



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

Chair:

Lisa Keating (LK)

Lewisham Staff:

Emma Mills (EM), Glenda Omogbai (GO), Kemi Ojutalayo (KO), Yvonne Lemonius (YL), Michael Reece (MR), Dean Cooper (DC)

Minute taker: Tia Williams (TW)

Meeting attendance: H, C, GE, HJ, HR, I, LSS, LR, MA, PM, PT, R&A, S&AD, SH, SusH, JW, ZM, ZP

Apologies: No apologies

1.	Welcome and introductions	
1.1	LK – Welcomed everyone to the meeting and set the ground rules	
1.2	All London Borough of Lewisham (LBL) staff introduced themselves.	
2.	Minutes from the last meeting held on 24 February 2026	
2.1	LK - has everybody read the minutes? For accuracy, the previous chair approved them. EM- We have the action log as the next item on the agenda - so the actions are on the log. LK- If everyone is happy, I'll sign off the minutes as factually, correct?	
2.2	H – at paragraph 2.3 of the minutes regarding the results for the last quarter of leasehold satisfaction. Will we have an opportunity to discuss that at any time? LK- yes, we will. We've got some consent items - the leasehold satisfaction is in there. So, once we get through the agenda, I'm pretty sure we can pick it up then, if that's okay H - I think the leasehold satisfaction is really quite important. The document is lengthy, there are no targets mentioned on there, no actions on there. Every single thing has gone down, and in the period that all of that has gone down, my service charge has gone up by forty-three percent. LK - it was part of the previous minutes and there's some items to consider in the consent items EM- I suggest that we have it as an item on the next agenda. If people are agreeable to that, because it's quite a chunky item.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	LK- The reason I wanted to make sure we got through the agenda items is because DC will be leaving LBL. I wanted to make sure we get through the repair side. Action: To put leasehold satisfaction on the agenda for next meeting	
3.	Action Log	
3.1	LK – there were 15 actions on the log - two of them proposed for closure. We have some of the action owners present in this meeting. EM – One of the action owners (Peter Whittington) is not in attendance for today's meeting – he's provided an update on his action.	
3.2	EM went through the action log, however experienced some technical difficulties, agreeing to read through the updates then sign out of the meeting and back in again to pick up any comments / issues.	
3.3	LR - EM sped through the action log so I didn't hear/understand. I want clarity on what MR is proposing to close off. MR been with the organisation 2 minutes, and some of those things that are being closed off, are not actually clear what is being closed off. For example, the windows and doors. What warranty is that against? Is that against the flats and the homes or is that the communal areas or what? Does that mean that we will be having major repairs every five years if the warranty is only five years? We've had major work in 2022, 2023 and 2024. Are you saying in two years, in 2028, 2029, I'll be having another bill for 50, 60, 70 grand for Major Works again? KO - warranty is based on the glazing of the actual windows per flat. It's nothing to do with the communal areas, at the moment. So, this is just for the actual frames and the glazing of it. Window handles have one-year warranty against it. LK- The one being queried is, 'How many leaseholders have replaced their front entrance doors?' Two are suggested to be closed. They are highlighted in green. KO - Apologies.	
3.4	LR - EM sped through the action log. Was the log sent to us? Was it sent to us in advance?	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	EM- LR, as you know, we go through the action log at the meeting and then we agree what should be closed and what should remain open and then I publish it on the website and send it to forum members. The previous log will currently be on the website. This is the new one that we present to you - this is how we usually do it. LR - what I'm saying is you are closing off things before we've seen it. This is not the meeting place for us to see to close off things without seeing any of them. EM- We haven't closed them, they're just recommended for closure, that's why we're discussing them. LR - So when will they be closed? The next meeting or what? Because my understanding was that EM was going through all of this and MR has recommended for closure. So therefore, the fact that he's recommended for closure means it's being closed off today. Have I got that right or wrong? EM - Only with agreement LK - We have got an action log of fifteen - two of the fifteen were being presented to be closed. This action log shouldn't be new. This should have already been from the previous meeting because some of these actions are very old - So this isn't a brand new action log. It's something that we would add to. EM - Correct. LK- The fifteen are split between four officers, two we're proposing to close, one from MR, one from EM. Now I'll get that EM run through it very quickly there, but she explained why. We are saying are you ready to sign it off? Do you need more time? Do you want it to go back on next month? So we're discussing it now.	
3.5	LK- regarding, 'How many leaseholders have had their gift front doors gifted?' Is that 580 have had them gifted? EM - No, at the top of the response it says the Quality and Investment service does not know how many leaseholders have replaced their own front door. The document will be the updated and shared with forum Members after the meeting. LR- Lewisham Council, are responsible for managing all of this. Why don't you know this information?	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	LK - Because people don't tell us when they replace their own front doors, they don't ask permission or they don't tell us and give us the spec. So, we've got to retrospectively ask. LR- Okay. yeah, but you've got caretakers on site that could give you this information. LK- That's not the caretaker's job to go and check leaseholders' front doors. LR - I think this needs further investigation. In addition to which, the discussion the last time was about the warranty around the doors that you're gifting. And so, you want to close this off when the warranty is only a year. But I pointed out that people are accepting this and they are responsible for anything that goes wrong with the doors after that, according to your offices that have said that. If people went independently and bought their doors, they would have 10 years warranty. So why has LBL not negotiated that 10 year warranty for leaseholders if you're gifting the door. Why are leaseholders responsible for any cost of repairs beyond the 12 months? It doesn't make sense to me. LK - Okay, we're going to take note of your reasons for not accepting closure	
3.6	JW - Is there an update on the stock condition survey because I saw it was the reports due to be out this month. EM - MR will include that in his update. He's on the agenda. Sorry that I whizzed through the action log – (due to technical difficulties)	
3.7	SH - Is it possible that any items that are recommended for closure by an officer at a meeting, we are given an opportunity to review that row in a bit more detail and then a decision on whether it's closed is actually made at the next meeting. LK - I agree. We will make sure if we commit to get the papers out within, I think it's five days is the normal time- so that any proposed for closure with the corresponding reasons are at the top and then the ones underneath are in date order. We'll definitely share that because we should be held to account and be able to close these off. MR - I think it's a really principle suggestion that people consider what we've said, then discuss whether an item can be closed at the next meeting - I think that's fair. In terms of the fire doors, we can make sure we log that, and then we can respond to that for the next meeting.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

3.8	PM- I haven't received any documentation that states that we should respond to whether we'd like our doors replaced. There was just a general document months ago, maybe a year ago, saying that all doors were okay - that was before all this is now taking place. I certainly would like a new door or whatever repair needs to be done. How do I do that if I have not received any form or anything to fill in? EM- Will put the front entrance door e-mail address into the chat shortly so that if people have got any concerns or questions about the door, they can send them.	
3.9	H- MR, where is the condition survey? Where is the plan of major works specifically for the block that I live in? For those of us who have been around long enough, they'll know that we asked for this now over five years ago and it's still not arrived. Five years we've been waiting for a plan. LK- I do really empathise with you. it is not acceptable to have to wait that long, and we are sorry. Something that EM brought to me in my very first month is about the long term planning. This isn't going to help those people who have got high bills, but they're, for all of our leaseholders. LK- We are doing our best. It is really high on our agenda. I'll let MR come in on that to answer you because that is his area of work. H- if you choose, LK, to go back through the minutes of all of the meetings, this is this is regularly promised. LK- Yeah, I've seen them. I know it is, and I am sorry because it was promised for the 31st of May. MR- I will cover that in my presentation – I absolutely acknowledge the point.	
4	LK- MR left the meeting to rejoin (due to technical difficulties). It's his agenda item next - Planned Major works program update.' Then we have the Repair service update from DC, and then we're going to talk about the next meeting of some future items. I just want to talk generally about what this forum does and how we're set up, towards the end.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

4.1	Discussions on comments in the chat LK- H, we'll have a discussion on consent items outside the forum. LSS- ordinary homeowners being presented with life changing liabilities of more than £54,000, some cases £70,000 per flat, without what many residents believe has been a fair opportunity to scrutinise the evidence, costs and decision making behind them. Now what makes this particularly concerning is that we have been asked to put our trust in a process that you have struggled to meaningfully participate in. I can confirm it's been escalated to the Housing Minister on behalf of MP Vicki Foxcroft and that Channel 4 are planning a dispatches programme regarding this, not just in Lewisham, but in other boroughs. LR- We've asked for scope of works in Dacres Estate. I've been asking for it for three years. Yeah, we still haven't had it. We've had no updates to say what's going on. We've been told, we're awaiting retrospective planning permission. Right now, I'm waiting for a response to an e-mail that I sent. We're just giving the runaround and that's our experience here. Action: LR, we will take your particular query offline and make sure we answer that or come back to you separately.	
4.2	Further discussions on comments in the chat: LK- In terms of the consent items, my understanding is that they're pulled from the minutes, to make sure that we don't miss things that we've said committed to do. EM- The idea was that these were items that the members wanted to be kept up to date with but weren't necessarily a topic for discussion. We haven't categorically said we won't discuss them because, as H has pointed out tonight, the satisfaction return is the only thing in the consent items this time and the forum members have the opportunity to look at those and as H raised this evening, the forum members are invited to set the agenda for the future meetings. EM- we will absolutely put anything that's in the consent items on the agenda , if it's an agreed topic for discussion.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	I think the last meeting, there was nothing for the consent items paper because most of the things were either covered on the agenda for that meeting or we didn't have the survey results at that period in time because it wasn't the end of the year or the end of the quarter. LK- Okay, well that will fit in nicely at the end where we're talking about future items and what we're going to do. LK- setting the agenda and being clear what we're talking about. This platform is for you, leaseholders, to help us shape the services we're consulting, offering opinions, getting your input and feedback. These are the things we want to use this forum for going forward. It is yours to set the agenda and for us to bring papers or bring the right people to the meeting to discuss those particular items and give you the information you need.	
4.3	LK- introduced the slight change in order of Agenda item. DC with present Repair service update and Major works presentation will follow.	
5	Repairs service update	
5.1	DC gave presentation. The presentation will be shared with Forum Members	
5.2	DC- If you've got any questions for me, please do ask. Comment: HA- Reporting communal repairs is difficult. There's no process for reporting back on it. So, I just wanted to pick up on that and ask what the plans are to try and make that more workable. DC- We are looking in the development of the portal to be able to let those that live in a block be able to log in and see the updates on repairs and see when they're planned to be booked in. We have the communal repairs mailbox in which they're generally logged from internally and externally and then the phone calls. It's very difficult without attaching you to a repair for the outcome to be updated and for us to send that communication out to everybody that may live in a block.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	It's quite difficult to make sure that we can do that in an automated way that doesn't share anybody's information as well if someone specific has reported it. So there's work that needs to be done in that transformation programme and with the portal. I haven't got a solution for you at the moment - it's on that agenda for us to keep working towards. Hopefully we will get a solution to make it much less painful. HA- I guess from our point of view, the ideal thing will be to log into your account and your account is linked to a building and set of repairs. To see what repairs have been reported by whoever, which ones are ongoing and so on. DC- Yeah, because then you know if it is active or not - that is in the programme for us to deliver and it is part of the specification for what should be hopefully released in December.	
5.3	Comment: LR- DC we have seen some improvements. I'd just like to say one of them has been - we had a recent lift repair job done on our estate and we got the text to say it was being done in advance, and it was a good time even in advance. I think it was at least a week before. I was able to ask what was that all about and I got a response from the manager simply because I know who to contact, but other people may not. We've seen some repair, some improvement, but other things are the same or worse. We've seen some improvements in comparison to what it was before. And just like to thank you for making that change, because I'm sure it hasn't been an easy one for you. LK- Thank you. That's really nice to hear. We're all going to miss DC. He's helped us a lot in my short time here, so thanks for that.	
6.	Planned major works program update	
6.1	LK- MR is unable to rejoin us due to technical difficulties. KO if you could do the update and take us through the planned Major Works programme update, please KO gave a presentation. The presentation will be shared with Forum Members	
6.2	Comment:	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

C- communications are very poor as you've acknowledged, but my main concern is the cost of the works that I'm getting hit with. I've been hit with a £60K bill and I've only just bought my home. That's my financial future basically gone. They are offering a sort of five-year repayment plan on works that'll get billed 2 1/2 years from now. Basically, I can't sell my house now until I get the actual - I won't be able to sell it to anyone for a reasonable price.

I won't get billed until six months after work's completed, I believe, and then perhaps five years to repay it. So, you're given a five-year pipeline for what's like a 7 1/2 year sort of bill. It's nice you're given five years notice, but even with that, which I didn't get, it still doesn't fit the issue.

And the other thing I'd say just with the costs and talking to other residents is, so, you know, some of the costs, you've got 71 weeks of scaffolding is going to be up here to replace the roof and the windows, but you haven't decided if you're replacing the roof and the windows yet. That's a through the roof amount of time to be having scaffolding up, even if you had to do all those jobs. I've never seen this condition survey since I bought the house.

It's like, you get charging full-time quantity surveyors for the contractors in one block. So, the costs and all the things getting added on just seem through the roof, and this is well out of line for our councils. It's just great plan, but just the costs are the problem here.

KO- We do have an in-house quantity surveyor. We have four in the commercial team who look at the notice of estimate received or once the cost is received by the contractor. The quantity surveyors are employed by the Council and there are some challenges raised before the NOE then goes out to the leaseholders so that is being scrutinised against the delivery of the works.

Any valuation or any information once as the work progresses, is also scrutinised until the final account is prepared. As I said earlier on, we are also paying the cost on behalf of the tenants because that is paid via their rent, so we've got to make sure that we're also getting that value for money as well. I do take on board what you've said about the cost at the moment.



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	If we have to postpone works , then there will obviously be higher costs that would need to be applied against it due to inflation and etc, so, but I do take on board what you said about the cost. C- you've got in-house quantity surveyor and the company's got a quantity surveyor as one of their line items on the bill. You see my confusion there? KO- the contractor would have to have their own quantity surveyors as well because they would need to look at it from their own angle. We're not charging the leaseholders for that particular function. That forms part of the prelims or any overheads that the contractor and that's been looked upon by the QSs and by our own commercial team.	
	C- looking at the costs you've charged in the estimates on prelims, we're at £3.2 million spend of which prelims make up £700,000 as an estimate. So, I'm just concerned about, what cost controls are being put on and what experience the QSs have if we're getting charged stuff that's so far north for the private sector. KO- I can take your enquiry outside the forum because this is individual case. Hopefully, you've included that within your observation following the statutory section 20. C- Yeah, please do. I wasn't able to. I got an e-mail with the documents north of six weeks after the consultation, so I couldn't really look through the documents until about a week ago. LK- what we need to do differently is make sure that all that information is given to you at the consultation stage, before the works and you have the opportunity in meetings like this that are designed to be tailored to your block. So, you talk about your block to officers who are delivering the works and you get right down into the detail. I will commit to have a look at how some of those meetings are managed. We really need them to make sure we've got all the information we need to give to you so that it's very clear, easy to understand and we're accountable for those costs. C- I will say it's been helpful speaking to other leaseholders. So, in some ways having these wider meetings is good because they we've had the same problem - it is useful, thank you.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

6.3

Comment:

S&A- Please sort out your communication and make it that, once you've made that promise, stick to it because we got a letter from United Living saying, they are going to come up with scaffolding, then later told it was a rush letter that shouldn't be sent.

The second point is regarding United Living having their contract extended by three years - Most people are not happy with United Living, so how can you justify doing that? It is not fair. We've seen pictures of the work and the quality that has been done. So, can you justify, say, why you have done that?

LK- My understanding was that that proposal went through Mayor and Cabinet very recently. There's a limited number of contractors out there who we can reasonably go to, so we don't have an awful lot of people that we can rely on and the works need to be done and the works need to be of a standard - So we need to have proper oversight and management of them.

KO- There's been an underinvestment in some of our stock and to procure the services would take longer than planned and we know there's need for some of this works to be done. Hence, the reason why we've had no choice but to extend. LK rightly said, it's gone for our main cabinet. We hold our hands up that in the past, probably there hasn't been that adequate contract management across the board. Hence the reason why we've restructured the team to ensure that that delivery and that asset management function is strong enough - also had a restart with those contractors.

We are utilising the lessons learned from previously to ensure that down the line, any new works that we're doing is more robust. We've got works, commercials, and key contracts managers to ensure that we're delivering works that is compliant and is quality assured - so that we don't have to go back there in a couple of years' time to having to redo some of the work that has been done in the past. That's the key aspect for us and our contractors are well on board in regard to that.

We've also got a six-month break clause in place if they are not performing.

LK- regarding notices being retracted, that's something that EM brought to me quite early. I am talking to MR and KO about that because, it's not good enough to not know what you're doing and to start and stop. It's just not good enough



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	that we haven't got, a programme in place that we can advertise so that you as leaseholders can absolutely plan ahead and people buying into our stock can also plan and decide whether that's what they want. I can't speak for the past, but my commitment is to work with MR, to work with the team, and try our best to get something more robust in place. We should be able to do this as a Council with the resources we've got. So, I will be pushing very hard for that. Action: In terms of getting you access to the stock condition surveys or surveys for your blocks, we should be able to give that to you. If we're not able to give that to you, I will be very surprised. So, I will take that away and look at what's going on there in detail and get come back to you. So that would be an action for me.	
6.4	Comment: SH- I was also told that there would be no planned Major Works in writing and then received a notice that there would be. I want to make sure that everyone's aware, you can take them to the ombudsman and the First Tier Tribunal. We received an estimate initially for £35,000. It's now gone up to I think £44,000. We've been told that the bill is £44,000 as it stands. That was last year. The works finished about two years ago and we haven't received the final bill. This is an opportunity for you to deal with the current outstanding issues in cases where we haven't received final bills and I'm not seeing any evidence that there's plans to do that. There's only talk about what the future will look like, but it'd be good if you could start working through things that are currently going on. Regarding, quality of works, I'd be happy to share photos with anyone who's interested, of works from United Living because it is shocking. I could probably do a better job with YouTube videos and yet somehow the bill's gone up. I support the fact that other councils have ended contracts early with United Living due to poor standards of work, which was brushed aside. So, I think it's something that if you guys are really committed, genuinely committed to improving things, then you need to utilise those tools. Similarly, having officers at so-called consultation meetings, if they say one thing but aren't willing to commit that to writing, so that you have hard evidence. I would really like it if you'd start applying these things to what we're kind of going through at the moment. There's no reason why we can't be looking at that.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	KO- I took on board what's been said. I think the key aspect, obviously, I know there's been failings in regard to some of the works, hence the reason why I said we're going back to basics. United Infrastructure, as they're called now, have had a lot of reject because of some of the failings in the past. There's been a lot of personnel within their team that are no longer there. And hence the reason why obviously we're making sure that we've got the appropriate justification surveys done to ensure that the works are done to standard quality. We'll have the due diligence check, as I said, to ensure that it's done to good quality, because we don't want to be paying for works that are substandard.	
6.5	Comment: LSS- We're not asking for special treatment here. We're just asking for transparency, fairness and accountability. But if these costs are necessary, reasonable and properly procured, then they should be able to withstand proper scrutiny. If they cannot, then residents like us deserve answers before being asked to shoulder these life changing financial burdens. And we're facing life changing major work spill that are impacting us right now, but we are still being asked to trust the housing system, which the Housing Ombudsman itself in October 2025 was found to be failing residents at a systemic level. So, if Lewisham admits that historic data was unreliable, records incomplete, contractor oversight weak and quality assurance poor. How can we as leaseholders have confidence that these £50K, £70K plus bills have been robustly evidenced and reasonably procured? How does Lewisham Council consider the Section 20 consultation to be meaningful when the key documentation was provided one day before the consultation deadline, which was limited, redacted and partial in nature? In terms of identifying which clauses, schedules or scope provisions within this historic long-term agreement that justify the streamlined consultation route for the current works across all aspects, around the value for money and proportionality and around the practical affordability of concessions. LK- I have got a lot to pick up with my teams and with the Q&I team, (quality and investment teams), and I know that we are committed to provide the right information. I've been, as I said, I've spent 10 years as a head of leasehold services.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	You know, I've been to tribunals and I understand what we should and shouldn't be providing. So, I'm absolutely with you. We should be able to give you what you are entitled to minimum. And then the bigger picture is making sure that you should have a good understanding of what we're doing, and the work should be of a good quality and we should be able to evidence that. So, I hear what you've said - It's documented for the transcribed, so we'll take that away.	
6.6	Comment: SH- we have tried to work with you as leaseholders. We have approached you as a team, because we thought, as a group, we come in a consensus. We want this work to happen, but we really need to have transparency. We need to understand what is needed. I am a building industry professional, almost 30 years, I'm dumbfounded by this process. We try to work with you, and we have been completely ignored. It's really sad to see how this process has been unfolding and how we are ignored. And simple things could be communication. Yes, there might be challenges, but we have modern technology who can help us. I think we need to analyse everything. I don't understand why we have been presented aspirations and plans when you have still already have this major work in motion and motion in a very confusing way. So, would it be fairer to go indeed back to basics when we are referring that there's only so many companies, we can use? There's only so many ways we have to do something, but this whole process is flawed. You are not saving anything by trying to scramble this together in a shambles as it is currently. So what we need to see next time is what you are actually doing, rather than present what you would like to do. I would prefer you give us a functional, actual actions, what you've done and plan to do. We need to have these meetings with proper agenda. We got estimates based on everything that is ripped apart. Then in your Council page, you are saying social sustainability.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	SH- I have done a survey in our roof, and I've seen the horrendous patch repairs which is caused a safety concern - the roof needs to be replaced, but also the maintenance is completely, completely undone. As we said, prelims have no framework for it, but it has a price. If you are representing us with a breakdown cost, it should be reflecting the fundamentals which are wrong. There's no work that you try to hang on substantial contractors who are not, Useful - They're not carrying out the work you need. LK- everyone who's spoken tonight, it is very clear that we are way below standard where we should be and we need to do better and I am hearing you and I am going to take this away and talk very carefully with MR. It's a real shame he can't be here to hear this himself, but we will transcribe it and we will make sure that we feed that back and work closely with him because it's just not good enough. So, thank you. And thank you for being so articulate and clear.	
6.7	Comments LR- expanded on comments made by SH regarding the poor quality of works carried by contractors, the high cost on bills, and the lack of communication and accountability. LK- I hear you and KO is putting the chat there. We'll compile the concerns. So, we've listened to what you've said, and we need to provide a response back to that, LR. And I know there's issues with you and SH for the Dacres Estate in particular, and there's lots of stuff going on there. So, we do need to make sure we respond back to you fully on that. Thank you.	
6.8	Comment LR- I will say this, I would love to give you, LK and MR a chance, but we've seen it, heard it all before. And as residents, because I'm one who's much more aware of the technical, because I've made it my business, I'm shut down, closed out of meetings. My name is all over minutes and I'm misrepresented and also things that your officers have said have definitely been left out of those minutes. They were damning thoughts because it's advice to leaseholders and that's wrong. This forum is for leaseholders and it's for us to put our concerns to you.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	For us to challenge what we think you're doing right or wrong within the law and you are supposed to operate within the law. And the one thing that I've noticed as well is that your officers do not want to respond to lots of our emails because following Grenfell, they'd rather have the conversation - so my fellow leaseholders, make sure you always get it in writing and make sure they're answering the questions you have asked for around governance and legislation. LK- OK, thank you. This meeting is being transcribed so that the computer will basically pick up every word that's said and we'll throw it back into a report. In future, I'm more than happy to record meetings and get AI to do the summary. send that out to everybody so you can correct it before we sign it off. But, you know, I understand what you're saying about that. LR- that's how it should be as far as I'm concerned. LK, I raised this with your predecessor, and she signed up all of the minutes and nobody really had much of a chance to correct them. LK- my way of trying to work these forums is that we get the minutes out as soon as possible after the meeting, so people's memory is clearer. People can then comment and feedback as quickly as possible and then we can formally, sign them off because then people do have an opportunity to comment in between times and I will absolutely do that. As I commit to making sure the action logs are sent out and everything sent out in advance, because people need time to think and read.	
6.9	Comment C- You mentioned that one of your concerns was you don't have a forward working plan and other councils have it. My sort of assumption is that one of the issues for your work plan might have been that you had to bring in-house from Lewisham Homes and then you've had to sort of unpack all of that. Was there any form of grant you could get? I see you had to bring it in-house and social housing failures. Is that why it's a problem? And if so, can central government help? LK- ALMOs was set up years ago because, in order to get decent homes funding, Councils had to bring stock up to standard in sort of 25 years ago or more. All Councils had to show that they were of a standard.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	Most London Councils you now see are bringing them back in. So it coming back in is really just a sign of the times they were set up to deliver decent homes. Some did it better than others. Some got more funding than others for different reasons. Central Government funding is done on different parameters. So, it's in terms of getting funding, because it was brought back, it doesn't work like that. I think they did a consultation and it was decided to bring it back in-house and so now it's part of the council again. that's all I can say on that.	
7.	Comment I - I just want to make a very simple comment here that I am shocked to hear all these similar situations that are like myself. And actually my question is why is the council is well below standard? Why leaseholders are keep receiving estimates that are putting us in this awful financial situation. LK- I'm not going to be able to fix things overnight and it's going to take time. So I'm going to be realistic about that, it isn't acceptable. So, I'm not trying to defend what's gone. I'm trying to say to you, we will do better. We will do our best to improve this. And that's the best commitment I can give you here and now. In terms of the future meetings, in terms of how we interact with you and what we share with you - you will start seeing the trial of that commitment. It won't all happen overnight. It can't. There are too many different things that have gone on and it's going to take a long time with the experiences you've had and what I've heard here tonight, it's not good. I'm one person and I'm not going to change the world, but I will do my best to work across the organisation, work across my teams, and make sure that people are treated with respect and understanding.	
7.1	LK- And I just want to say, we've got a new administration now, so a lot of you will be aware that we've got a new Mayor and the cabinet has changed a lot. The lead member for Housing is Natalie Thomas, and she has already met with me two or three times in the last few weeks since they were appointed. EM, has been helping me with information, and she has brought some individual casework to me and she's asking generally about leaseholder repayment options for Major Works. So, I know some of you are aware that's something that's been looked at for a long time.	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

There is a paper that's going to Mayor and Cabinet to look at increasing the options that we have in Lewisham to make them more favourable and give better options. So that needs to be worked through with the Cabinet and with the new administration. In the future, if you wanted to, I could invite her to this meeting for a particular agenda item or for something that we want to talk about.

You have had many years of difficulties but there are people around who are listening and who are saying, okay, what can we do differently and how can we help? We're not going to change the world, but we can try and change a bit at a time and make things a bit easier.

So, I just wanted to let you know that and give people the opportunity to say whether they want the lead member for Housing to come to a future forum.

LK- I mentioned earlier about the terms of reference. I've tried to summarise it because it is old, it's about five or six years old and it might be worth us doing a new term of reference that we can share and get people's input. But essentially there were sort of five main areas as I've put there to look at, to give leaseholders the structure platform to help shape services to consult and collect opinions on key areas that you all want to be involved in or want to know about.

We've spoken earlier about some policies. Make sure your feedback informs decision making and what did you say and what did we do? what changed and then really the last one was about representing and promoting.

So, I'm happy to take away the terms of reference and give it another refresh and share it with you for input. Then the next forum we can have a discussion and maybe just agree forward plan of meetings, a forward plan of agenda items so that I can get people across the council to come and deliver presentations, share information, be ready to answer those questions and think about how we do operate as a group.

I don't expect everyone to answer today, but you can even put it in the chat or e-mail me direct and I will, I will pick that. I'll get some support to make sure we've got all your comments collated and then we can make sure we spun back out because there's a lot been said tonight in the two hours and I'll put my e-mail in the chat.

Action – review the terms of reference for this meeting



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

8.	Date of next meeting	
8.1	LK- do we have the date of the next meeting, EM? EM – We haven't got a fixed date, but it should be in two months time, but conscious of August and the summer holidays, so likely to be early September. If everyone agrees to that, I can circulate a date. Action set date for next meeting	
9.	Future Agenda Items	
9.1	LK- In terms of next meeting, EM, what's the future items? What have we got on the agenda? EM- Well, that's for the forum to agree. I think I'm hearing that we will look at the terms of reference for next meeting and to invite Councillor Thomas and presumably we want MR back to extend the Major Works issue further. I think the Major Works issues are of major importance and they are quite chunky, so we might want to dedicate a whole meeting to them for the next time. There's nothing coming in the chat about any other topics at the moment. EM- I will put my email address in the chat if anyone wants to email me. If you have got future topic items, then please send them through and we'll get them on the agenda. LK- Any item we can bring to you - if there are just particular issues that we've got. So happy to work with you on that and make it your meeting. Make sure that we are getting the right people and sorry that MR couldn't be here. LSS- LK, it's really refreshing for you to be very relaxed about providing your e-mail address. So, thank you for that as opposed to a HOS email address. I'm just going to forward you an e-mail chain now so you can get up to speed regarding the third escalated level complaint that still hasn't been addressed. So you can see the entire e-mail chain involving all bodies. LK- We agreed to meet again then in September.	
10.	AOB	



Minutes – Leaseholder Forum

Tuesday 16 June 2026 – 18.30
Microsoft Teams video conference

	LR- I know that there's been a lot of changes recently there. So it would be really good if you could send a list of who's gone and who they've been replaced by because there are all these new names that are coming up and we're not sure what their positions are, etc. So that would be really helpful as well. Thank you. LK- Absolutely. I'll get some structured charts. So I've been drawing them up. We can definitely do that. We can definitely send around some stuff - need to know who you're dealing with. Action provide updated structure charts	
10.1	LK - thank you all for that. Really appreciate your time and all the points you've made and have a nice rest of your evening and see you soon in different forums, I'm sure. Thank you	

There being no other business, the meeting closed at 20:30pm.

The next Leaseholder Forum meeting TBC