



Action No.	Date of meeting	Related minute no.	Status	Action Owner	Action Description	Action Updates	September 2025 Update	December 2025 update	February 2026 update	Update Due Date	Date Closed
8	24/04/2024	4.00	Open	Martin Ryan, Head of Environment	Bin chutes - not for purpose, consider closing them and providing alternative means for domestic waste disposal. Waste containerisation, increasing recycling on estates.	We are working closely with colleagues in the Place Directorate on the rollout of food waste collection to all estates by May 2026. We are already exploring some sites to pilot chute closure in tandem with the rollout. We intend to engage residents as the rollout continues area by area. In many sites, chute closures will require the creation of waste and recycling hubs outside blocks.	We are close to procuring a waste containerisation supplier and have agreed the priority will be sites where there are pressing fire safety needs and additional collections. As we roll this out we will work with residents to explore chute closures.	We have procured a waste containerisation supplier and have agreed the priority will be sites where there are pressing fire safety needs and additional collections. As we roll this out we will work with residents to explore chute closures. We will liaise with residents as we roll the programme out site by site	We have procured a waste containerisation supplier and have agreed the priority will be sites where there are pressing fire safety needs and additional collections. As we roll this out we will work with residents to explore chute closures. We will liaise with residents as we roll the programme out site by site	24/02/2026	
21	20/06/2024	3.10	Open	Martin Ryan, Head of Environment	Fambridge Close - recycling bins have been removed due to the high levels of contamination	We will consider this as part of our waste containerisation programme, linked to fire safety and food waste collection. (See action 8 above)	We will consider this as part of our waste containerisation programme, linked to fire safety and food waste collection. (See action 8 above)	See update for action no. 8 above	See update for action no. 8 above	24/02/2026	
22	20/06/2024	3.10	Open	Martin Ryan, Head of Environment	Edward Street - Previous issues with fly tipping on the estate and over flowing bins but worked with Environment Team (Carol) and by simply moving the bins further away from the building had helped. Request to move the bulk waste collection point to a less visible location as similar issues experienced to that on Dacres Estate with people from private / other estate dumping rubbish on the estate	We will consider this as part of our waste containerisation programme, linked to fire safety and food waste collection. (see action 8 above)	We will consider this as part of our waste containerisation programme, linked to fire safety and food waste collection. (see action 8 above)	See update for action no. 8 above	See update for action no. 8 above	24/02/2026	
30	20/03/2025		Open	Chris Brown, Director of Quality & Investment	Provide a date by when the planned major works programme will be available to leaseholders		The 5 year Capital Programme for the Housing revenue Account is now agreed and is being drafted by our comms team to be presented on the councils website in September. the plan will be presented at resident forums including the leaseholder forums. Please note that caveats accompany the plan to recognise changes which will occur as a result of consultation, delivery challenges, to recognise unforeseen occurrences.	Following a six month review of the stock condition and decent homes data there is a revision of the 5 year programme. The service hope to put this into a suitable format. however there is a need to promote information which the service and residents can have confidence in. We have a new target date of May 2026	Work continues to refine the 5 year plan and develop an appropriate format. The 5 year plan is assuming £65m of capital investment per annum in each of the next 5 years. the plan includes prioritising decency/component replacement, 3 High Risk Buildings, replacement of mechanical and electrical equipment for compliance purposes and capitalisation of repairs. A small budget has been made available to improve waste storage on blocks. More detail will be brought to the forum when available.	31/05/2026	
32	20/03/2025	6.4	Open	Dean Cooper , Head of Repairs	Consider ways to let leaseholders know about status of communal repairs		To be explored further, due to GDPR and account logins communal repairs cannot be displayed on accounts, caretakers cannot assist with this due to resource issues.	Total mobile was implemented on the 17/11/2025 as a minimum viable solution there is further work to develop the customer portal and we will review how to display this information in line with GDPR if possible and continue to look for alternative ways unfortunately the only current method would be to call the repairs contact centre.	This is the same as the previous month	24/02/2026	
33	20/03/2025	6.4	Open	Dean Cooper , Head of Repairs	Look at why reports of communal repairs aren't reaching the team / not getting repaired		Continues to be intermittent go live date for total mobile is estimated Oct 25 which will improve online reporting	Continues to be intermittent but work to develop the new customer portal to report repairs is continuing now total mobile has been implemented this is part of the full integration road map dates not yet confirmed for this work.	Work is now focused on the development of the new repairs portal to replace the current system		
35	11/12/2025	5.20	Open	Chris Brown, Director of Quality & Investment	Provide more information on guarantees and warranties as Forum Members do not feel this was responded to sufficiently, including the warranty / guarantee period for windows and front entrance door, provided by the Council				The communal heating warranties are stored on behalf of the council with the contractor who claims on appropriate elements when repeat calls occur. The Council is introducing new ICT systems to better store warranties and guarantees and also to make different parts of the service aware of warranties and Guarantees before commencing works.	24/02/2026	
36	11/12/2025	4.20	Open	Martin Ryan, Head of Environment	Members would like to see a service level agreement to understand what the service delivery should look like, i.e. how many times per year should the communal windows be cleaned, what to expect from sweepers, caretakers and green Services staff. This will assist Members to manage expectations and monitor value for money	Much of this information is on the Council's website at https://lewisham.gov.uk/my-services/housing/council-tenants/estate-services/estate-cleaning . However, we recognise it would be helpful to have estate-specific information and that we need to be able to measure what we do more efficiently and transparently. That's one of the reasons we're aiming to procure a digital mobile solution later this year. When it is embedded, we will update the website. Regarding communal window cleaning, 479 blocks are covered by the contract. We specify three cleans per year. Leaseholders are only charged for the cleans that take place.				24/02/2026	
37	11/12/2025	7.10	Open	Carol Hinvest, Director of Resident Engagement and Services	Members would like to see an organisation chart to understand who does what in the organisation					24/02/2026	
38	11/12/2025	5.20	Open	Chris Brown, Director of Quality & Investment	How many leaseholders have replaced their front entrance door before the gifting / waiver option was introduced				The Quality and Investment service does not know how many leaseholders have replaced their own front door. The project offering new fire safe rated door to leaseholder considers if the current door is to the required standard and if it is not can it be repaired to meet the standard and if not is the leaseholder happy for the Council to replace the door and frame at the councils cost. Around 580 leaseholders who have had their doors assessed have not responded to the councils offer to repair/replace their doors. The Council have contractors manufacturing and fitting doors.	24/02/2026	
39	24/02/2026	2.23	Open	Chris Brown, Director of Quality & Investment	Forum members have requested to see the stock condition survey information					Jun-26	
40	24/02/2026	5.22	Open	Dean Cooper , Head of Repairs	Confirm if repairs are analysed by property type and is the current approach primarily a reactive repair approach?						
41	24/02/2026	5.32	Open	Dean Cooper , Head of Repairs	Confirm policy about window maintenance					Jun-26	
42	24/02/2026	5.35	Open	Dean Cooper , Head of Repairs	invite Dean to return to the forum to answer more questions about repairs service and to					Jun-26	