



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 providing 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 pilting 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)	We will consider this as part of our waste containerisation programme, linked to fire safety and food waste collection. (See action 8 above)	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 from 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 from private / 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)	We will consider this as part of our waste containerisation programme, linked to fire safety and food waste collection. (see action 8 above)	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	
29	20/03/2025		Open	Emma Mills, Head of Home Ownership	Minutes from the meeting held on 16 January 2025 to be updated			Updated and amended version sent to Forum Members 4 April 2025	04/04/2025
30	20/03/2025		Open	Chris Brown, Director of Quality & Investment	Provide a date by when the planned major works programme will be available to leaseholders				
31	20/03/2025		Closed	Dean Cooper , Head of Repairs	Provide forum members with a copy of presentation provided this evening			The presentation was emailed to Leasehold Forum Members on 21 March 2025	20/03/2025
32		6.4	Open	Dean Cooper , Head of Repairs	Consider ways to let leaseholders know about status of communal repairs				03/06/2025
33		6.4	Open	Dean Cooper , Head of Repairs	Look at why reports of communal repairs aren't reaching the team / not getting repaired				03/06/2025
34	20/03/2025	5.5	Open	Carol Hinvest, Director of Resident & Engagement Services	What percentage of leaseholders are surveyed in the Acuity surveys				03/06/2025
35		5.7	Open	Martin Ryan, Head of Estate Environment	provide info on what happens when a caretaker is on long term sick, how is the service covered ?				03/06/2025
36	20/03/2025	5.8	Open	Carol Hinvest, Director of Resident & Engagement Services	In relation to the Acuity Survey and the question about leaseholders being satisfied their home is safe, how does this compare with tenants responses over time and in different years and what is Lewisham Council doing to address it ? Provide trends and comparisons between leaseholders and tenants				03/06/2025
37	20/03/2025	5.8	Open	Martin Ryan, Head of Estate Environment	Martin to attend the next Forum in June				03/06/2025
38	20/03/2025	5.1	Open	Carol Hinvest, Director of Resident & Engagement Services	provide breakdown to show service charges paid by tenants and leaseholders				03/06/2025
39	20/03/2025	9.4	Open	Emma Mills, Head of Home Ownership	Survey to see if leaseholders would like the forum held at alternative time to increase attendance				03/06/2025
40	20/03/2025	9.5	Open	Carol Hinvest, Director of Resident & Engagement Services	CH to see if Acuity to ask leaseholders about timing of the Forum and encourage attendance of Leasehold Forum when they are surveying leaseholders				03/06/2025
41	20/03/2025		Open	Carol Hinvest, Director of Resident & Engagement Services	Suggestion to include some standing items on the agenda in order not to lose sight of them and for regular updates to be provided , ie Condition Report progress 1yr & 5yr Plans progress Service Charge process Leaseholders Satisfaction Survey – latest data, trends, benchmarks and actions Portal developments				03/06/2025
42	20/03/2025		Open	Emma Mills, Head of Home Ownership	Speak to communications team to try to increase attendance at the forum meetings.				03/06/2025