



Independent Living Resident Forum meeting 25 February 2026

The Independent Living Resident Forum met on the 25 February 2026 at an independent living scheme in Catford and had some spirited debates as well as some laughter.

This Forum focussed on mobility scooters knowing this is an important issue for many residents and a mobility scooter agreement was approved by members. This agreement will be rolled out at the next quarterly Resident Meetings in April.

Key outcomes

1. Review Independent Living Mobility Scooter/Electric bikes/scooter Agreement Form

Agreed Points:

- A Waiting list to be set up, there will be a first come, first served, per scheme process
- It was agreed that the Independent Living Team will keep one spare key for the storage space
- 5year electrical testing requires access, residents will be notified in advance
- If a resident behaves in an anti-social manner the Team reserves the right to remove permission for the mobility scooter, Ebike/scooter
- If the mobility scooter, Ebike/scooter is left in communal areas without explicit fire safety permission, the Team reserves the right to have it removed
- The Agreement should be publicised in resident meetings and at fire safety checks

2. Performance review of bimonthly enhanced Fire Safety checks

Members reviewed the performance of the Spring and Autumn checks for 2025. The findings included the following:

- 9% increase in warden call equipment faults reported at Autumn fire safety checks
- Repairs were down at the Autumn check
- Residents continue to help by providing access

Members commented on how well the checks are carried out now and greater satisfaction levels amongst residents.

3. Guest Speaker, David Hoy (DH) Councils Gardening Team Manager

A big thank you to DH who came along to the Forum and explained the management of the communal green spaces at the schemes and what residents should expect in the different seasons. Members specifically raised issues with trees causing obstruction, blocking light and causing moss on paths. DH explained to report issues with trees residents needed to report them to: <https://lewisham.gov.uk/myservices/environment/trees> and the Green team should be removing any moss on paths.

4. Presentation on consumer standards and tenant satisfaction measures

The regulator of social housing consumer standards applies to Lewisham Council residents. The key points were presented and discussed by members. The tenant satisfaction measures were a hotter topic for the members and a lengthy conversation around complaints took place. For anyone that would like to read more please go to, [Transparency, Influence and Accountability \(including Tenant Satisfaction Measures\) - GOV.UK](#)

5. May 2026 meeting agenda

- Rent and Service Charge increases for 2026/7
- Presentation on the management of Anti-social behaviour
- Performance review of weekly Health & Safety checks and Fire Alarm testing
- Inter-scheme social activity / Inclusion event
- Guest speaker, Caretaking services

For further detail of the meeting please refer to your Noticeboards at your schemes where the full outcomes will be displayed.