satisfied 2010 **N/A 2008**
- How satisfied are you with the way Nectar Homes manages your sinking fund?
69.3% satisfied 2010 **40% satisfied 2008**
- Nectar provides information in a number of ways such as Homeowners Handbook, fact sheets, newsletters and the website. How satisfied or dissatisfied are you with the information available to you?
78% satisfied 2010 **55% satisfied 2008**

Overall we were very pleased with the survey results. Since Nectar Homes was established in 2008, we've seen a great improvement in customer satisfaction. There's still room for improvement in a number of services offered to you and we'll work hard over the coming months and years to get this right.

As part of the survey we asked you to provide us with any additional comments you'd like to make about your experience with Nectar Homes and over 250 of you did. We've worked hard over recent months to answer these queries. We've written to everyone who raised a question, either dealing with it directly or letting you know that we'll be in touch shortly.

Thank you to all of you who took part in the survey. This information has proved of great value and ultimately will help us improve our service to you.



Service Charges for 2011/12

In June we will consult you about the actual communal costs incurred for your block and or estate between April 2010 - March 2011. These costs will be included in your annual service charge payable April 2012 - March 2013. We'll send you:

- An itemised income and expenditure statement confirming any surplus credit amount or deficit balance owing.
- Details of any day to day repair jobs undertaken in communal areas confirming your apportioned contribution towards costs.
- Provide you with a timescale (30 days) to raise any queries about your communal services costs. Should a query be received after the consultation period has expired and an adjustment is required, this will be dealt with in the next accounting period.

For examples and detailed explanations about the calculations please refer to "Your Services Charges Explained Booklet 2011" which we recently sent you. You can also find a copy of this booklet on our website: www.nectarhomes.co.uk



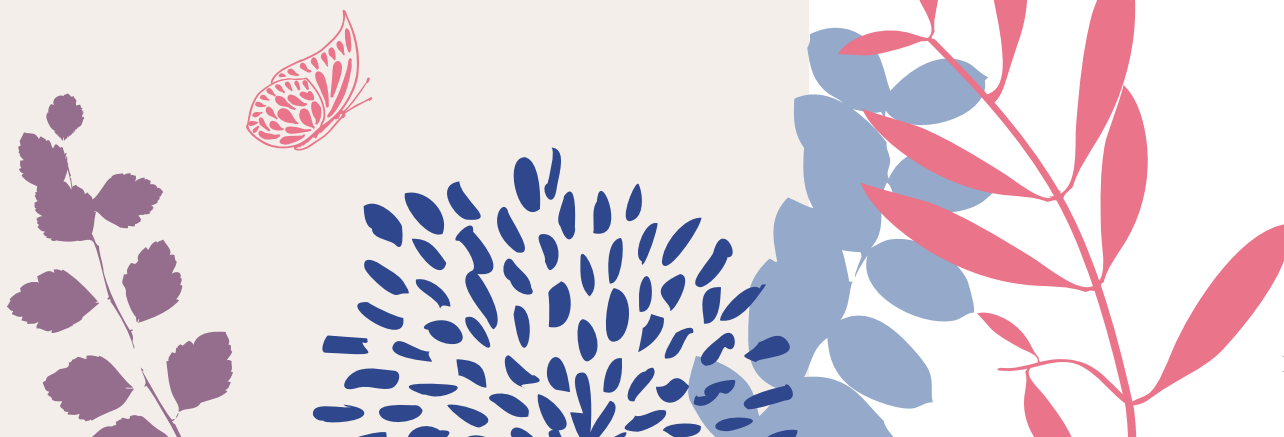
Reserve Fund update

The reform of Reserve Funds (formally referred to as Sinking Funds) is moving forward steadily. We put together a small working party, from members of the Homeowners Panel, to act as an initial consultative body to help us form our proposals for changing the way we manage Reserve Funds.

The first meeting is being held in April and will provide us with really useful direction on how best to take this complicated subject forward.

There will be subsequent meetings of this working party over the coming months. We'll present our ideas to all Homeowners in a series of regional consultative events to give everybody affected, an opportunity to tell us what they think.

If everything goes to plan we hope to introduce the new system of managing Reserve Funds in Spring 2012.





New Policies

All policies affecting Homeowners are on our website and available in paper copy on request.

We recently introduced a policy assisting Homeowners unable to afford repair bills for major works or improvements. The policy applies to lessee's of shared ownership properties (excluding Do It Yourself Share Ownership), and lessee's of leasehold schemes of the elderly. The policy does not usually apply to lessee's who have exercised their Right to Buy or Right to Acquire and does not apply to Freeholders.

The principle aims of the policy are to provide options to qualifying Homeowners and assist those individuals to remain in their homes wherever possible.

At our discretion we may offer the following:

- Advice to Homeowners in debt - directing people to professional advice services for counselling.
- Direct qualifying leaseholders to the Homes and Communities Agency who may provide loans to cover costs of major repairs to your property (subject to qualification).
- Take an equity share in your home, making you a shared owner.
- Secure the outstanding debt as a charge against the property with interest payable when the charge is released.
- Agree a repayment plan which extends the period of repayment up to three years.

Full details of the policy are published on our website. If you have any questions or queries about how this could affect you please let us know.



New Homeowners - How was it for you?

Buying your first home can be a daunting experience and, at times, confusing. The Nectar Homes Sales Team has a great deal of experience assisting new buyers with their purchase and answering questions to help make your purchase as easy and smooth as possible. We're confident that we provide you with good customer service but we'd really like to hear it from you.

We've published a New Homeowners Survey on our website which can be found in the Homeowners section or there's a link straight to it from the home page "If you are a new Homeowner, please click here". We'll be extremely grateful if you can spare a few minutes to tell us what you think and help us to improve our services.



Rate our website

We've put a lot of time and effort into providing you with a website which we hope is interesting, informative and easy to access. Each month we look at the statistics which tell us which pages you look at most often and we have a good idea what most of you want to get from the website. However, your comments are extremely valuable to us and if you can find just a few minutes to rate our website we'd be very grateful. The survey's on the home page of the website: click on the button "Please rate our website". **www.nectarhomes.co.uk**





Contact details



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If you have an idea for a story in the newsletter, please let us know. We'd love to hear from you.

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