



# Minutes – Leaseholder Forum

Tuesday 3<sup>rd</sup> June 2025 – 18.30  
Microsoft Teams video conference

**Chair:**

Carol Hinvest (CH) – Director of Resident Engagement and Services

**Lewisham Staff:**

Emma Mills (EM) - Head of Home Ownership and Independent Living

Glenda Omogbai (GO) - Service Charge and Sales Manager

Lynn Seymour (LS) – Leasehold S20 Consultation Manager

Yvonne Lemonius (YL) – Collections Manager and Legal Coordinator

Victoria Seifert (VS) – Principle Lawyer, Legal Team

Martin Ryan (MR) – Head of Environment

Joy Crofts (JC) – Home Ownership Officer (taking Minutes)

Meeting attendance: Stephanie Hanson (SH), Loist Robinson (LR), Devesh Bharadia (DB), Loretta Mullens (LM), Billie Murdoch (BM), Rosie & Christopher (R&C), LMi, Zeinab El Mikatti (ZM), Julia Fulukiya (JF), Pam J (PJ), Rhiannon Ifans (RI), Lepaya Learning 21, Roberto and Antia (R&A), Julie Winfield (JW).

**Apologies: Hedley. Helena**

1	<b>Welcome and introductions</b>
1.1	<p><b>CH</b> - Welcomed everyone. Introducing guest speakers: Victoria Seifert (to talk about Commonhold and Leasehold Reform Act). Martin Ryan (to talk about the Estates Environment service).</p> <p><b>CH</b> – Guests speakers here as requested by Leaseholders at previous meetings.</p> <p><b>CH</b> – Reminder of Teams Etiquette – on mute when not speaking, use Team hand-raises or chat, or camera on. CH will mute if noise appears over other speakers or during presentation etc.</p>
2.	<b>Minutes of 20th March 2025</b>
2.1	<p><b>SH</b> - Regarding 2.2 (not sure if LR is able to join meeting). CH confirmed LR is on.</p> <p><b>SH</b> – Not sure if LR can hear and unsure if LR had sent her comments about being omitted from the meeting in January 2025. When LR was admitted, LR had missed the first 20 minutes. SH had joined via wrong link, so was late for a different reason. The Forum was discussing service charges, but LR doesn't know if this was fully reflected in the Minutes. Wants it noted and confirmed that Minutes for January 2025 are confirmed and was the order correct?</p> <p><b>CH</b> – Yes, LR has written in, and we responded to LR today (03/06/2025). Thanks for raising it for LR.</p> <p><b>LR</b> – When LR joined, she didn't hear all service charges but heard all of Chris Brown because she asked him as a new member of the team, what his role was, what areas he covered? LR was not allowed into the meeting until the last part of service charges, so LR missed that, having raised to EM why were leaseholders not included in the service charges and rent-setting meeting? You always ratify minutes at beginning of meeting, but at that meeting it was done at the end.</p> <p><b>CH</b> – Yes, as mentioned, Chris had another meeting, so he was moved to first on agenda and minutes were moved to the end. We do usually do minutes first.</p>



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	<p><b>LR</b> – Chris was not first. LR was there for whole of Chris but when LR came in they were already doing service charges.</p> <p><b>CH</b> – On rent and service charge point in the meeting, this was about service charges. It's not about both as rent and service charges are discussed with tenants and service charges are discussed with leaseholders.</p> <p><b>LR</b> – When she joined CH was doing service charges. LR stated she thinks it was deliberate change on CH's part because LR had raised why leaseholders were not invited to the service charge setting meeting. LR will take it further. Very wrong what Lewisham do. Has caught Lewisham out on lies, omissions and errors. Not acceptable. Costing leaseholders' pockets on errors made.</p> <p><b>CH</b> – Not doing matters arising from minutes yet. If LR wants to take things further, more than welcome to do that.</p> <p><b>LR</b> – I will because you lot are very corrupt.</p> <p><b>CH</b> – Not accepting that language.</p> <p><b>CH</b> – Ground Rules of meeting also include trying to be polite to one another.</p> <p><b>LR</b> – I am being shut up because of making leaseholders aware. Will bring it up in any other business so that all leaseholders in Lewisham are aware of what Lewisham do.</p> <p><b>CH</b> – Thank you LR. Point made about the Minutes.</p>	
<b>2.2</b>	<b>CH – minutes agreed</b>	
<b>2.3</b>	<p><b>CH</b> – Back to item 2.4 of the Minutes. Met with others on 02/06/2025 to talk about Capital Programme and Chris Brown happy to come back to next meeting and talk through findings from Savills.</p> <p><b>Action Point</b> - Chis Brown to attend September 2025 meeting.</p>	
<b>2.4</b>	<p><b>SH</b> – Re dates for surveys, and knowing people in Lewisham have been given conflicting dates, can Lewisham provide info on what surveys are being done and when (to be sent to all residents, or leaseholders specifically)?</p> <p><b>CH</b> – Not sure can commit to that. Have finished surveys for stock condition survey, carried out by Savills. A lot of work carried out on Dacres Estate so not anticipating a lot more major surveys being undertaken. Will think about it – cannot say 'yes' or 'no' now. Others in Housing Directorate to be considered also.</p> <p><b>SH</b> – 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?</p> <p><b>CH</b> – <b>Action Point.</b> Will take that away and think about it.</p>	
<b>2.5</b>	<b>CH</b> – Re more substantive items on the agenda:	



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	<p><b>CH</b> - Action log re website being dated. EM has done a lot on website since the meeting. Lots of reviews and looking at pages. Look now, it will look less dated, but let EM know if any feedback on things found (like links do not work or things are out of date). This is ongoing with regular updates.</p> <p><b>CH</b> – Transformation item: Dean came and talked about repairs transformation. Answered questions. No actions, so that’s good.</p> <p><b>CH</b> – Holding us up about language and use of acronyms. That’s good; keeping us to task.</p> <p><b>CH</b> - People thanking contractors.</p>	
<p><b>2.6</b></p>	<p><b>CH</b> – Major Works payments. We did the benchmarking information. EM is working on making sure we are able to ‘operationalise’ our options and looking at what options others have that we do not have.</p> <p><b>Action Point.</b> We will come back with information about that.</p> <p><b>CH</b> - Satisfaction results – more information in Consent Items, so will come back to that in a minute.</p>	
<p><b>2.7</b></p>	<p><b>LR</b> – You haven’t said anything at all about looking at the 10 years option for leaseholders.</p> <p><b>CH</b> - Have said that EM is looking at the options other boroughs have that we do not have. Will come back on that as it’s in the Action Log. There are a number of different options that others have, and EM is looking at those.</p> <p><b>LR</b> – Can we have a timeline?</p> <p><b>EM</b> – Cannot give timeline yet; a lot of things involved, and a lot of conversations EM needs to have with Finance Team around implications. Sorry, do not want to give a timescale then not meet it. Will be as soon as we can.</p> <p><b>LR</b> – Will it be before end of financial year?</p> <p><b>CH</b> – Yes, should be before end of financial year.</p> <p><b>CH</b> - Carrying on with minutes. Martin Ryan is here so he can answer questions about estate caretaking and grounds maintenance later. Martin, please peruse minutes before your part and can expand upon answers already given in the action log.</p>	
<p><b>3.</b></p>	<p><b>Consent Items – Content and Format</b></p>	
<p><b>3.1</b></p>	<p><b>CH</b> –Consent Items (suggestion made by Hedley). Also, have done survey about why leaseholders not attending, did we need different days of week/time of day? Findings – Tuesdays, Wednesdays and Thursdays are wanted for meetings on, in evenings, not during the day. So, seem to be doing at the right time and on the right days for now. [Billy question – How many responses did you get for the Survey?].</p> <p><b>Action Point.</b> EM to confirm.</p>	



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	<p><b>CH</b> - Some leaseholders didn't know the Forum was online. EM has set up a reminder to go out 2 days before meeting. Zeinab and Julia confirmed they got the reminder.</p>	
3.2	<p><b>SH</b> – Are there other ways to communicate to leaseholders of these meetings? Not sure how SH found out – maybe the website? Can it be posted? Mindful of costs. Lobbies or foyers of flats? Was a leaseholder for 2 years before finding out about the Forums.</p> <p><b>EM</b> – SH makes a good point about costs; any costs relating to advertising via posters etc will increase the management charge for leaseholders. Currently advertising everywhere possible. Open days. Roadshows etc. Community Engagement Team. This evening there are a lot more leaseholders than are usually on. CH has said we've done the survey, tested water for dates and times. Advertised twice a year minimum with Estimates (April) and Actuals (September) and any other letters sent. Newsletter going out to all residents shortly. Have set up reminders. Not sure what else without costs escalating. A lot of work already gone into this and there are a lot more on the Forum this evening.</p> <p><b>SH</b> – Getting bulk and mass texts about workshops. Can you do that too?</p> <p><b>EM</b> – Can look at text messaging, but again this comes with a cost.</p> <p><b>DB</b> – Maybe do a PDF version and email to TRA's for printing and put up in public places?</p> <p><b>CH</b> – Thank you. Good idea.</p> <p><b>LM</b> – Also suggested SMS messages. Like SH, LM keeps getting workshop messages, so they could certainly get the Leasehold Forum messages then.</p>	
3.3	<p><b>R&amp;C</b> – Seems to have dropped off the mailing list for the newsletter?</p> <p><b>EM</b> – Not sent newsletter out for a while. Clearly on the mailing list for the Forum though.</p> <p><b>CH</b> – Rosie had asked if we could have an item on Leasehold and Commonhold Reform and we have Victoria here to talk about that and we can all learn more about that.</p>	
4.	<b>Action Log</b>	
4.1	<p><b>CH</b> – Next, going onto the Action Log to see what remains and what is outstanding.</p> <p><b>EM</b> – When EM sends it out and when it's uploaded to the website, there are a couple of Appendices as well. Have left those being closed this evening (03/06/205) in green so that people can see the actions taken.</p> <p><b>CH</b> – All in green are closing this evening. Peter said first one is planned for September 2025 so not due yet.</p> <p><b>CH</b> - Martin can update on chute closures and food waste.</p> <p><b>CH</b> – Martin for waste 'containerisation'.</p>	



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	<p><b>CH</b> - Resident Portal is still summer-ish, so it is happening and is being tested and developed.</p> <p><b>CH</b> - Total Mobile System is ongoing. Might have slipped back, but it will be coming.</p> <p><b>CH</b> - Estates environment; Martin is here.</p> <p><b>CH</b> - We are aware that current resident portal is intermittent where repairs are concerned.</p>	
4.2	<p><b>LR</b> – Thought it was agreed that Action Log is shared with all leaseholders? You shared the last one.</p> <p><b>EM</b> – Yes, it will be. It's shared after the meeting and uploaded on the website.</p> <p><b>CH</b> – Lots on the Action Log will be closed after this evening, so everyone can see the updated Action Log.</p>	
4.3	<p><b>CH</b> – Next item was the suggestion by Hedley; to keep up to date with agenda items, without having to discuss them. We suggested we do what the Service and Performance Panel does and have Consent Items: items there for information, don't discuss at the meeting, can have them in advance and can ask questions in advance.</p> <p><b>CH</b> – This is the Leasehold Forum's first attempt. Does this look like the right kind of format? Are these the right kind of items? There's another one (Leasehold Satisfaction Report) as another Consent item.</p> <p><b>CH</b> – Format - what do you think? Can talk now or give feedback afterwards when you've had a chance to look at them.</p> <p><b>LM</b> – What is this document and what are consent items?</p> <p><b>CH</b> – At last meeting, Hedley asked if we could have things on a list, so we can keep moving things on and keep track of things without having to have them discussed at every meeting. This is our attempt to give updates without having to repeat updates in the meeting. So, we can keep having different things on the agenda, but keep people updated with things already discussed. For example, the Future Capital Programme (the stock condition surveys from Savills) etc and other things people have expressed interest about.</p> <p><b>CH</b> – The Service &amp; Performance Panel (a tenant and leaseholder group) has one about Building Safety and one about Resident Engagement, that they have regularly.</p> <p><b>CH</b> – Getting reasonably positive feedback in the chat. Thank you. The other one is the Customer Satisfaction survey results, which is in here for people to review.</p> <p><b>RI</b> - Needs to be 14 ppt due to dyslexia. Can also help with how things look for dyslexic people.</p> <p><b>CH</b> – Thank you for that kind offer.</p>	
4.4	<p><b>LR</b> – Was it sent out on 23<sup>rd</sup> May? I didn't get a copy. Can I have one?</p>	



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	<p><b>CH</b> – EM will check and send it to you. EM sent to LR during the meeting.</p>	
4.5	<p><b>LM</b> – With the Satisfaction Survey, does this go out to all leaseholders?</p> <p><b>CH</b> – It's a Sample Survey to get a statistically relevant sample so that results are meaningful.</p> <p><b>LM</b> – Have taken part in a few but doesn't see it tracking the dissatisfaction element. There's a rating for satisfaction, but what about feedback for dissatisfaction?</p> <p><b>CH</b> – Comments can come back in open communication. Also introducing 'sentiment analysis' asking 'Why?'. We only understand what is driving dissatisfaction but need to understand what is making people more satisfied also. So we can see what makes people unhappy but can't see what is making people more satisfied. Looking at results from both and on both sides.</p> <p><b>LM</b> - Are there actions arising from that feeding into another process?</p> <p><b>CH</b> – Certainly are on the tenants' side, as they give feedback on repairs, damp &amp; mould etc.</p> <p><b>Action Point.CH can take away and think about how we demonstrate that back to you.</b></p> <p><b>RI</b> – Wants to say that CH is really good at chairing. Really hates the satisfaction survey. Used to always be called by people based in Brighton. It's a ping-pong approach. It's not satisfaction. The call lasts for over an hour and they go into great details, but it's always the question of what action is going to be taken? The mould meeting was good, but it's the follow-on. People get paid a lot to do the surveys, but they want action, what happens after the surveys? They just need action. Same as LBL probably, they want things to progress and not keep hearing the same things.</p> <p><b>CH</b> – All good points.</p> <p><b>Action Point.CH will take away and think about what they can do.</b></p> <p><b>BM</b> – Likes the fact that survey focusses on satisfaction levels. She looks at low satisfaction levels. It's important to find out what is making people satisfied so that you can build up on that. There is enough information knowing what isn't working about Lewisham . Clearly, Ombudsman involvement. Wants to know what do people like and how to build on that.</p> <p><b>CH</b> - Agreed.</p> <p><b>CH</b> – Yes, SH, we can pick up from Chat (Can we advise on the outcome at the next Leaseholder Forum please).</p> <p><b>CH</b> – Thank you everybody. Really useful discussion.</p>	



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5.	<b>Leasehold and Freehold Reform Act 2025</b>	
5.1	<b>CH</b> - Thank you Rosie for sending letter received from the MP. Victoria should clarify the new legislation, so everyone understands its implications. Hand over to Victoria.	
5.2	<p><b>VS.</b> Has a Presentation and will share with attendees afterwards.</p> <p>The Act itself is called the Leasehold and Freehold Reform Act 2024. Will talk about what is in force and what is yet to come.</p> <p>It went before Parliament. Conservatives and Labour very keen on this. Have done a lot of research into Tenant and Leasehold and Cladding issues etc</p> <p>Aim is to reduce financial burden. Simplify process for acquiring leaseholds or extending leases. Protect against unfair practices. Stricter regulations for landlords re managing service charges and building safety issues.</p> <p>Most of the Act is not in force. Some things are included in an Act but will never ever come into force.</p> <p>VS gave a ‘whistle-stop tour’ of the slides in her presentation.</p> <p><b>Action – EM to share presentation with Forum members and place on website</b></p>	
5.3	<p><b>CH</b> – It’s a legal presentation and although Victoria has tried to make it as less legalistic as possible, the law is written in a certain way to confuse anyone who is not a lawyer. Will send the slides out and will invite questions once you’ve had a chance to digest it. Write in questions to HOS and we will get VS to respond to them.</p> <p><b>LR</b> – Would be really useful when presenting complex information, to send slides out in advance.</p> <p><b>VS</b> – Apologies. The slides will be circulated afterwards, but comment understood. This was more like an overview, but take that on board, so next time if asked will try and get seminar notes earlier than the meeting.</p> <p><b>LR</b> – Also because some people are not as vocal and probably have questions, but questions won’t be answered as haven’t had time to digest the information. Would be good for everyone to hear the same information. Would appreciate that in future. Also, when you do answer the questions, would you send something round for the questions that are asked, so that everyone gets the answers to the questions please?</p> <p><b>VS</b> – Can provide general answers but not legal advice.</p> <p><b>CH</b> – Can suggest we make it into a Consent Item for next time so that questions and answers are collated and added to the docs sent out for the next time.</p> <p><b>LR</b> – Thank you. The presentation was a lot to take in. Like to read in advance. Thank you.</p>	



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	<p><b>RI</b> – Couldn't even work out if we were landlords, tenants or whatever. Litigation really confused me. Do try and make it simple because I didn't understand any of it. Loved the presentation but most of it went way over her head. But thanks for doing it.</p> <p><b>CH</b> – Thanks RI, always reminding us to keep our language use and how we need to be clearer in plain English in what we say. Thank you, VS, for whistle-stop tour through quite complicated legislation. Will send presentation to everyone and will collate all Q&amp;A's for next meeting.</p>	
<b>6.</b>	<b>Estates Environment Service Update</b>	
<b>6.1</b>	<p><b>CH</b> – Hand over now to Martin Ryan, Head of Environment.</p> <p><b>MR</b> – Nice to be back. Won't go into detail about what Estate Environment does. Will instead give a summary of that, then focus on some things which are changing. Then will address Estates Environment points on the Action Log list, so have time for questions, comments and responses.</p> <p><b>MR</b> – Estates Environment is looking after shared spaces on Estates. That means internal communal areas (corridors, stairwells, lifts in blocks). And external hard areas (sweeping of roads, collect bulky refuse from residents, also remove illegally dumped waste (fly-tipping). And green spaces; not individual gardens but communal gardens. Multi-plots are allocated and need to be maintained (at the back of properties). They are assigned to individuals and make the rest look bad sometimes if not maintained.</p>	
<b>6.2</b>	<p><b>MR</b> – Also looks after Hostel caretaking. And they run the Clear Corridors Service Not very popular. Try to keep corridors (internal) and corridors (open to the air) 'sterile' (jargon term - fire-safety talk) meaning keeping areas free of obstructions which could impede escape, or catch fire, or explode. Do all this without causing distress to residents. A difficult balance to strike. That's what we do. Residents have views about how well we do those things.</p> <p><b>MR</b> – We try to improve and give value for money with the spaces in terms of sustainability and financial cost.</p>	
<b>6.3</b>	<p><b>MR</b> - Green areas; fewer areas regularly mowed. Re-wilded some areas. Not seen much benefit yet - maybe Spring flowers. Summer re-wilded areas not appearing yet. In Autumn, they will cut them back; partly because it looks quite nice, partly because it reduces their carbon emissions with less visits on site. Also, if they cut the grass less, that uses less fuel, needs fewer people to do the work. Are reducing Green Services headcount by 4 people. Not a massive difference but costs will increase less, so should make some difference.</p> <p>RI and BM like the rewilding areas.</p>	
<b>6.4</b>	<p><b>MR</b>- Another area of change is Bulky Rubbish Collection. Not the most 'proud of' service. It has evolved, rather than by design. Twenty years ago, people did not dispose of as much waste as today. Now a lot more waste is disposed of. Rubbish not put out on the days we hope, and where we want it. Collection point and a fly-tip look similar, and they feed each other.</p>	



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	<p><b>MR</b> - Want to do 2 things – make it cheaper and more efficient (using larger vehicles) so fewer trips to tip. Less fuel will reduce head count and should reduce tipping costs, so then we can use tips that have a better rate.</p>	
6.5	<p><b>MR</b> – Also trying to agree with residents who follow the rules. In most street properties, bins are collected on certain day in the week. For large items they make an appointment, and it's collected on the day. It's a contractual relationship rather than to make a mess and expect the Council to handle it. We want to do this more for Estates also want to identify and re-educate those who do not follow the rules. They mess up the Estates and it ends up with everyone paying for it. It's only a minority of people but it needs residents' input.</p>	
6.6	<p><b>MR</b> – Finally, we want to change the way we cover weekends. Some Estates need cover at weekends. In general, high-rise blocks. Most blocks don't need Sat/Sun service, so we ought to provide service only where it's needed. Looking at getting rid of weekend service to stop the gap then required in the week to account for the weekend working. Alice Exley-Smith has raised running a workshop on 17 June, anyone wanting to know about weekend working please add it to the chat and we will send you details. A more consistent weekday service means the sorts of problems in the action log won't exist because of no cover and additional absences during the week.</p> <p><b>MR</b> - All aimed at improving services without costing more and, in some cases, they will cost less. Hard to say if this will be seen in service charges.</p>	
6.7	<p><b>CH</b> – LL21 said grass is one thing, but large concrete slabs that move, creating bad trip hazards.</p> <p><b>MR</b> – We think they're a bad thing. Said earlier all the shared spaces; probably exaggerating as when a repair is needed in shared space, they rely on Quality &amp; Investment to repair that. If it can be done by Repairs, then they do, or it goes into stock investment for more substantial work to be programmed in. Their main role in that case is to report it.</p>	
6.8	<p><b>CH</b> – R&amp;A said they have 2 recycling bins for 12 flats (same as houses use for one household). BM said: yes, we have bins big enough for large blocks for 6 single room flats. I wonder if bigger recycling bins and smaller waste bins will help?</p> <p><b>MR</b> – Good question. It relates to points in the action log also. Want to improve waste and recycling. Doing that in partnership with teams in the Council. Also are now rolling out food waste collection. Progress on food waste is slow. Number of estates are collecting food waste already. Hillcrest, Edward Street, etc. Some cases involve chute closure. Need to ask if it's right for the block? Will consult with the block. More recycling bins as chutes don't encourage recycling.</p>	
6.9	<p><b>RI</b> – Martin used to be pest control and yellow waste bins. RI used to speak to him decades ago. Good to hear his voice. They have been addressing stuff for years in tenants' meetings and it is really important. Consumers to blame – dumping rubbish and chucking it out. Feel sorry for caretakers who have to put up with people in Lewisham who treat the place like a pigsty. Would like Lewisham to do more fines for people and clamp down. Fine them £100. She will video neighbours and get them fined – dumping toilets, fridges, freezers, washing machines daily in front of the waste bins. It's people who live in Lewisham. RI feels sorry for the caretakers. Please include RI as a leaseholder or concerned citizen in anything MR is leading on.</p>	



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	<p><b>MR</b> – Thanks and will pass empathy on to the team.</p> <p><b>CH</b> – BM’s suggestion is to do a blitz for a few days, problem areas, fine more than £100 and if can’t pay, send on an education course.</p>	
6.10	<p><b>SH</b> – Appreciate it’s not an easy job for caretakers. Appreciate MR’s candour today where things are not meeting standards. How do you monitor standards? Before services came back in-house, SH found a document under Lewisham Homes with ratings of Gold, Silver and Bronze (Gold being best). SH lives on Dacres Estate. Looking at the pics, they fail on everything. It’s been going on for years.</p> <p><b>SH</b> - Are you still using that as a standard setting? Also, how are you monitoring caretaking? Have been taking photos for 2 years. Looking at key areas where job hasn’t been done. Glass and broken plastic in car park. Driving and has had to remove it or risk a burst tyre. Glass door has been there for at least a few weeks – risk of tetanus if someone falls.</p> <p><b>SH</b> - Jobs have been told by Wojciech there are daily/weekly tasks but definitely not being done. Weekly and daily charges not being done, but residents are being charged for services. Danger to children, people not so able etc.</p> <p><b>MR</b> – First question, yes, we are using the same standards; that’s the standard after block has been cleaned. Can’t hold caretaker responsible for the state 3-days after work was done.</p> <p><b>SH</b> – Has evidence and photos to show the work was not done.</p> <p><b>MR</b> – Standards are the same. If you mention areas to Wojciech, then it is that manager’s responsibility for that Estate. Let MR know. Interested to know that residents are raising problems and they are not getting addressed. Managers check most blocks at least once a month. Things get missed. Have vacancies. Can’t afford a reserve team of caretakers.</p> <p><b>MR</b> – Did have a software package. Had it for years but it doesn’t work for us, our staff or residents. Recognise it’s hard to measure everything on every Estate. Digital technology helps in this area. Managers monitor but it helps when residents help and provide digital images.</p> <p><b>MR</b> - Will find a way to monitor better how we are doing, and this is a strong case to invest. Will share with leaseholders when it is launched.</p>	
6.11	<p><b>LR</b> – Also on Dacres Estate. Has written emails, sent videos, discussed service charges as not happy with them. Still ongoing. Surprised by the meeting. Speaking to grounds maintenance team as they had Major Works. Separate tasks allocated to separate tasks (bins, flower beds, sweeps estate, grass cutting, tree cutting). Wouldn’t it be useful for residents to have a list of works rather than make assumptions? Just speaking to everyone (residents), they were amazed that ground maintenance does not do everything.</p>	
6.12	<p><b>LR</b> – Would be useful to know when things are done like how often for grass cutting, etc. Also, how are you dealing with sickness monitoring? Charging leaseholders for services we do not think are fair. Reductions should be automatic. The teams provide</p>	



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	<p>services but not talking to each other – e.g., MW lighting, scaffolding went up but with no benefit to contractors or leaseholders. Shouldn't have to write and ask for adjustments. Sickness monitoring shows caretaker off sick. When he's back, the other goes off sick. So have 1 caretaker looking after 300 households. What about smart working; walking around estate to see what needs to be done? Have been occasions when bin men left all the bins across the entrance, so residents have to navigate round bins to get to their own flats. Caretakers should see it and do it. It's a lot. LR can put in writing, but those things could be looked at as part of the review. Chidi is very good also.</p>	
<p><b>6.13</b></p>	<p><b>MR</b> – Thanks LR for sharing. Have made some really good points. Won't try to address them all but would respond to lots of people are doing different parts of what looks like the same job. Someone comes along. Who does what? When can you expect it to be done? And why not smart working? They see something to be done, and they do it. The problem then is with a large organisation you need to know who is doing what, which means you are then limiting tasks to do what needs to be done, rather than what doesn't need to be done. That means the job becomes rigid. That's a restricted way of managing. Lewisham is managing large groups of people so it's a balance to get right. Current ability to monitor what people do is primitive (because we don't have a digital management system, but are working on it), that adds more confusion to the mix. Have to rely on active managers like Wojciech, as good frontline managers can start improving there.</p> <p><b>MR</b> - Re sickness, we want to be fair when people are ill and support them, give time to get better and time to recover. Work hard on sickness. Unfortunately, when there's a cluster in team, people move around, new patches etc, creates a hole somewhere else. Try to manage locally but would try to work on cover in most effective way. Keep giving feedback so we can keep improving.</p>	
<p><b>6.14</b></p>	<p><b>LR</b> – Been flagging up mice issues for a year and half. Told a minimum of 8 people before you can come out to do pest control. Then you come over and you're threatening to take legal action to remove doors. It was a much smaller problem when reported 18 months ago.</p> <p><b>LR</b> – Following on from meeting with Chidi, he offered to come to the Estate. Put things in place. Wojciech was regular, but not very effective. Since Chidi's visit, there's been a deep clean on the block. Place looks generally a little cleaner. Lived here for 45 years and never got involved before but that says how bad it is.</p>	
<p><b>6.15</b></p>	<p><b>LMI</b> – Shares frustration with LR and SH. They mention issues we experience as well in our building. Understand the argument about flexibility, but you're dealing with housing management and people so there must be a better effort to try to divulge this information (like collection times, or points to be sign-posted on a notice board, that's what MR's dept can do).</p> <p><b>LMI</b> – Understands people need support when sick, but at the end of the day there is a issue of not having caretakers, not having cover, having large numbers of families living in a not always healthy environment. Our sickness needs consideration too – we have children walking around. Has to be a balance whereby when someone is sick, someone else takes the job over and either gets job done 100% or it's not a good system. Proposed years ago, to have a transient team to help with sick cover for caretaker so building still getting full cover.</p>	



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<p><b>6.16</b></p>	<p><b>LMI</b> - Also re fly-tipping. People should behave better. Not fair though that 90% have to put up with inconvenience of the 10%. Unhealthy things spread by foxes etc, because of the 10% who do not respect the environment. There are things you can do because in Bence House when the metro store was put in place, we didn't have the issue, it was an amazing success. Clement was more challenging but fly tipping stopped there too. Planters placed where fly-tipping was previously. Has a cost, but surely it has saved money. Looks better. Uplifting for residents. Saving on costs as caretakers don't have to move all those items. Creative thinking can cover more ground.</p> <p><b>LMI</b> – And two more points: hope in this transition period a thought is put on efficiency and resources do not stretch to new planters, metro stores, so effort goes into making sure time is used efficiently. Am a big believer in investing in better cleaning, machinery will save money and have better results.</p>	
<p><b>6.17</b></p>	<p><b>LMI</b> - Have something for AOB an example of wastage in the repair system. Final point Bence House having huge problems with recycling - foxes, toddlers stepping over boxes. Not good for anyone. The opening of the metro store is too small. Can't put anything inside without breaking or folding it. Recently there's been a a Controlled Parking Zone put in place, so pick-up truck cannot enter any longer now when cars are parked at the end close to the gate at entrance to car park. So, when a car is parked (where it is allowed to park), the pick-up truck cannot pick up rubbish and recycling. They can raise as residents but hope MR can raise it as it has to be fixed because it isn't working as it is.</p>	
<p><b>6.18</b></p>	<p><b>CH</b> – Over to MR who's been in lots of talks with colleagues in Parking.</p> <p><b>MR</b> – A lot of things said and agree in part with almost everything, particularly re metro stores. Our team put them in. They are a good idea and deter fly tipping. Want to do more. Assist with recycling. Waste containerisation. It does mean regulating the size of the aperture. Less likely to get misused, contaminated. Not seek perfection at expense of improving things. Will work with residents to get things in place.</p> <p><b>MR</b> - Re parking, in retrospect, controls might be different in future. Consultation did not initially include Pepys. Later included parking controls on Pepys so impact was different in controls in joined areas. There will be a review of Evelyn CPZ (6-9 months after starting), so will be quite soon. It will move to next stage where there is enthusiasm for it and there will be reviews down the line.</p>	
<p><b>6.19</b></p>	<p><b>LMI</b> – Not the right answer, shouldn't wait for review. Parking there stops ambulance and even a fire truck from coming into the building.</p> <p><b>MR</b> – If it's a safety issue we can consider specific measures to tackle emergency access. Will look at it with colleagues in Parking. Thanks for insight.</p> <p><b>Action MR to look at parking controls which impact on emergency access.</b></p>	
<p><b>6.20</b></p>	<p><b>R&amp;C</b> - Two questions. Would like to understand your thinking about dropping some caretaking on the weekends, or do you mean some services will be reduced over the week? Also, what digital methods are on the table to monitor caretaking?</p> <p><b>MR</b> – Re weekends, definitely talking about reducing the total amount of the service. Talking about only providing a service at weekends, instead of providing it for some days during the week. Let's say one caretaker is working 36 hours in total: 28 hours are</p>	



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	<p>Mon-Fri and 4 hours each are on Sat/Sun. Sat/Sun is limited, not as closely supervised, so might not get same productivity as for Mon-Fri during the week. But some blocks need daily attention (high-rises, heavy usage, where bins need moving due to chutes etc), so it's a horses for courses approach, not blanket. Some blocks do not need as much weekend service.</p> <p><b>MR</b> – Re second question, digital monitoring – Repairs team adopting Total Mobile IT system, so instructions and schedules go to handheld devices, so individual operative (e.g., gardener) knows what to do and needs to input information in the device to show they have done it, and we can tell where it is, upload photos etc. It's web-based so means inspections can be part of the same system.</p> <p><b>MR</b> - Currently we have nothing – bits of papers, pairs of eyes and drivers that can comment on things. We do get valuable feedback from residents so it will be a gamechanger if allowed to go ahead with it.</p> <p><b>R&amp;C</b> – Photo evidence is good as cannot quibble with that really.</p> <p><b>RM</b> – We have that already, but hard to manage quantity of photos, dates taken etc. Needs structure.</p> <p><b>R&amp;C</b> - Will be easier for people to understand a weekday/weekend schedule to know what to expect and when? Lots of residents trying to work out what should be done daily, weekly, every 6 months etc. We still need to understand what needs to be done.</p> <p><b>MR</b> – The digital system will be a big help with that. Problem is currently relying on website. The services are different for different types of blocks so that makes it more complicated. Working towards that.</p> <p><b>R&amp;C</b> – So residents will have access to that record?</p> <p><b>MR</b> – Think that's where we want to get to. Need to get it right first. Being transparent about what we do and don't do and costs.</p> <p><b>CH</b> – Thank you.</p>	
7.	<b>Date of next meeting</b>	
7.1	CH – Next meeting date was supposed to be 16 <sup>th</sup> September. The Council have called a meeting so unfortunately CH cannot attend, so we will look for a new date for the next meeting.	



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8.	<p><b>Future agenda items</b></p> <ul style="list-style-type: none"> <li>• Chris Brown Re Planned major works programme</li> <li>• Communication – how can communication with leaseholders improve to avoid complaints?</li> <li>• Housing Ombudsman Report</li> </ul>	
	CH - Please put items for future agenda in the Chat or email Emma.	
9.	<b>Any Other Business</b>	
9.1	<b>CH</b> – LR and LMin said they both have items for AOB.	
9.2	<p><b>LMI</b> – Want to report that a leaseholder still can't report leaks online when the leak comes from tenant property above. Was on phone forever. Message kept saying use our online service, but we can't do it, so it has to be corrected.</p> <p><b>LMI</b> - Second point, LMI had to use the Emergency Plumbing Service. Essentially it is just not working. At weekends they use an external company that probably charges Lewisham an arm and a leg. You have to stay in 24-hours, but they can turn up at 3:30am in the morning. If you're asleep - like normal people – they might not knock or ring the bell and they said, 'we rang at 3:30am but nobody was in'. So how can it be an emergency service? It's very costly as well, I'm sure.</p> <p><b>CH</b> – On those 2 points, the first point, the Total Mobile System will hopefully have an enhance resident reporting service facility. It will improve the whole resident reporting experience. We realise and accept it's not as good as it could be at the moment. This is one of the drivers to replace the resident portal to get better functionality.</p> <p><b>CH</b> – On the second point, yes others have made the same point. The reason for a 3:30am knock is that if it's an emergency, you might still be awake watching the water flowing still (through roof etc). We are thinking about how to improve/classify what an emergency is, so having more conversations to arrange for, say, the morning instead (if it's not the weekend).</p> <p><b>LMI</b> – Was offered either 24-hours service or 3 weeks wait. So call-centre lady said might as well take emergency service or otherwise wait a very long time. It happened about 4 weeks ago.</p> <p><b>CH</b> – <b>Action Point.</b> We will look into that.</p>	
9.3	<p><b>LR</b> – LMI raised a point: when I went to do my service charges, we found extra charges for this nighttime service. It added about £100 on each bill. It was then audited and LR found £600 worth of charges that had to be reimbursed because of the way it came through. Really need to look at that. Lewisham residents, especially tower blocks, have all incurred the additional charge. Lewisham apparently know it's an error, but didn't make adjustment before billing so LR wants residents to be aware.</p> <p><b>LR</b> – Have noticed getting lots of building and fire safety work and work on bills under £250 – a self-charge. Know nothing about this. Not receiving letters. Want someone from building and fire safety to come and have a word about this. Just had major work</p>	



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	<p>on all the brickwork. Six months later men coming along and pulling out the brickwork again. An MOT? Marked the paintwork. Does not make sense. Planning between Lewisham and different depts isn't working; are they refunding clients, talking to team who put up wires etc? Giving residents the tip of the iceberg of things from the meeting. LR's experience meant she got to look at a lot. Meeting 12/13 people in 3 hours across the whole of LR's bill. Got blocked a lot. Commercial sensitivity meant can't get answers. LR wants to see salaries, vehicle charges. Lewisham can redact staff names, but residents want to see whatever makes up caretaking costs.</p> <p><b>LR</b> – Lewisham was nearly 30 days later at telling LR to come see her service charges. That's also wrong. Next meeting wants to see more about building and fire safety and work, replacement doors, electrical and quite a few things but residents don't know about them. People just turn up, do things and then we see it on our service charge bills. It's wrong, needs to be managed better.</p>	
<b>9.4</b>	<p><b>LR</b> – Ombudsman Report - Do you know when it is going to be out? Can we have a discussion about it when it's out too?</p> <p><b>CH</b> – The Ombudsman said to Lewisham they were 'aiming' to do it by end of first quarter (so end of June 2025). However, last week they published their report into Hackney Council. They visited Hackney in August last year. So don't want to raise hopes. It was an aim on their part, but track record is that it can take quite long to publish reports.</p> <p><b>LR</b> – Okay. In meantime work with Lewisham to highlight issues. Giving lots of information to think about. Hope to start to see more improvements.</p>	
<b>9.5</b>	<p><b>LMI</b> – Can you invite Cabinet Member for Housing and some other Councillors to our meetings? They attend some TRA meetings.</p> <p><b>CH</b> – Yes, they do attend some TRA meetings. Can invite Councillor Cooper who is Cabinet Member for Housing.</p>	
<b>9.6</b>	<p><b>LR</b> – One final request for information. Can you tell us what generates a bill because you have not consulted for £250. Intrigued by not consulting for £250. What is the criteria for not consulting? How can we see the £250 is legit? Legislation says should charge the actual cost if under £250, but it's always £250 so can all the work be under £250.</p>	
<b>9.7</b>	<p><b>CH</b> – Not able to answer that now. Sorry, Rhiannon and Pam, will have to draw the meeting to a close. Feel free to put items in Chat.</p> <p><b>CH</b> - Thanks everyone for coming, you time and suggestions. Will see you in September but need to find a new date from the one that was advertised.</p>	

There being no other business, the meeting closed at 20:40pm.

The next Leaseholder Forum meeting will be held on: 2<sup>nd</sup> September 2025