



Action No.	Date of meeting	Related minute no.	Status	Action Owner	Action Description	Action Updates	March 2025 updates	Due Date	Date Closed
2	29/11/2023	4.70	Open	Peter Whittington, Head of Compliance	Explore publishing Fire Risk Assessments / asbestos surveys etc on resident portal.	Colleagues in our Digital Insights team have mapped the process and data workflow for this work. the next step is to gain access to our Ture Compliance data base where the FRA and asbestos survey information is held. Testing will then take place to link the survey information to the customer portal for direct access by our residents.	The Digital Insight team are still working on the process. Data needs to come through HMS and until true compliance is linked to HMS this process can not happen, target date for integration July 2025	30/07/2025	
8	24/04/2024	4.00	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 are working closely with colleagues in the Place Directorate on the rollout of food waste collection to all estates by May 2026. We are already exploring some sites to pilot chute closure in tandem with the rollout. We intend to engage residents as the rollout continues area by area. In many sites, chute closures will require the creation of waste and recycling hubs outside blocks.	We are continuing to review the need for chutes in harmony with the food waste roll, or when other opportunities arise. The pliting of the closure of chutes in two blocks on Hillcrest is working well and recycling rates have increased.	31/05/2026	
16	20/06/2024	4.11	Open	Dean Cooper, Head of Repairs	To look into post inspection regimes	Post inspections are being carried out on high value contractor works (including communal high value repairs such as roofing) and 100% of complaints. Once the Quantity Surveyor team is in place, we will be carrying out desktop post inspections too with evidence gathered. This is currently a manual process but once the repairs management system has been implemented this will be automated.	New repairs system programme has slipped until end of May 2025 currently- continuing as per previous update.		
21	20/06/2024	3.10	Open	Martin Ryan, Head of Environment	Fambridge Close - recycling bins have been removed due to the high levels of contamination	We will consider this as part of our waste containerisation programme, linked to fire safety and food waste collection. (See action 8 above)	As per previous u[update.	31/05/2026	
22	20/06/2024	3.10	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 prive / other estate dumping rubbish on the estate	We will consider this as part of our waste containerisation programme, linked to fire safety and food waste collection. (see action 8 above)	As per previous u[update.	31/05/2026	
24	16/10/2024	2.00	Open	Carol Hinvest, Director of Resident & Engagement Services	Carol to confirm timeline for new residents portal	Spring 2025	The timeline has slipped to summer to incorporate more resident testing.	31/05/2025	
25	16/01/2025	6.15	Closed	Emma Mills, Head of Home Ownership	Collect benchmarking information from other local authorites re payment options for major works charges.		Information received from other Local Authorities in London was sent by email to Leasehold Forum members on Tuesday 11th March	20/03/2025	11/03/2025
26	16/01/2025	5.00	Closed	Martin O'Brien Head of Climate Resilience	Develop a co-production group to include leaseholders		Email sent to leasehold forum members inviting members to take part in a discusson group sent on 14th March 2025	31/03/2025	13/03/2025
27	16/01/2025	9.40	Closed	Carol Hinvest, Director of Resident & Engagement Services	Establish if the national average can be included with leasehold saistafcation results		Updated satisfaction results shared by email with leasehold forum members on 24th February and for discussion on 20th March 2025	20/03/2025	24/02/2025
28	16/01/2025	5.00	Closed	Emma Mills, Head of Home Ownership	Share consultation process including infomal communication step with members of the forum		The process chart was sent to members of the Leasehold Forum by email on Monday 10th March 2025	20/03/2025	10/03/2025