



Action No.	Date of meeting	Related minute no.	Status	Action Owner	Action Description	Action Updates	September 2025 Update	December 2025 update	Due Date	Date Closed
8	24/04/2024	4.00	Open	Martin Ryan, Head of Environment	Bin chutes - not 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 close to procuring a waste containerisation supplier and have agreed the priority will be sites where there are pressing fire safety needs and additional collections. As we roll this out we will work with residents to explore chute closures.	We have procured a waste containerisation supplier and have agreed the priority will be sites where there are pressing fire safety needs and additional collections. As we roll this out we will work with residents to explore chute closures. We will liaise with residents as we roll the programme out site by site	28/02/2026	
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)	See update for action no. 8 above	28/02/2026	
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)	See update for action no. 8 above	28/02/2026	
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		The 5 year Capital Programme for the Housing revenue Account is now agreed and is being drafted by our comms team to be presented on the councils website in September. the plan will be presented at resident forums including the leaseholder forums. Please note that caveats accompany the plan to recognise changes which will occur as a result of consultation, delivery challenges, to recognise unforeseen occurrences.	Following a six month review of the stock condition and decent homes data there is a revision of the 5 year programme. The service hope to put this into a suitable format, however there is a need to promote information which the service and residents can have confidence in. We have a new target date of May 2026	31/05/2026	
32	20/03/2025	6.4	Open	Dean Cooper , Head of Repairs	Consider ways to let leaseholders know about status of communal repairs		To be explored further, due to GDPR and account logins communal repairs cannot be displayed on accounts, caretakers cannot assist with this due to resource issues.	Total mobile was implemented on the 17/11/2025 as a minimum viable solution there is further work to develop the customer portal and we will review how to display this information in line with GDPR if possible and continue to look for alternative ways unfortunately the only current method would be to call the repairs contact centre.	28/02/2026	
33	20/03/2025	6.4	Open	Dean Cooper , Head of Repairs	Look at why reports of communal repairs aren't reaching the team / not getting repaired		Continues to be intermittent go live date for total mobile is estimated Oct 25 which will improve online reporting	Continues to be intermittent but work to develop the new customer portal to report repairs is continuing now total mobile has been implemented this is part of the full integration road map dates not yet confirmed for this work.	28/02/2026	
34	11/12/2025	2.10	Open	Emma Mills, Head of Home Ownership	Can the Forum meetings be recorded and the recordings shared with members?				24/02/2026	
35	11/12/2025	5.20	Open	Chris Brown, Director of Quality & Investment	Provide more information on guarantees and warranties as Forum Members do not feel this was responded to sufficiently, including the warranty / guarantee period for windows and front entrance door, provided by the Council				24/02/2026	
36	11/12/2025	4.20	Open	Martin Ryan, Head of Environment	Members would like to see a service level agreement to understand what the service delivery should look like, i.e. how many times per year should the communal windows be cleaned, what to expect from sweepers, caretakers and green Services staff. This will asset Members to manage expectations and monitor value for money				24/02/2026	
37	11/12/2025	7.10	Open	Carol Hinvest, Director of Resident Engagement and Services	Members would like to see an organisation chart to understand who does what in the organisation				24/02/2026	
38	11/12/2025	5.20	Open	Chris Brown, Director of Quality & Investment	How many leaseholders have replaced their front entrance door before the gifting / waiver option was introduced				24/02/2026	
2	29/11/2023	4.70	Closed	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 planned integration of true compliance to the housing management system has been moved due to other projects taking longer to implement, expected start date for this project is now early 2026. The Digital insight team are still actively mapping the process.	The planned integration of true compliance to the housing management system has been moved due to other projects taking longer to implement, expected start date for this project is now early 2026. The Digital insight team are still actively mapping the process.	28/02/2026	11/12/2025
24	16/10/2024	2.00	Closed	Carol Hinvest, Director of Resident & Engagement Services	Carol to confirm timeline for new residents portal	Spring 2025	We are aiming to go live by end of September 2025. While there is a potential for delay, we're working to keep the timeline as tight as possible. The bulk of the work has already been completed, which puts us in a strong position overall.	The new resident portal was launched on 30th September. See December forum consent items paper for more information	30/09/2025	11/12/2025

44	03/06/2025	2.4	Closed	Chris Brown, Director of Quality & Investment	Can a strategy or plan be put in place to communicate with residents when surveys are being done rather than after the fact, so leaseholders are aware before decisions are made?		Please see action 30. The aim is to publish the 5 year capital Programme Annually to keep residents informed of when investment is likely to take place. Residents including leaseholders have recently been involved in working groups to improve the timing and quantity of information available to tenants and residents before, during and after investment to their home. These changes are being built into the approach of the Stock Investment and Asset Management Team (SIAM). SIAM is working hard to ensure there is greater transparency of the evidence that works need to or do not need to be carried out. Residents are likely to experience a lengthening of the time it takes for SIAM to investigate the required works on blocks, a longer period for information to be shared and discussed with the community and also to recognise the enhanced statutory requirements in relation to being safety.	Residents should receive a letter if external companies are surveying blocks including tenants homes. Any contractor or Council employee conducting surveys to common parts or in tenants homes should be wearing identification and we welcome reports if this is not the case.		11/12/2025
45	03/06/2025	2.6	Closed	Carol Hinest, Director of Resident & Engagement Services / Emma Mills, Head of Home Ownership	Provide an update on the payment options for major works		We are continuing to develop a process to offer discretionary loans and hope to have this in place by 31 Dec 2025.	We have reviewed the major works payment options. We have developed processes to ensure we can implement mandatory and discretionary loans. The amounts payable over the periods stated on our website will not change. We continue to encourage leaseholders to contact us if they are unable to pay within the timescales stated.		11/12/2025