



# Minutes – Leaseholder Forum

11<sup>th</sup> December 2025 – 18.30  
Microsoft Teams video conference

**Chair:**

Carol Hinvest (CH)

**Lewisham Staff:**

Emma Mills (EM), Glenda Omogbai (GO), Tony Riordan (TR), Zeinab Traore (ZT), Yvonne Lemonius (YL), Jon Davis (JD), Charles Brown (CB),

**Minute taker:** Zeinab Traore (ZT)

**Meeting attendance:** Lesley Benson (LB), Loist Robinson (LR), Bruno Viteritti (BV), Hedley (H), Pat (P), Rosie McGuinness (RM), Pamela Jones (PJ), Samantha Morris (SM), Lisa Catlin (LC), Zeinab El Mikatti (ZEM), Radmila (R), Yvette Pinto (YP), Vincius de Castro Nascimento (VCN), Yen Chu (YC), Denise Stultz (DS), Roberto & Antia (R&A), Julie Winfield (JW), Gladys Medina (GM),

<b>1.</b>	<b>Welcome and introductions</b>	
<b>1.1</b>	<b>CH</b> – Welcomed everyone to the meeting.	
<b>1.2</b>	All London Borough of Lewisham (LBL) staff introduced themselves.	
<b>1.3</b>	<b>CH</b> – Introduced the Agenda items. The main items are that: <ul style="list-style-type: none"><li>• JD will be presenting on the Capital programme</li><li>• CB will be presenting on Fire Safety updates</li></ul>	
<b>1.4</b>	<b>CH</b> – Discussed ground rules re, talking, background noise etc - asked attendees to be muted when not talking, use MS Teams chat or hand raising feature.	
<b>2.</b>	<b>Minutes from the last meeting held on 2<sup>nd</sup> September 2025</b>	
<b>2.1</b>	<b>No amendments to last minutes</b>  <b>CH</b> – Discussed topics from previous minutes, wanting to reconsider using the approach of responding to unanswered questions after the meetings that was discussed at the previous forum. As the waiting time was extended and was seen as unsatisfactory therefore new approach to be considered for future instances  Questions arose from LHS requesting potentially recording future forum meetings, enquiries regarding costs of fire doors, enquiries regarding potential storing of fire doors on estate Dacres Road SE23 and road blockages, enquiries regarding windows, enquiries regarding warranty and guarantees <b>ACTION</b>  <b>LB</b> in relation to front entrance door waivers, she previously complied with request and paid for her own door to be replaced and is unhappy that those that didn't are now getting a free door.	
<b>3.</b>	<b>Action Log</b>	
<b>3.1</b>	EM presented the Action log.	
<b>3.2</b>	<b>EM</b> presented the Action log. This will be published on the Leasehold forum page of our website <a href="#">Lewisham Council - Leaseholder forum</a>	

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	<p><b>JD</b> - Reference to fire assessments added that residents from high rise buildings, 18 metres or above, are able to request fire risk assessments through the building safety pages on the Lewisham website <a href="#">Lewisham Council - Building safety</a></p>	
<b>4.</b>	<b>Service charge Setting 2026-2027</b>	
<b>4.2</b>	<p><b>TR</b> Shared the report, previously sent to Leasehold Forum members to set out the proposed increase for service charges 2026-2027. The increase is an average of 3.8% / £2.24 per week. TR explained that this is based on audited accounts from 24/25 accounts as they are the most recent.</p> <p><b>H</b> – Thanked TR and spoke about having a service level agreement so that leaseholders could clearly understand what to expect and be able to monitor Value for Money. <b>ACTION</b></p> <p><b>CH</b>- These are recommendations that officers make to Mayor and Cabinet who will make the decisions at their February 2026 meeting.</p> <p><b>DS</b> - Questioned regarding viewing payments for service charges. DS stated that the leaseholders should have a running account to be able to check how much they owe and the years previous of their service charges. Also, questioned why this would have to be charged to leaseholders to request this information at an additional fee</p> <p><b>EM</b>- Responded that DS should be able to see at least 3 years of service charges on her account on the resident portal, confirmed there is no administration charge but recovery fees once an arrears case gets to Letter Before Action stage. EM asked YL, who can help further to support DS in seeing her account transactions</p> <p><b>CH</b>- The new portal should have the information on balances there and if any problems in future to reach out to the team for support</p> <p><b>LR</b> – regarding cases where payments have been paid to the service charge account, why are residents penalised for a late payment when sometimes this is an administration error.</p> <p><b>CH</b>- There have been issues of payments being received late, however this issue is being vigorously investigated to have the problem resolved. Also, once we are aware of such issues, we suspend the automated reminders.</p> <p><b>LR</b> – Thanked CH and said she inspected information to support her service charges and discovered overcharges</p> <p><b>CH</b> – Thanked LR for making it clear that residents have a legal right to come in office to view information to support the actual service charge costs.</p>	



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<p><b>LR</b> – Referred to legislation; Landlord and Tenant Act, that leaseholders should be included in the Tenant meetings as leaseholders are to be counted as tenants of the Council.</p> <p><b>CH</b> – Meetings about general needs rent setting are not for leaseholders to attend, these are for tenants only. The Leasehold Forum is the correct place for leaseholders to discuss the service charge setting.</p> <p><b>LR</b> – Does not agree with this and stated that leaseholders should be included due to legal legislation</p> <p><b>CH</b> – Referred to legislation; Section 105 of the Landlord and Tenant Act which defines tenants as those who pay a <b>weekly rent</b> and therefore leaseholders would not be considered as such. Legally we only need to consult the general needs tenants, and I am clear that it was not the right meeting for you to attend, this meeting is.</p> <p><b>LR</b> – Leaseholders should be allowed to attend as an observer</p> <p><b>CH</b> – Reiterated the meeting for LR as a leaseholder is this one which is the Leasehold Forum.</p> <p><b>RM</b> - Questioned regarding repairs services as the condition of buildings deteriorate rather than seeing any improvement, so wants to know why costs are increasing when this is the case</p> <p><b>CH</b> - Inflation has had a significant impact on costs. We are procuring new contractors so the repairs service will improve by being divided into 3 areas. If one contractor is not doing as well, they have the opportunity to be replaced with an alternative contractor</p> <p><b>CH</b> said that she has worked for other Councils and communal decorations programmes are not usually prioritised by Councils as the regulatory priority is to meet the Decent Homes Standard and this does not include any decorating. Also Building Safety and Fire Safety are a priority for Lewisham and other Councils.</p> <p><b>LB</b> – In regard to how service charges are calculated, this should be made clear to them as they have difficulty understanding this</p> <p><b>GO</b> – Requested to discuss this with L on a one-to-one basis to setup a team's meeting for how their service charges is calculated.</p> <p><b>LB</b> - Agreed and said that this can be dealt with via email</p> <p><b>GO</b> – Said also happy to discuss via a Teams meeting too if requested</p>	
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	<p><b>LR</b> – Stated they had previously spoken with GO in a facilitated meeting with Chidi (Estates Environment) and there has been a vast improvement to their block in respect of cleaning but there are some areas that could still be improved</p> <p><b>CH</b> – Will discuss this with Chidi</p> <p><b>LR</b> – Asked there to be acknowledgement that she has made positive statements about members of LBL staff</p> <p><b>CH</b> – Confirmed yes this is the case from prior meetings.</p> <p><b>LR</b> – Asked for clarity about the introduction of consent items.</p> <p><b>CH</b> – This is something that Forum members suggested, and we have been producing them for 2 or 3 meetings now.</p> <p><b>LR</b> – Asking about major works payment options.</p> <p><b>CH</b> – The decision that has been made is to stick with the current payment options, but we will be keep this under review.</p>	
<b>5.</b>	<b>Building and Fire Safety Updates – Charles Brown and Jon Davis</b>	
<b>5.1</b>	<p><b>CH</b> – Introduced the agenda item and CB and JD confirm they will each provide an update starting with fire safety followed by Building Safety</p>	
<b>5.2</b>	<p><b>CB</b> stated that they are focusing on repairing / replacing any fire doors which pose a risk. The doors are ones that have been identified as non-compliant as part of a Fire Risk Assessment (FRA).</p> <p><b>JD</b> - New safety regulations being introduced, in 2026, Personal Emergency Evacuation Plan (PEEPs)</p> <p><b>LR</b> – There have not been as many fire assessments updates to everyone in all the blocks on her estate only some blocks received letters</p> <p><b>JD</b> –There was an event held to provide assurance to residents around fire safety, this was for the whole estate</p> <p><b>LR</b> – Updates should have been provided to everyone</p> <p><b>LR</b> - Asked JD for the post fire policy</p> <p><b>JD</b> – Asked ‘Which post fire policy?’</p> <p><b>LR</b> – When a fire happens what is expected, what are the next steps? What support is provided to residents after a fire occurs?’</p> <p><b>JD</b> – There is a building safety manager for the relevant buildings, residents can raise their concerns with. There is also additional support available from the resident engagement lead.</p>	



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	<p><b>LR</b> – Requested specific updates on reports of the state on their individual blocks, wants to see the findings</p> <p><b>JD</b> - Asked LR to contact the Building Safety Manager or check via the links provided in the Teams chat</p> <p><b>LR</b> – Referred to the legislation, Building Safety Act and the point that leaseholders should not have to pay some costs</p> <p><b>JD</b> – This may be related to leaseholders' protections</p> <p><b>EM</b> – The leaseholder's protections introduced in the Building Safety Act 2022. These protect some leaseholders from paying for certain remediation works. One of the requirements for the criteria is that leaseholders must have a qualifying lease, i.e. the lease needs to have been in existence prior to February 2022.</p> <p><b>LR</b> – They had submitted their form and heard nothing</p> <p><b>EM</b> – We began to issue the forms to leaseholders in the relevant buildings to build up a catalogue of information to be used in the future.</p> <p><b>LR</b> – This needs to be signed off by the local authority</p> <p><b>EM</b> – Confirmed that there are two parts. Leaseholder part and landlord part and landlord part is to be completed for leaseholders who are selling or at the time works are taking place.</p> <p><b>LR</b> – Asked about the waiver for the fire doors, that leaseholders take liability for the fire doors once the waiver is signed</p> <p><b>EM</b> – Front entrance door is the responsibility for the leaseholder to repair and maintain. For a limited time, we offered to gift doors where they were identified as non-compliant. However, this does not mean that leaseholders are not responsible for the doors, going forward.</p> <p><b>LR</b> – Stated her door has 10-year warranty</p> <p><b>CB</b> - Referred to Kerrie Taylor Contract manager for the door replacement programme should be able to advise further re the guarantee / warranty period.</p> <p>Stated that the alternative is that leaseholders would not sign the waiver and complete the fire door change themselves. This is a great opportunity that we have provided to leaseholders to receive fire doors which are certified.</p> <p>Confirmed that leaseholders have always been responsible for their front doors</p>
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<b>RM</b> - Stated they had also paid for their door and would be interested in understanding that if people don't sign waiver and don't replace doors what would be the repercussions	<b>CH</b> – The Council would consider what legal action they could take  <b>JD</b> – Included comments that the legislation has changed a lot during these years and that they were unable to answer historic questions regarding fire doors as he started after the year RM referenced  <b>RM</b> – Requested to find out how many leaseholders from previous years replaced their front entrance door  <b>EM</b> – To manage expectations that this info may not be available.  <b>LB</b> – Disagreed with EM statements that we are unable to obtain the previous information and that it would be useful to know this information  Also included statement that the contractor they used made the point that their front door is next to their kitchen window, one of the most likely places for the fires to start from  <b>CB</b> – Confirmed with LB that if there is an open balcony, anything above 1.1 meter does not have to be fire rated, everything else does. +  <b>LR</b> - Stated that Lewisham Homes was directly representing Lewisham Council, and referred to old minutes that she requested EM to retrieve paperwork from this  <b>EM</b> – this relates to Lewisham Homes Board meetings and had previously said she would try to obtain them and had asked LR what minutes she was specifically referring to, i.e. a date of the meeting so this could be looked into further  <b>LR</b> – Stated this should be evident on the site open for everyone to see as Lewisham Council is part of Lewisham Homes  <b>CH</b> – Explained Lewisham Homes is to be considered as a separate entity to Lewisham Council. Old board papers will not be placed on the Lewisham website. Also stated that if they requested further information from EM, to please state specific meeting dates or topics.  <b>LR</b> – Unable to provide specific time frames, however said she will come back to EM regarding this.
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<b>6</b>	<b>Date of next meeting</b>	
<b>6.1</b>	<p>Date proposal of next leasehold forum meeting Thursday 12<sup>th</sup> February 2026</p> <p><b>RM</b> – Referenced that the Leasehold Forum meeting used to be on Tuesday's, that this may work better</p> <p><b>CH</b> – Suggested 10<sup>th</sup> February 2026 as an alternative, however following a review of diaries Tuesday 24<sup>th</sup> February 2026 is proposed</p>	
<b>7</b>	<b>Future Agenda Items</b>	
<b>7.1</b>	<p>Update on communal repairs and maintenance</p> <p>Update on Estates Environment</p> <p><b>LR</b> – Asked if we could have in person meetings</p> <p><b>EM</b> – Survey results show most respondents prefer online meetings for greater flexibility and unlimited attendance, unlike in-person venues.</p> <p><b>RM</b> – Raised questions regarding touch ups on blocks / estates. Residents might be willing to offer time and skills to help</p> <p><b>CH</b> – Asked ZT to add to future agenda items for an update on repairs and specifically communal repairs.</p> <p><b>CH</b> explained difference between maintenance and repairs</p> <p><b>H</b> – suggested an organisation chart would help so leaseholders know who does what in LBL <b>ACTION</b></p>	
<b>8</b>	<p><b>CH</b> – 'Thank you very much everybody thanks for coming and look forward to seeing you next time</p>	

The meeting closed at 20:24pm.

The proposed date for the next Leaseholder Forum is Tuesday 24<sup>th</sup> February 2026 @ 18:30