

ECLA Newsletter

Edition 1: October 2019



Welcome to the first edition of the ECLA newsletter.

Thank you all for attending the last Forum and participating in a lively and constructive event last May. We now have 7 Committee members.

The ECLA Committee	
Officers	Role
Jay Jivanjee	Chair
Michelle Samuel	Vice Chair
Angela Sinclair	Treasurer
Andrew Michelmore	Secretary
Mattia Pellecchia	Member
Birinder Kharbanda	Member
Rohit Thaker	Member

You are welcome to join the committee by confirming your interest during a Forum Meeting.

May 2019 Forum views

We listened to some useful insights causing concern to Leaseholders:

- Recurring themes of increased Service charges
- Unsatisfactory performance of repairs and maintenance
- Frustration with fault reporting and monitoring structures
- Poor complaint handling and responses

The overriding concern from Leaseholders was whether they were getting value for money in return for their expenditure on Service Charges and Management fees. There was also a view that Ealing Council Leaseholders were treated less favourably than tenants.

What do Ealing Leaseholders want from their Committee?

On the night you told us:

- Forums should be held more often than once a year;
- You wanted a means to share Leaseholders concerns on service charges, repairs and maintenance.
- ECLA to provide regular communication to keep Leaseholders updated on issues and initiatives of common interest;
- The means for more coordinated and cohesive liaison on behalf of Leaseholders with Ealing Council;
- ECLA support for better security measures to target antisocial behaviour and information on fire safety;
- ECLA to provide opportunities for Leaseholders to interact socially;
- ECLA to facilitate a route to coordinate comments on consultations where large developments are planned in an area.

Progress

We've made considerable progress:

- We now have a bank account with the Metro Bank.
- We are advancing towards official recognition of the Association.
- We are updating the ECLA webpage www.ealing.gov.uk/ecla and hope to gather useful feedback from Leaseholders in time.

This should mean a greater voice for you and your committee. We will share more information on this at the next Leaseholders Forum Meeting.

We have listened to your concerns, and this year we will hold:

- 2 Leaseholder Forums
- Introduce roadshows in areas where most of our Leaseholders are based. We also welcome your suggestions for road show locations.
- We've produced our first newsletter to keep you informed of progress.

What's Next?

Our next Leaseholders Forum will be held on Wednesday 30th October 6:30pm - 9:00pm. The agenda is provided above.

This is also your chance to tell us about your experience as a leaseholder. Tell us what has gone well and where you would like to see improvements.

The ECLA Committee look forward to seeing you on Wednesday 30th October at 6:30pm. Together we can make a positive difference.