



Leasehold Forum Action Log

Action No.	Date of meeting	Related minute no	Status	Action Owner	Action Description	Action Updates	September 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 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.	30/09/2025	
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	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.	ongoing - will update in October 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)	ongoing - will update in October 2025.	
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)	ongoing - will update in October 2025.	
24	16/10/2024	2.00	Open	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.	30/09/2025	
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		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.	30/09/2025	
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.	ongoing - will update in October 2025.	
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	02/09/2025	
43	03/06/2025	2.3	Closed	Chris Brown, Director of Quality & Investment	Chris Brown to attend the next Leasehold Forum in September 2025		Chis will attend the September forum	02/09/2025	02/09/2025

44	03/06/2025	2.4	Open	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 build 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.	02/09/2025	
45	03/06/2025	2.6	Open	Carol Hinvest, 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.	02/09/2025	
46	03/06/2025	3.1	Closed	Emma Mills, Head of Home Ownership	Confirm how many responses were received for the survey relating to days and times of Leasehold Forum meetings		We received 26 responses to the survey	02/09/2025	02/09/2025
47	03/06/2025	4.5	Closed	Adeyinka Okude Housing Performance & Insight Manager	Provide information on what leaseholders are satisfied about		In the latest quarterly survey (Q1 2025/26), the highest levels of satisfaction relate to staff being friendly and approachable (53%), satisfaction with the quality of the home (52%), being kept informed about things that matter to leaseholders (50%) and satisfaction that their home is safe (50%). Overall satisfaction saw a slight improvement in the past quarter at 32%, with the final quarter of 2024/25 at 31%. There has been a significant increase in the satisfaction with the handling of anti-social behaviour, rising from 24% in the previous quarter to 38%, and also in satisfaction that Lewisham Council makes a positive contribution to the neighbourhood, rising from 36% to 48% in the past quarter, with increases in satisfaction also for internal and external cleaning of communal areas.	02/09/2025	02/09/2025
48	03/06/2025	4.5	Closed	Adeyinka Okude Housing Performance & Insight Manager	Provide information about what happens after the surveys are completed		Acuity now provides us with a Sentiment report which has formed part of the consent items for the September forum. This provides us with a summary of areas of satisfaction and dissatisfaction. We use this to help us identify areas for improvement. So far, we have improved the leasehold guide, developed a guide to Section 20, updated information on the website and are currently working on a number of improvements, like the resident portal which will enable leaseholders to serve more information	02/09/2025	02/09/2025
49		5.2	Closed	Emma Mills, Head of Home Ownership	EM to share presentation delivered on Freehold and Leasehold Reform Act 2024 with members and upload on website		The presentation and summary was emailed to Forum members 04/06/2025 and can be found on our website https://lewisham.gov.uk/myservices/housing/leaseholders/leaseholder-forum	04/06/2025	02/09/2025
50	03/06/2025	6.2	Closed	Martin Ryan, Head of Environment	Look at parking issues which impact upon emergency access		Estate Environment managers are identifying areas where access for emergency and service vehicles is frequently obstructed. We will then work with agree the best way to tackle this, involving Fire and Building Safety and the Parking team. Traffic Management Orders are the default approach but require design, statutory consultation and signage. They take several months to put in place. Forum members are invited to flag sites where that know emergency access is impeded.	02/09/2025	02/09/2025
51	03/06/2025	9.2	Closed	Dean Cooper , Head of Repairs	Resident offered an out of hours service or wait 3 weeks for a repair, call centre staff advised to use out of hours service		Meet regularly with SPS the out of hours service provider and will reiterate that callouts are 24 hour make safe only service addressed in weekly meetings with the provider	02/09/2025	02/09/2025
52	03/06/2026	9.5	Closed	Emma Mills, Head of Home Ownership	Councillor Cooper to be invited to September forum meeting		Councillor Cooper has been invited to the September meeting	02/09/2025	02/09/2025