



Action No.	Date of meeting	Related minute no.	Status	Action Owner	Action Description	Action Updates	Due Date	Date Closed
1	29/11/2023	2.8	Open	Martin Ryan, Head of Environment & Yvonne Lemonius Home Ownership Team	Consider developing an online schedule where residents can check the frequency services carried out to their block / estate, an online version of notice board rotas, to allow residents to provide real time feedback and also provide this information in residents welcome packs	The team are exploring the possibility of this with colleagues in ICT. We have briefed ICT and are optimistic it can be accommodated in the next phase of our new Housing Management System implementation. Once this is achieved, we can include details of how to access this information in welcome packs.	01/04/2025	
2	29/11/2023	4.7	Open	Peter Whittington, Head of Compliance	Explore publishing Fire Risk Assessments / asbestos surveys etc on resident portal.	The team are exploring the possibility of this with colleagues in ICT. We have briefed ICT and are optimistic it can be accommodated in the next phase of our new Housing Management System implementation.	01/04/2025	
8	24/04/2024	4	Open	Martin Ryan, Head of Environment	Bin chutes - not for for purpose, consider closing them and providng alternative means for domestic waste disposal. Waste containerisation, increasing recycling on estates.	We agree that relying solely on chutes does not address modern waste and recycling requirements. We are working closely with colleagues in the Street Environment and Stock Investment teams to explore ways of improving recycling and food waste offers on estates. We'll consider extending waste containerisation and reviewing the use of chutes as part of this.	31/10/2024	
11	24/04/2024	5	Open	Emma Mills, Head of Home Ownership	Invite Martin O'Brien to future meeting re decarbonisation fund	Invite sent to Martin O'Brien on 5th June, inviting him to attend the leasehold forum on 8th Oct 2024	08/10/2024	
14	20/06/2024	4.6	Open	Carol Hinvest, Director of Resident & Engagement Services	Spreak with Martin Ryan re caretakng on Dacres Estate and possibilty of caretakers using social media / IT to report issues			
16	20/06/2024	4.11	Open	Dean Cooper, Head of Repairs	To look into post inspection regimes			
17	20/06/2024	4.11	Open	Dean Cooper, Head of Repairs	Brief team re issues raised by leaseholders where they have difficulties reporting communal repairs			
18	20/06/2024	7.1	Open	Emma Mills, Head of Home Ownership	Obtain information on communal window cleaning re Fambridge Close Close and Jerningham Court	Caretaking staff, Carlos Burke and Richard Ashworth have been asked to respond to the leaseholders who raised this point		
19	20/06/2024	7.4	Open	Alys Exley-Smith Comminuty relations Manager	Leaseholder has completed the volunteering form but needs a phone number to call to discuss	Our Community Relations Manager will arrange for a telephone no . To be added to this page https://lewisham.gov.uk/myservices/housing/council-homes/tenant-and-leaseholder-engagement/get-involved/volunteering		
21	20/06/2024	3.1	Open	Martin Ryan, Head of Environment	Fambridge Close - recycling bins have been removed due to the high levels of contamination	The bins were removed by the Council's Refuse service because they were frequently contaminated. We are working with the team to review and improve recycling on estates and we may be able to review provision at this site as part of the process.		
22	20/06/2024	3.1	Open	Martin Ryan, Head of Environment	Edward Street - Previous issues with fly tipping on the estate and over flowing bins but worked with Environment Team (Carol) and by simply moving the bins further away form the building had helped. Request to move the bulk waste collection point to a less visible location as similar issues experienced to that on Dacres Estate with people form privte / other estate dumping rubbish on the estate	In order to relocate the bulk point, we would need to find a way to containerise the bulk and other waste. We will add this to our programme but cannot confirm when it will be completed because it depends on securing funding.		
23	20/06/2024	4.6	Open	Martin Ryan, Head of Environment	Caretakers are the eyes and ears of the Council on estates and should work more closely with repairs to reporting communal repairs and maybe inspecting completed works for quality. LBL are one organisation and we need to work together.	Caretakers work closely with all other teams including Housing and Repairs. They routinely report ASB and Repairs problems. The Estate Environment service is also actively collaborating with the Repairs transformation project.		