



Action No.	Date of meeting	Related minute no.	Status	Action Owner	Action Description	Action Updates	March 2025 updates	June 2025 Update	September 2025 Update	December 2025 update	February 2026 update	June 2026 update	September 2026 update	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 continuing to review the need for chutes in harmony with the food waste roll, or when other opportunities arise. The planning 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.	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	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	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	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.	Dec-26	
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)	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	See update for action no. 8 above	See update for action no. 8 above	Place / SES removed the recycling bins because of repeated contamination. We will consider asking them to reinstate as part of our ongoing review of the waste and recycling offer on estates. This specific action should be closed.		
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 (Caro) 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 form 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)	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	See update for action no. 8 above	See update for action no. 8 above	The bin stores have been relocated. This can be closed.		
30	20/03/2025		Open	Michael Reece, Interim 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.	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	Work continues to refine the 5 year plan and develop an appropriate format. The 5 year plan is assuming £85m of capital investment per annum in each of the next 5 years. the plan includes prioritising decency/component replacement, 3 High Risk Buildings, replacement of mechanical and electrical equipment for compliance purposes and capitalisation of repairs. A small budget has been made available to improve waste storage on blocks.	The 3-year plan is being produced that shows the investment type, provisional dates and property/blocks included. Current delivery capacity is being assessed to ensure provisional dates are achievable. Accompanying this is an assessment of customer impact and alternative approaches explored if required. This work will be completed over summer	Preparation of the three-to-five-year planned major works programme is underway. The programme will be validated by Savills and cross-checked against the investment priorities in the Asset Management Framework. The Framework is due to be considered by Housing DMT in September 2026. Following this, the programme will be finalised and a timetable confirmed for sharing appropriate information with leaseholders.	Nov-26	
32	20/03/2025	6.4	Open	Rebecca Sandhu , Interim 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 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	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.	This is the same as the previous month	There is further development work ongoing with total mobile including links to a resident portal this is not yet ready for testing still requirement gathering.	This is the same as the previous month, further development work ongoing with Total Mobile.	Dec-26	
33	20/03/2025	6.4	Open	Rebecca Sandhu , Interim Head of Repairs	Look at why reports of communal 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.	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.	Work is now focused on the development of the new repairs portal to replace the current system	This is the same as the previous month	This is the same as the previous month, we are waiting for the repairs portal to replace the current system - date to be confirmed.	Dec-26	
35	11/12/2025	5.20	Open	Michael Reece, Interim 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						The communal heating warranties are stored on behalf of the council with the contractor who claims on appropriate elements when repeat calls occur. The Council is introducing new ICT systems to better store warranties and guarantees and also to make different parts of the service aware of warranties and Guarantees before commencing works.	All as per February update. Windows and doors are generally guaranteed for 10 years (for the glazing & 1 year for parts) and 5 year for the doors (glazed units, 1 year for the parts) respectively. Recommend item for closure	The Council has provided information on the arrangements currently in place for managing warranties and guarantees and on the typical warranty periods applicable to windows and front entrance doors. In addition, work is ongoing to improve the recording and accessibility of warranty information through new ICT systems. Where leaseholders require information relating to a specific property, block or component, requests will be considered on a case-by-case basis, subject to the information available. No further general update is proposed at this stage. Recommend item for closure		
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	Much of this information is on the Council's website at https://lewisham.gov.uk/myservices/housing/council-tenants/estate-services/estate-cleaning However, we recognise it would be helpful to have estate-specific information and that we need to be able to measure what we do more efficiently and transparently. That's one of the reasons we're aiming to procure a digital mobile solution later this year. When it is embedded, we will update the website. Regarding communal window cleaning, 479 blocks are covered by the contract. We specify three cleans per year. Leaseholders are only charged for the cleans that take place.		Much of this information is on the Council's website at https://lewisham.gov.uk/myservices/housing/council-tenants/estate-services/estate-cleaning However, we recognise it would be helpful to have estate-specific information and that we need to be able to measure what we do more efficiently and transparently. That's one of the reasons we're aiming to procure a digital mobile solution later this year. When it is embedded, we will update the website. Regarding communal window cleaning, 479 blocks are covered by the contract. We specify three cleans per year. Leaseholders are only charged for the cleans that take place.	Much of this information is on the Council's website at https://lewisham.gov.uk/myservices/housing/council-tenants/estate-services/estate-cleaning However, we recognise it would be helpful to have estate-specific information and that we need to be able to measure what we do more efficiently and transparently. That's one of the reasons we're aiming to procure a digital mobile solution later this year. When it is embedded, we will update the website. Regarding communal window cleaning, 479 blocks are covered by the contract. We specify three cleans per year. Leaseholders are only charged for the cleans that take place.	Much of this information is on the Council's website at https://lewisham.gov.uk/myservices/housing/council-tenants/estate-services/estate-cleaning However, we recognise it would be helpful to have estate-specific information and that we need to be able to measure what we do more efficiently and transparently. That's one of the reasons we're aiming to procure a digital mobile solution later this year. When it is embedded, we will update the website. Regarding communal window cleaning, 479 blocks are covered by the contract. We specify three cleans per year. Leaseholders are only charged for the cleans that take place.	Much of this information is on the Council's website at https://lewisham.gov.uk/myservices/housing/council-tenants/estate-services/estate-cleaning However, we recognise it would be helpful to have estate-specific information and that we need to be able to measure what we do more efficiently and transparently. That's one of the reasons we're aiming to procure a digital mobile solution later this year. When it is embedded, we will update the website. Regarding communal window cleaning, 479 blocks are covered by the contract. We specify three cleans per year. Leaseholders are only charged for the cleans that take place. Procurement preparation has commenced.	Much of this information is on the Council's website at https://lewisham.gov.uk/myservices/housing/council-tenants/estate-services/estate-cleaning However, we recognise it would be helpful to have estate-specific information and that we need to be able to measure what we do more efficiently and transparently. That's one of the reasons we're aiming to procure a digital mobile solution later this year. When it is embedded, we will update the website. Regarding communal window cleaning, 479 blocks are covered by the contract. We specify three cleans per year. Leaseholders are only charged for the cleans that take place.	Mar-27		
37	11/12/2025	7.10	Open	Emma Mills Head of Home Ownership	Members would like to see an organisation chart to understand who does what in the organisation					Structure chart and information about roles and responsibilities sent to Forum Members at 15:00 on 27/03/2026	Recommend item for closure				
38	11/12/2025	5.20	Open	Michael Reece, Interim Director of Quality & Investment	How many leaseholders have replaced their front entrance door before the gifting / waiver option was introduced					The Quality and Investment service does not know how many leaseholders have replaced their own front door. The project offering new fire safe rated door to leaseholder considers if the current door is to the required standard and if it is not can be repaired to meet the standard and if not is the leaseholder happy for the Council to replace the door and frame at the councils cost. Around 580 leaseholders who have had their doors assessed have not responded to the councils offer to repair/replace their doors. The Council have contractors manufacturing and fitting doors.	Recommend item for closure	The Council does not hold a record of how many leaseholders replaced their own front entrance door before the gifting/waiver approach was introduced. The gifting/waiver arrangement was a discretionary policy decision by the Council rather than a statutory requirement. Establishing a retrospective figure would require a significant manual review of property records across the housing stock and is not considered a proportionate use of resources given the limited operational value of the information. The Council's priority remains ensuring that front entrance doors meet the required fire safety standards through assessment, repair or replacement where necessary. Recommend item for closure.			
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 True 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 Management System and true compliance is now planned September 2025.	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.		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.	Work continues on the integration between the Council's housing systems and compliance systems to enable residents to access building safety information through the resident portal. While process mapping and system design work have progressed, the integration has not yet been completed and therefore the Council is not currently in a position to confirm the scope of information that will ultimately be available through the portal. In the meantime, residents can continue to request relevant fire safety and asbestos information through existing channels. A further update will be provided once the integration programme has progressed sufficiently to confirm the proposed approach.	Dec-26	
39	24/02/2026	2.23	Open	Michael Reece, Interim Director of Quality & Investment	Forum members have requested to see the stock condition survey information							Savills Stock Condition Survey summary report issued	Recommend item for closure- now superseded by item 41		
40	24/02/2026	5.22	Open	Rebecca Sandhu , Interim Head of Repairs	Confirm if repairs are analysed by property type and is the current approach primarily a reactive repair approach?	Current process is just a reactive repairs offering, the stock investment and asset management team are currently responsible for planned maintenance which is focused on decent homes currently. Heat mapping and reporting of repairs data is available and we look at repairs in properties and communal repairs and also by resident vulnerability.						Current process is just a reactive repairs offering, the stock investment and asset management team are currently responsible for planned maintenance which is focused on decent homes currently. Heat mapping and reporting of repairs data is available and we look at repairs in properties and communal repairs and also by resident vulnerability. Recommend item for closure	Recommend item for closure		
41	24/02/2026	5.32	Open	Rebecca Sandhu , Interim Head of Repairs	Confirm policy about window maintenance							There is not yet a policy for this as this will need to be drafted when the management of this team is in place, this will predominantly be safety checks etc and the criteria will need to be developed to ensure this provides the best value for money and targets the right properties.	This is the same as the previous month	Dec-26	
42	24/02/2026	5.35	Open	Rebecca Sandhu , Interim Head of Repairs	Invite Dean to return to the forum to answer more questions about repairs service and to provide an update on progress re Planned Maintenance Team							This is not a planned maintenance team and should not be confused with stock investment and asset management and the work they carry out, this will be complex repairs and cyclical programmes not "planned works". Dean attended the 16th June Forum and provided a presentation which is available on the website Recommend item for closure	Recommend item for closure		

43	16/06/2026	6.30	Open	Michael Reece									The Council recognises leaseholders' interest in understanding the likely timing of future investment to their building. The stock condition survey provides estimated replacement dates for key building components and, following the relaunch of MRI Assets, the Council will examine options for making appropriate stock condition information available to residents and leaseholders. Any indicative dates derived from the stock condition survey should be treated as planning assumptions only. Prior to any investment decision, the Council will normally undertake more detailed surveys and technical assessments to validate need, determine scope, establish affordability and confirm priorities. These more detailed assessments may result in works being brought forward, deferred, amended or no longer being required.	Mar-27	
44	16/06/2026	7.10	Open	Lisa Keating	Review the terms of reference for the leasehold forum								This is on the agenda for the leasehold forum on 15/09/2026	Sep-26	
45	16/06/2026	10.00	Open	Michael Reece/ Rebecca Sandhu	Provide updated structure charts								The Repairs & SIAM (including major works delivery) will be provided by end September	30/09/2026	