

Action no.	Date of meeting	Minute no.	Action noted	Action required	Action Owner	Response	Action closed date
1	07-Dec-2021	2.10	A leaseholder raised an issue of not receiving minutes of previous meetings as well as other correspondence from Lewisham Homes. Emails from LH were also found in the spam folder. He suggested that this could be due to a technical issue that might be related to the service provider LH uses to send the emails.	EM to check with IT department if there is anything they can do to stop this from going to leaseholders' spam inbox.	Jon Kanareck	We send emails via software called Deeplake. Mostly they will come from an address like <a href="mailto:lewisham@cmgr.deeplake.co.uk">lewisham@cmgr.deeplake.co.uk</a> or <a href="mailto:communications@lewishamhomes.org.uk">communications@lewishamhomes.org.uk</a> . The latter produces the issue described at the December forum.  This is likely to have happened when receiving the quarterly leasehold newsletter rather than information about the forum which is sent via different software called sendinblue.  Our ICT team have adjusted our sender policy framework settings to avoid this happening going forward.  I am assured by my ICT team that there are no data protection issues as a result of this.	20/12/2021
2	07-Dec-2021	2.11 & 2.12	A leaseholder questioned if there were any updates regarding the refund on cleaning services.	AW to check for any updates regarding the refund	Alan Wake / Martin Ryan		
3	07-Dec-2021	4.14	Estate planning and associated costs		Martin Ryan		
4	07-Dec-2021	5.5	A leaseholder raised a concern regarding paragraph 3.1 of the service charge report which reads :  The Council's Housing Revenue Account is a ring-fenced account. The account can only contain those charges directly related to the management of the Council's housing stock. By implication leaseholders must be charged the true cost of maintaining their properties, where the provision of their lease allows. This prevents tenants subsidising the cost to leaseholders, who have purchased their properties	JK to clarify the paragraph 3.1 with the finance team.	Jon Kanareck		
5	07-Dec-2021		Minutes to be sent within two weeks along with Lynda's report	Minutes to be sent by Tuesday 21 December	Emma Mills	Minutes sent 20/12/2021	20/12/2021
6	07-Dec-2021	2.6	Action plan to be monitored and signed off by 21st January	All actions from previous log to be closed by 21 Jan 2022	Emma Mills		
7	07-Dec-2021	2.6	More strategic action plan will be established addressing the higher level issues	New action log to be developed by date of first forum in 2022	Emma Mills	This is the version of the new action log	20/12/2021
8	07-Dec-2021		Surgery idea to be developed, which seems to be very well accepted	Surgeries to be arranged and advertise prior to each forum	Emma Mills	Surgeries to begin at the February 2022 forum	20/12/2021
9	07-Dec-2021		Provide the Name of Valuers used by LBL for Lease extensions	EM to obtain details from LBL	Emma Mills	Morgans Surveyors 28 Sundridge Avenue Bromley Kent BR1 2PX <a href="http://www.morganssurveyors.com">www.morganssurveyors.com</a>	20/12/2021