



Minutes – Leaseholder Forum

Thursday 20TH March 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

Dean Cooper (DC) - Head of Repairs

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

Meeting attendance: Chloe K (CK), Loist R (LR), Chris (CH), Zeinab (ZM), Rosie(RMc), Headley(HS), Roberto (RM), Sarah (SD), Jenny, Danielle (DS) Megan (MA) Jo, Chloe (CK)

Apologies: None

1	Welcome and introductions	
1.1	<p>CH - Welcomed everyone. Reminder of Teams Etiquette; be on mute when not speaking, use Teams hand to speak, no shouting, interrupting, orderly debate please.</p> <p>CH - Surgery was held prior to Forum, so avoid individual issues during the Forum.</p> <p>CH went through Agenda – items are overall issues for leaseholders.</p> <p>CH – asked members to introduce themselves on first time of speaking and say where you live(borough area/block etc).</p>	
2.	Minutes of 16th January 2025	
2.1	<p>CH – Thanks to those who have provided comments/suggested amendments to the minutes for the forum held on 16th January 2025. Amendments are shown in red text and will be circulated to Forum members and uploaded on to the Leasehold Forum web page.</p>	
2.2	<p>Loist – Dacres Estate. She was omitted from a lot of the last meeting. Not had chance to look at Minutes yet. Will try and send comments by tomorrow (21/03/2025).</p>	
2.3	<p>HS – Shout out to Rosie O'Shea (Home Ownership officer) who has done lot of work in background on his behalf – thank you. On the Minutes, points arising; various references to Condition Report being reported in March and plan in place to produce a plan. Where are we at with that?</p>	
2.4	<p>CH – EM and CH had meeting with colleagues this morning (20/03/2025) to discuss; awaiting final information from Savills by end of March 2025. Had some info already. Surveys are being done to end of calendar year. Report on everything is still to come. All info will be passed over in detail then plan will be pulled together. CH said we have made it clear that Leaseholders want a plan for the next year and for the next 5 years in different levels of detail.</p>	
2.5	<p>HS – Speaking on behalf of other leaseholders; been asking for past 4 years. Need timetable when plan will be with them. Rosie did some work re lighting in</p>	



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	<p>one of the blocks. HS had suggested cheap & cheerful LEDs. Said yes. Was told will be done when next time there's Major Works. HS asked when that would be?</p> <p>HS – This keeps coming up on Agenda. Would like recurring reporting on items.</p>	
2.6	CH – Will have a meeting on Monday so EM and CH will raise it there.	
2.7	LR – Noticed line-up of Agenda was changed at last meeting (Service and Rent Charge) was before Christ Brown so would like to see Minutes reflect that as she was admitted to meeting 25-minutes after the start. Agenda very different. Does not reflect the last meeting.	
2.8	CH – Points noted. Moving now to the Action Log.	
3.	Action Log	
3.1	<p>EM – Shared the action log.</p> <p>CH – Resident Portal is in development. Last meeting said Spring. Now likely Spring/Summer – as more resident testing put into the plan. Will add info for residents such as FRAs and Asbestos surveys etc.</p> <p>LR – Would like to see it on Website and also anything on Website is dated.</p> <p>EM – Did ask for Action Log to be on Website by 19/03/2025, but delay. EM checked website during the meeting, and it had been uploaded. Assure everyone we are reviewing Web pages currently. Chief Exec has requested review to be completed by 16/04/2025. Can't promise, but are making sure it will all be on properly, making sure links work etc.</p>	
3.2	<p>LR – Can that be added to Action Log? Spoke to [Kimon?] re historical Lewisham Homes info. Also been speaking with EM. Thinks it's important for Leaseholders to have historical info available to report on that. Also, under Lewisham Homes there was a Suicide Policy - wants to see it back on because she thinks some of the actions of Lewisham does drive people to suicide, so it needs to be on as it's really important.</p> <p>CH – Council, unlike Lewisham Homes, is multi-faceted organisation with info spread across a number of pages. Housing; housing, safeguarding, broader welfare concerns. There are safeguarding policies, but things are in the appropriate place, not everything will be duplicated onto Housing.</p>	
3.3	<p>LS – Points raised by Megan emailed to Emma. Megan wants to ensure that they will be included.</p> <p>CH – Yes. Accepted points (had mentioned prior to Megan joining meeting). All points taken into account.</p>	
3.4	<p>CH - Back to Agenda. Proposal to move DC up as only here for one item (Item 6: Transformation Programme) on Agenda.</p> <p>Are members happy to vary Agenda and move DC up and then he can leave? Agreed.</p>	
6	Transformation Programme	



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6.1	<p>DC – Introduced, Head of Repairs Transformation Programme – lots of different areas focussing on. Key headlines: Key Performance Indicators show work in progress.</p> <p>DC – Work In Progress; jobs open on the system and open repairs reported. Emergency & Urgent 24-hour 3-day response etc. Jobs as a percentage.</p> <p>DC – How are we going to do what we are doing? It has a detailed plan – over 110 actions and will track progress.</p> <p>DC – Tracking and monitoring performance and tracking by data.</p> <p>DC – A few milestones in the plan. Happy to share the slides. DC gave the key headlines. Total Mobile/Service Connect – the new system to be introduced Spring/Summer. Will enable residents to report repairs online through the Portal. Delivering first-time-fixes.</p> <p>DC – Quarterly all-operative meetings, regular focus groups also. Operatives saying what they see, and, in turn, repairs can improve their working. More training around supervision and mentoring. Absence Management to bring people back into work. Recruitment plan.</p> <p>DC – Opportunities for residents coming up that they want to consult on – some around Damp and Mould, also workshops to look at repairs improvement plan, encourage residents to do some ‘mystery shopping’, want to involve as many as possible in portal for repairs etc. Open for questions and comments.</p>	
6.2	<p>CH – Questions for DC? DC to elaborate on the resident portal and able to do repairs and other things, so a single sign-on to get to the portal. No multiple systems for sign-on.</p>	
6.3	<p>HS – Just for clarity, as a leaseholder then this wouldn’t apply to leaseholders who own their properties, so would they use the same system when it comes to report repairs in communal areas?</p> <p>DC – Yes, Leaseholders can report them but if affects properties (like if it’s to do with the building itself), and it’s raised against the property, they can view it.</p> <p>HS – So if there was a leak outside and it affected him, would he know about that from the portal? Would he be told about that?</p> <p>DC – You can see it if it’s raised against your address.</p> <p>HS – No. Not going to go on portal daily to check if something raised against his address</p> <p>DC – No, you would know if something were raised against your address.</p> <p>HS – Simple question: will I be notified?</p>	



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	<p>DC – If directly affects you, yes.</p> <p>HS – Feedback that didn't happen last week.</p> <p>DC – It's a new system so it wouldn't affect him at this time.</p> <p>HS – Couldn't get into his front door as contractors working outside on balcony which was a surprise.</p>	
6.4	<p>RMc – Re communal repairs, will residents be able to see if something has been raised by others in the block and when, so they're not duplicating reports?</p> <p>DC – They want to, but restrictions with GDPR may restrict what can be shown. It may be that they can say what type of repair is done but they cannot 'police' personal details being given in job descriptions etc, so that restricts them with the communal area. Do have to keep people informed of what's happening in communal areas so will take that away for improvements. Maybe Noticeboards re outstanding work? Will have to look at that. Action Point.</p> <p>RMc – Have no way of reporting at the moment. She has been reporting communal repairs in last few months but doesn't think they are getting through to the Repairs Team. Doesn't think the data fully links what is being reported back.</p> <p>DC – Will take that back and look at it under the service improvement plan. Action Point. Can look at that. If logged previously it goes into mailbox and might not have been received.</p> <p>RMc – So there is missing data?</p> <p>DC – Possibly missing reports as they are not logged.</p> <p>RMc – So the data should show you have missing data, yes?</p> <p>CH – That's hard as they don't know what's missing, so, no. The portal they currently have isn't working well, so can acknowledge it from that point with an asterisk to say we know portal currently might have repairs that have not got through as a way to acknowledge that point.</p> <p>RMc – Ok</p>	
6.5	<p>CH – So this is a new residents' portal – want to develop it and then improve and make it better over time. So residents can use at a time convenient to them, not only at a time to suit Lewisham.</p> <p>CH – Surprised not more questions for DC. Pause to give others a chance to comment?</p>	
6.6	<p>SD – Not up with lingo, but how does damp and mould plan work with leaseholders? If they report mould how does the service help them?</p>	



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	<p>DC – When leaseholder reports damp & mould they try to find out if it's the building fabric affecting them, is it a leak etc. Will be looking at different comms to share with everyone.</p> <p>SD – Will leaseholders get charged for that service?</p> <p>DC – If it's something Lewisham are causing, then no.</p> <p>SD – What if it's historical, over 2-3 flats with tenants and leaseholders?</p> <p>DC – Without knowing circumstances, difficult to answer. Will investigate root causes and focus is to enhance current service.</p> <p>CH – Most of Lewisham's properties are older - don't have a lot of new build properties. Most properties are 50 to 100 years old. Issues with old buildings generally as they age.</p>	
6.7	<p>CH – Thank you ZM for report that [K n K] have been excellent contractors. We appreciate the feedback.</p> <p>ZM – Wants to follow up on point where there have been recurring repairs. Her experience of repairs is where a lot of 'patch up jobs' have been done that need to be part of MW or a bigger job needs doing. So, DC's presentation highlighted that that would be a 'trigger'. Wants more info if possible.</p> <p>DC – Took info from Stock Condition Survey and linked with the repairs data by property and area, so it feeds them together to see where concentration of repairs is, so Asset Team will take that into consideration also.</p> <p>ZM – So it feeds into the MW as a recurring problem that needs addressing in a more permanent kind of fashion, right?</p> <p>DC – Yes.</p>	
6.8	<p>CH – Thank you. Invited DC to stay on if he wants to. DC leaving now.</p> <p>CH - Moving on to next item. Also acknowledging again taking on board LR's point about when reviewing the Agenda it needs to take on board who's coming on when and so will review it in future.</p>	
4.	Major Works Payment Options – Benchmarking Information	
4.1	<p>CH – At the last meeting the were asked to provide info about other London authorities and the options they offer to leaseholders when Major Works (MW) bills are received. EM put out a call to the London Borough benchmarking group will now hand over to EM.</p> <p>EM – Sent this out to members of the group following the last meeting. It speaks for itself. Hope people found it useful. Happy to take questions if people have questions. There have been updates following discussions since last time</p>	



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	(people concerned about payment options etc) so have made some tweaks. Will continue to do that as part of the Website review. Happy to take questions.	
4.2	<p>LR – Thank you for doing the work. Great improvement, even though we have requested it before. Looked at it extensively and have also looked at the authorities EM raised. Looking at list produced, seems that 10 years is the common theme across other boroughs. Some that offer more than 10 years, not that clear in what's been produced. Hackney has age 60, equity release and buyback option for people struggling, Croydon has 25 years. Mostly for people who live in the properties to get these discounts, subject to anything over 10 years deferred interest or charges or buyback. Other options on the site. Islington same – 25 years. Westminster too. The way it's written it leans more towards 10 years being the top. Now there are large numbers of baby boomers heading for retirement. LR believes it would be proactive that Lewisham should be leaning more towards the 25 years etc and buy back and there's one option for the Council to buyback at a reduced cost and the person can become a secure tenant so that people approach retirement and don't have to lose their homes following MW programme which is more expensive than they used to be.</p> <p>EM – Thank you for feedback LR. Islington says up to 5 years interest free and that's 10 years interest bearing. Most charge interest from year 6 onwards. Lewisham have interest free up to 60 months. Lewisham have some interest-bearing options listed. One is to place a secure charge on the property. Lewisham's aim is not to see people out of their homes for a MW bill. We will work with people who need help. Important that people take their own financial advice – we are not financial advisors. It could have impact on inheritance and so also important to discuss with family members.</p>	
4.3	<p>EM – RM asked what a secure Charge on a property is. EM confirmed its where you owe us an amount but can't pay it in the repayment period, so we would register a Charge, like a mortgage lender or someone who lends money but wants it registered against the property. The Charge is registered at the Land Registry, and you wouldn't be able to or assign the property without the Charge being fully repaid. Does that make sense?</p> <p>RM - Yes.</p>	
4.4	<p>LR – Went on the Websites today and Westminster has 25 years and so does Islington – all interest-bearing yes, but slightly different for each council. How [this] is written it leans more towards 10 years, but maybe other councils would go for 25 years with age and conditions attached to it. So not reaching age 60/70 and stressing about losing your home. EM takes on board about family etc, but that would be a discussion.</p>	
4.5	<p>CH – Addressing Headley's point about financial advice; we are making it clear during this conversation that we are <u>not</u> financial advisors, and we do not give financial advice. They are out there and anything interest-bearing you need to look at options and like LR said take account of age and family situations themselves.</p> <p>CH - Anything more on MW payment options? No. We will be discussing it with Cllr Will Cooper .</p>	



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5.	Leasehold Satisfaction Survey / Results	
5.1	<p>CH – Leaseholder Satisfaction and Results. Discussed a few months ago at Service Performance Panel (SPP) . Nigel Bowness, Chair of the SPP asked if people wanted to be on it. RMc and DW volunteered. A few months ago, both said would be interested in seeing a breakdown of the leasehold satisfaction brought to this meeting. That's what we have here.</p> <p>CH – To explain some of the language; the Regulator of Social Housing requires Lewisham to collect tenant satisfaction measures. We also survey leaseholders at same time on the same measures. We don't have to survey leaseholders (as the measures are for tenants and we only report the tenants' scores), but leaseholders make up a large part of our resident population, so it's important to understand how leaseholders are feeling, as well as how the tenants, feel about our services.</p> <p>CH – The Report is for the end of 2024 (first part of financial year) against full year 2023- 2024 and the national average (taken from Housemark benchmarking data). Can see, in general, leaseholders are not that satisfied with a lot of things. If looking against London as opposed to national averages, figures wouldn't seem quite as bad. London on a whole has lower satisfaction measures. Tenants and leaseholders who live in London have lower satisfaction. Highrise blocks in London, age and condition of properties is felt by Housemark to be driving lower levels. Older people always happier than younger people. Leaseholder population is a younger population than Lewisham's tenant population – large number of tenant population is sheltered housing (older people only).</p> <p>CH – Have all had report in advance to read already. Any questions?</p>	
5.2	<p>HS - Don't think too many of us are surprised about this. What is disappointing, look at the 12 categories/descriptions. Look at the Lewisham figure for the full year 23/24 and compare that with Q2 24/25 -in 9 categories there's been a decline. So, it's not getting better, it's getting worse. Forget the comparisons with elsewhere, even with itself it's getting worse.</p> <p>CH - Yes, similar issues with tenant satisfaction measures also. They go up and down. Tenant/repairs go up and down so seem to be seasonal, more repairs in winter. You're right. Particularly as CH is responsible overall for complaints figures across the department, our complaints figures are low so our overall figure at end of Q2 is 19% so we acknowledge there are issues with complaints, and we are striving to make things better.</p> <p>CH - Some things are getting better but do take HS overall point.</p>	
5.3	<p>LR – what is the reason for the drop?</p> <p>CH – These are perception indicators, so it's about how leaseholders are feeling, so some of this will be related to bills received recently and that makes people particularly unhappy as some of the bills are very large. Some of it is because leaseholders are not so happy about things which residents are much happier</p>	



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	about (e.g., keeping communal areas clean), so perhaps leaseholders can tell us why you think leaseholders are less happier than tenants?	
5.4	<p>RMc – Who conducts the survey and how many leaseholders were consulted and was anyone on this Forum consulted?</p> <p>CH – Survey conducted by Acuity. It may tell you how many in there. It's done statistically relevant. Acuity follow the Market Research Society Rules on how you conduct surveys. Acuity have the list of the tenants and leaseholders; they will go through and pick – we don't tell them who to pick.</p>	
5.5	<p>RMc - What percentage of leaseholders were consulted?</p> <p>CH – Don't know off the top of head. Will find that out and get back to you all or put it in the Minutes or the Action log</p> <p>SD – Had one 6 months ago.</p> <p>CH – That's good Sarah.</p> <p>CH - They try to get it to a statistically relevant number. Have to speak to enough people so that the stats are meaningful and representative of leaseholder population, so right number of tenants and right number of leaseholders.</p> <p>RMc – Okay, thanks.</p>	
5.6	CH – Anyone else have any comments or feedback? Just looking in the Chat: LR is talking about communal areas on Dacres Estate; too much work for the caretaker.	
5.7	<p>LR – Thanks for the work but is there not a local council that you can also feed into the key performance indicator as well, like Southwark or similar so we can see how they're doing?</p> <p>CH - We can ask for their information, and anything put on Housemark is where we got the national averages from. Can look at the London averages and add comparable Councils (and Southwark would be one of those), Greenwich and Lambeth. Some places have fewer leaseholders, or the properties are quite different (so not as alike in outer London).</p> <p>LR – What happens when caretakers are on long-term sick? CH promised us 85% service, but caretaker has been off, in last 2 years, for about a year overall.</p> <p>CH – Caretaking managers will do as much as possible to rearrange caretakers and manage workloads. Don't have spare caretakers to come in and cover. But will raise with Martin Ryan, Head of Estate Environment about the Dacres Estate. Action Point. CH to raise with MR</p> <p>LR – Wrote a long email at end of January 2025. Saw some improvement, but when taking account of the caretaking staff for the whole Estate - only 2 that are only part-time - it just doesn't make sense. Conservative figure of £145,000 for 2 caretakers. Where is that money going? They're not paid that.</p>	



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	<p>CH – What you pay for are the overheads of the service and for everything that helps to provide the service, which includes grounds maintenance service.</p> <p>LR – That's separate, it's all separate for us.</p> <p>CH – ... The service charge covers everything that goes into providing a caretaking service.</p> <p>LR – It's all separate for us. It costs nearly three-quarters of a million for their Estate, and especially the tower blocks look awful. Have written about that and LR will continue dialogue.</p>	
5.8	<p>CK – Her point is kind of the same as Loist, which is that for caretakers when advertised in Lewisham is about £25,000 and even to allow for public sector pension and NI (appreciate NI is also going up), but the fact it costs £84,000 for that role for a caretaker that does less than 6 hours of work a week is really challenging. Wants to be supportive but it feels excessive. Appreciate that there are costs but it's just literally walking through children's nappies, trash on the Estate and human faeces and paying collectively with neighbours £85,000.</p> <p>CH – Where do you live Chloe?</p> <p>CK - Jerningham Court. Not a large block. 33 flats – a third leaseholder-owned and two-thirds Council and it's very hard to square the scale of the cost to the quality of the service. Point 2 that was more of a concern, was to say (and it wasn't even the lowest score), but [PP05] said satisfaction that our homes are safe. Interested to know how that compares with tenants because less than half of people feeling their homes are safe is the most basic requirement of homes, so would appreciate knowing how that looks over time over different years and what measures are coming and insight.</p> <p>CH – This question is about safety.</p> <p>CK – I read it more as security.</p> <p>CH – When government initially introduced it, it was because of the Building Safety Act. Totally appreciate how people read it. Will look at what the trends are, what the comparisons are between leaseholders and tenants and how both have been going over time. Action Point.</p> <p>CK - Yes, that would be really helpful.</p> <p>CH – Feeling like Martin needs to come back and talk about caretaking again. He hasn't been here for a while so probably needs to come back again. Action Point.</p>	
5.9	<p>RMc – Just wondering in terms of the disparity between tenants' satisfaction and leaseholders' satisfaction, in some ways it feels like the more communications we receive as leaseholders, the less satisfied we are. It's confusing. Lack of clarity.</p>	



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	<p>Often involves such high costs in terms of s/c. Don't know what information is given to tenants in terms of costs of each item, or each repair for communal areas. Is that communicated to tenants?</p> <p>CH – Tenants pay for some services as well. Don't pay for repairs as that's part of their rent. Do pay service charges (off the top of CH's head) for, grounds maintenance, pest control and if they have heating and lighting charges, they pay for those as well. We consult with tenants and leaseholders every year about those charges. Tenants say similar things about caretaking. Not as low as leaseholders marked down. So yes, we do charge tenants service charges.</p>	
5.10	<p>RMc – Would a breakdown saying how that breaks down for a block showing what tenants' pay, so we are all on same page about who pays for what- would that be useful?</p> <p>CH – Yes, we could certainly do something about that – Action Log.</p>	
5.12	<p>CH – If nothing else about Satisfaction, we can take HS suggestion to bring AOB (Item 9) up the agenda, ahead of Date of Next Meeting.</p> <p>Agreed.</p>	
9.	AOB	
9.1	<p>HS – Just an observation about the direction of the meetings. Seem to be bringing things up regularly. Should we look at way meeting is structured?</p> <p>HS – Perhaps have a few updates on things brought up meeting-after-meeting. Standard item - Condition Report – Where have we got to? When will I see Year 1? Just need to be told that every time. The last item - a standard item – a Report “This is one of the 12 categories from the Satisfaction Survey”, this is what's happening to it at the moment. Deal with one of them at a time going forward.</p> <p>These could be standard reporting items. Some might want to know where EM and her excellent colleagues are getting to on reports on Service Charge. Looking at details, his usual hobby horse - anything above rate of inflation is extraordinary. Why? So that's 3 which he would like as regular reporting items.</p> <p>CH – Might suggest like the Service & Performance Panel has series of items called “consent items”. Not discussed at meeting all the info is provided. Could try that if it works for HS? People are saying “yes, good idea” in the Chat so why not give that a go. Action</p>	
9.2	<p>CH – It's related and brought up a couple of meetings ago. Really need to improve attendance. Times when have had 40-50 people on meeting. Getting info to Leaseholders, he's told them, they never attend. Haven't heard about it other than through him. Needs outreach to improve attendance.</p> <p>EM – Have about 247 leaseholders signed up to membership. When EM sends things out it goes to all of them – the Agenda, Minutes, joining instructions. It's on website. Web page on there. Also, in newsletters to leaseholders. Keen to discuss other methods to reach out. Use email as people have their devices with</p>	



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	<p>them – more likely to respond. Not wanting to cut trees and sending paper out. Keen to discuss ideas to increase numbers.</p> <p>CH – Give ideas to EM or CH or email the HOS email address.</p>	
9.3	<p>RM – On the point from CH to help to find out about this meeting, it was difficult to find out about it. Maybe Lewisham Homes to Lewisham Council transition? But it was difficult. Could be done for more people to be aware of it.</p>	
9.4	<p>SD – We found out about Leaseholders Forum by email – sent to husband and not hers. Pure chance she was able to come. Secondly, the timing of meetings? At least 10 signed up within last 2 weeks (Baizdon Road).</p> <p>CH – What timing would be better? Open to hearing suggestions.</p> <p>Sarah – People are looking after their children at 6:30pm. Think about holding at different times?</p> <p>CH – Yes, could ask leaseholders for different times. Use Survey Monkey to test it and see if better options for people. Happy to do that. Action Log.</p>	
9.5	<p>HS – How about suggesting Acuity say it in their script? “By the way, in case you are not aware, Lewisham Leaseholders Forum etc...”.</p> <p>CH – Will ask the question but don’t think that would work. Government is strict about what we can say in that survey, but CH will check with colleagues in charge. Usually need to stick to the script. Action Log</p> <p>HS – Lack of common sense; it would be so easy to tag the invitation on the end of a survey.</p>	
9.6	<p>EM – When we sent out Actual Costs Statements and service charge bills, we send a letter that goes out to about 5,300 leaseholders and a standard item in that letter is about this group.</p> <p>CH – People don’t read it though. Different receiving styles. People appreciate communication in different ways. Yes, LR, as this is a Teams meeting, we’ve had 40-50 people in the past. Have not put a cap on attendee numbers. EM sends it out to over 200 people.</p>	
9.7	<p>CH – Any more Any Other Business?</p> <p>No.</p>	
8.	Future Agenda items	
8.1	<p>RMc – Making a suggestion for Future Agenda. Lots of talk recently about leasehold lease reform and policies. Have been trying to get info from Vicky Foxcroft but she has nothing they can understand on this. Does Lewisham Council have any update that can be shared?</p> <p>CH – Doesn’t have update here. Can get more information out it. Action Log. CH’s understanding is previous Government introduced a Bill. Parts of it coming.</p>	



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	<p>New proposals from new Government re newbuild properties. An interesting area and could be explored.</p> <p>RMc – That would be good. Vicky Foxcroft, MP, said it would concern Council leases. Don't know.</p> <p>CH – A lot of it is about rising Service Charges but that's not a problem we have. Proposed change to marriage value for lease extensions might affect Lewisham. Vicky Foxcroft, MP, sent a long email but couldn't work it out.</p> <p>CH – Might be useful to see what Vicky Foxcroft, MP sent.</p> <p>Rosie – Yes, Vicky Foxcroft, MP team consulted Housing Minister so will send it to CH and EM.</p>	
8.2	<p>EM – Has been staying close because of changes and needing to be ahead of them. In terms of rising service charges, they have done away with leasehold houses completely; no more leasehold houses. That will assist new leaseholders but won't impact on existing leaseholders at the Council. Some being drip fed (Ground Rent ceased in 2022, although it was only £10). Anyone who Completed a Right to Buy lease after 2022 doesn't pay ground rent. Devil is in the detail! Useful topic. Action Log.</p>	
8.3	<p>LR – Wanted to talk about MW procedures.</p> <p>CH – Is this for a Future Agenda item?</p> <p>LR – No, it's for now. EM sent it to us – the MW Consultation procedures. So, we already discussed that, wanted to say thank you again for doing that. Have been impressed for what was produced from the last meeting. Well done to the team overall. But a little concerned when you look at the diagram...</p> <p>CH – This isn't on the agenda for tonight. We can put it for next time Future Agenda as not everyone has it because it wasn't on the Agenda. Action</p> <p>LR – That's fine, will pick it up next time.</p>	
8.4	<p>CH – Any other Future Agenda items?</p>	
7.	<p>Date of next meeting</p>	
7.1	<p>Due for May, but Bank Hols and school holidays, so suggesting Tuesday 3rd June 2025. Historically had on a Thursday, so change to a Tuesday and see if higher attendance.</p> <p>RMc, CH agreeing. HS cannot make that date.</p> <p>CH – Info will be on website and EM will send info out in advance.</p>	
9.	<p>Any Other Business</p>	



Minutes – Leaseholder Forum

Thursday 20TH March 2025 – 18.30
Microsoft Teams video conference

	<p>LR – Has an update for AOB and want to update those here. Following the resident that let them know about the Housing Ombudsman, LR was able to rally up residents from Dacres Estate and attended personally and online.</p> <p>LR - Fed back their views and experiences. Some meetings were well attended, some were not (as people did not know about it), but they are still willing to take emails about experiences so have put email in the chat. They won't take issues personally but will take on board experiences that have had with Lewisham as part of the Ombudsman investigation.</p>	
	<p>CH -Latest is that Lewisham have sent new evidence over to them and they aim to produce report in first quarter of 2025/26. Stress the word "aim". Not a promise, it's an aspiration on their part.</p>	
	<p>LR – At the last meeting, HS asked for copies of Chat meeting notes. Didn't have it from last time. Can they have today's? There's important info there as well.</p> <p>CH – If someone can save the Chat and send it out, then you can.</p> <p>EM- Hoping LS can help with that.</p> <p>LS – Something we can explore from the Teams meeting.</p>	
	<p>CH – That brings us to the end of the agenda. Thanks everyone for coming, for your suggestions for some of your positive feedback, very much appreciated. See you all next time. Goodbye.</p>	

There being no other business, the meeting closed at 19:45pm.

The next Leaseholder Forum meeting will be held on: Tuesday 3rd June 2025 at 18:30pm.