



Leasehold Forum Action Log

Action No.	Date of meeting	Related minute no.	Status	Action Owner	Action Description	Action Updates	March 2025 updates	June 2025 Update	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	The Digital Insight team are still working on the process, they now have access to the True Compliance system.The integration between our Housing Managment Sysytem and true compliance is now planned September 2025.	30/09/2025	
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 pliting of the closure of chutes in two blocks on Hillcrest is working well and recycling rates have increased.	We are continuing to review the need for chutes in harmony with the food waste roll, or when other opportunities arise. The piloting of the closure of chutes in two blocks on Hillcrest is working well and recycling rates have increased. We hope to pilot more waste containerisation and chute closures during 2025/26.	31/05/2026	
16	20/06/2024	4.11	Closed	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.	Continued as per previous update delays to the Total Mobile system continue and there is no current go live date for the system but we continue to carry out desktp inspections and a % of post inspections in person via supervisors and quality inspector.		03/06/2025
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)	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 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	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)	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.	Summer 2025	31/08/2025	
29	20/03/2025		Closed	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			SIAM have a 5 year programme and are working with our Communications Team to design the comms to share the 3 year plan via website and other formats. SIAM happy to present at the next Leasehold Forum.		
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			Met with estates/environment team where there are caretakers on site we maybe able to post a list of outstanding repairs, and current status but this will be difficult to manage in smaller blocks and will be resource heavy we will need to look at further options	03/06/2025	
33		6.4	Open	Dean Cooper , Head of Repairs	Look at why reports of commuani repairs aren't reaching the team / not getting repaired			If raised through the portal this continues to be intermittent, this will continue until the implementation of the repairs system when the repairs online portal is upgraded. Emails and calls are being raised by advisors.	03/06/2025	
34	20/03/2025	5.5	Closed	Carol Hinvest, Director of Resident & Engagement Services	What percentage of leaseholders are surveyed in the Acuity surveys			Around a third of the respondents in 2024/25 are leaseholders, with 110 responses in the last quarter and 428 in total for 2024/25, around 8% of leaseholders (excluding PFI and TMOs).	03/06/2025	
35		5.7	Closed	Martin Ryan, Head of Estate Environment	Provide info on what happens when a caretaker is on long term sick, how is the service covered ?			When caretakers have to take long-term sickness absence, we try to cover the workload at Team, Area or Serice level. We consider using overtime where necessary but try to avoid temporary staff.	03/06/2025	
36	20/03/2025	5.8	Closed	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			See Appendix 2 - In the updated Q4 leaseholder satisfaction paper we have included additional information and comparisons for satisfaction their home is safe (point 3.13 in the paper).	03/06/2025	
37	20/03/2025	5.8	Closed	Martin Ryan, Head of Estate Environment	Martin to attend the next Forum in June			Martin is on the agenda for 3 June 2025	03/06/2025	07/05/2025
38	20/03/2025	5.1	Closed	Carol Hinvest, Director of Resident & Engagement Services	Provide a breakdown to show which services tenants and leaseholders contribute towards			See appendix 1	03/06/2025	
39	20/03/2025	9.4	Closed	Emma Mills, Head of Home Ownership	Survey to see if leaseholders would like the forum held at alternative time to increase attendance			Survey issued to leaseholders signed up to Leasehold Forum communications (263 members) on 9th May 2025. Survey closes at midday on 20th May and results will be shared with forum members	03/06/2025	03/06/2025
40	20/03/2025	9.5	Closed	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			We have asked for the following to be added to the surveys:  Our Leaseholder forum is an opportunity for leaseholders to hear about current housing matters, have your say on issues that matter to you and help us to shape and improve the services we deliver to you. Please see our website for more information including how to join Lewisham Council - <a href="#">Leaseholder forum</a>	03/06/2025	03/06/2025
41	20/03/2025		Closed	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			Consent items on the agenda for 3rd June for discussion regarding the content and format	03/06/2025	03/06/2025

42	20/03/2025		Closed	Emma Mills, Head of Home Ownership	Speak to communications team to try to increase attendance at the forum meetings.			We will continue to advertise the forum at every opportunity including, resident and leaseholder newsletters, letters that accompany bills and actual cost statements. We will also advertise the forum during resident events where appropriate. As well as sending papers to members of the fourm we will trial sending a reminder the day before each forum.	03/06/2025	03/06/2025
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