



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

**Chair:**

Carol Hinvest (CH)

**Lewisham Staff:**

Emma Mills (EM), Glenda Omogbai (GO), Peter Whittington (PW), Yvonne Lemonius (YL), Rebecca Sandhu (RS), Ryan Martin (RM),

**Minute taker:** Ruke Ofogba (RO)

**Meeting attendance:** Rhiannon Ifans (RI), Hedley (H), Roberto & Anita (R&A), Lucca Meger (LM), Lesley Benson (LB), Loist Robinson (LR), Susan (S), Stephanie Hanson (SH), Pat (P), Gill Bryan (GB), Maria (M), David White (DW), Gladys Medina (GM), Julia Fulukiya (JF) Yen Chu (YC), Lombo (L)

**Apologies:** No apologies.

<b>1.</b>	<b>Welcome and introductions</b>
<b>1.1</b>	<b>CH</b> – Everyone was welcomed to the meeting and reminded of the ground rules.
<b>1.2</b>	All London Borough of Lewisham (LBL) staff introduced themselves.
<b>2.</b>	<b>Minutes from the last meeting held on 11 December 2025</b>
<b>2.1</b>	<b>H</b> – requested confirmation of the structure of the consent items as none were sent this time.
<b>2.2</b>	<b>CH</b> – confirmed it will be kept.
<b>2.3</b>	<b>EM</b> – The consent items consisted of: update on resident portals which is now live, so no further update available. The planned major works programme – there’s no additional information and an update on the leasehold satisfaction survey. The results for the last quarter of 2025-2026 will be available in the new financial year.
<b>2.4</b>	<b>LR</b> – asked for H to confirm the reasoning for the consent items,
<b>2.5</b>	<b>H</b> – confirmed it was to keep items front and centre of the agenda to ensure there were regular updates on some of the key issues that have been present for a number of years.
<b>2.6</b>	<b>LR</b> – believes important items are hidden to prevent leaseholder from discussing important items that affect their pocket. PDR (Permitted Development Rights) has been approved, which is a conflict of the Landlord and Tenant act under S.20 as this means it has been agreed. PDR means it has been agreed and approved, and the leaseholders do not have the opportunity to challenge it. Apparently, CB presented specifics which included PDR to push works smoothly but, in their experience, it was already approved and leaseholders were unable to challenge the works.



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

2.7	<p><b>CH</b> – PDR is a planning issue, which is not a discussion for this meeting. Consent items are not to hide things; they are designed to provide updates on meetings for those not able to attend meetings.</p>	
2.8	<p><b>RI</b> – Requested to move on.</p>	
2.9	<p><b>Continuation of checking the minutes of the last meeting</b></p>	
2.10	<p><b>4.2</b> Service Charge setting has been agreed, invoices for estimated bills 26/27 will be sent in March 2026.</p>	
2.11	<p><b>LR</b> – the minutes do not reflect the discussions had. 2. The legal right and her point on the service charges, was not a general comment under the Landlord &amp; Tenant Act 1985, was not reflected</p>	
2.12	<p>3. Fire Doors – the minutes did not reflect the discussion. The 10-year warranties and the leaseholders who have already paid for doors, should have been included.</p> <p><b>LB</b> – supports LR’s point on the details of the minutes. We can lose what has been raised. A discussion was had on possibility recording the meeting or transcribing for accuracy of the minutes.</p>	
2.13	<p><b>EM</b> – looked into the possibility of recording meetings, generally the Council does not record meetings for GDPR reasons. Unsure if the meeting could be recorded for the minutes, then deleted.</p>	
2.14	<p>A suggestion was made to transcribe the meeting.</p>	
2.15	<p>Carol will now start the transcribing of the meeting, if everyone could introduce themselves before speaking so that the transcription can hopefully be properly attribute what you have said.</p>	
2.16	<p><b>LR</b> – wanted to raise the point regarding the relationship between Lewisham Homes and Lewisham Council. Lewisham Homes has been brought back in-house, therefore the Council is fully responsible for what Lewisham Homes did on behalf of the Council. This needs to be recorded in the minutes as she doesn’t think it was clear. Clearly the Council is trying to separate from Lewisham Homes, but as Lewisham Homes has been brought back in -house the Council needs to be accountable.</p>	
2.17	<p><b>CH</b> – As the sole shareholder of Lewisham Homes, you could say that, yes, but with the arm's length management organisation, relationship was always supposed to have an arm between the Council and the management of its housing . CH confirmed the management of all Council housing, except for PFI, has now returned to the Council, therefore the Council is fully accountable for all things.</p>	



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

<p><b>2.18</b></p> <p><b>2.19</b></p> <p><b>2.20</b></p>	<p><b>LR</b> – heard what was said but thinks 14 years of Home Ownership Services provided to leaseholders and information missing from their records which isn't right. Referring to Lewisham Homes Board papers.</p> <p><b>CH</b> – Confirmed there are no missing records however the Council does not keep any paper records anymore.</p> <p><b>LR</b> – stated all documentation should be kept by law for a minimum of 6 years.</p>	
<p><b>2.21</b></p> <p><b>2.22</b></p> <p><b>2.23</b></p> <p><b>2.24</b></p> <p><b>2.25</b></p> <p><b>2.26</b></p> <p><b>2.27</b></p> <p><b>2.28</b></p> <p><b>2.29</b></p> <p><b>2.30</b></p> <p><b>2.31</b></p>	<p><b>CH</b>- Question in the chat, for the retention policy. How long the Council retains documents for.</p> <p><b>H</b> – requested of the organisation staff structure so they know who they are talking to and what department within the Council.</p> <p><b>CH</b> – explained the Council is in the process of producing an up-to-date version and will share it once completed.</p> <p><b>H</b> – requested when they were going to see the condition surveys?</p> <p><b>Action - CH</b> – This is a question for Chris Brown, add to action log.</p> <p><b>H</b> – said they have been waiting 5 years for the answer to the 5-year plan, and they had requested the capital plan too. Referring to the minutes of the 3 June where it was stated the capital programme would be published on the Council's website.</p> <p><b>CH</b> – acknowledged this was stated and apologised for the delay and will ask Chris Brown (CB). CH will chase these with CB. This is action remains on the action log</p> <p><b>EM</b> – the structure chart and planned major works are on the action log. The structure chart in its current format is not helpful as it is job tiles only and she thinks what the Forum members asked for is for the roles and responsibilities of each team as well. This is work in progress and an open action on the action log.</p> <p>On the action log, CB has given an update on the publication of the major works programme, but it doesn't have a date next to it.</p> <p><b>SH</b> – on Hedley's point, can we have a deadline then for when this information will be provided? Because it seems as if without that deadline, it's unclear what's happening. We do need some accountability here.</p> <p><b>CH</b> – CH will speak to CB for a deadline.</p> <p><b>H</b> – this undermines the confidence leaseholders have with the Council, it would be better if CB updates leaseholders instead of leaseholders chasing as they</p>	



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

2.32	<p>have been for 5 years which is frustrating. We want a definitive statement, stop saying the plan is about to be published</p> <p><b>CH</b> – appreciates leaseholders have been waiting a long time. CH has a meeting with CB on Friday and will discuss it with him further at their meeting. CB has updated the due date on the action log to 31 May 2026</p>	
3.	<b>Action Log:</b>	
3.1	<b>CH</b> – MR is here, so will discuss his items on the action log with him in this session	
3.2	<p>We are looking at using Total Mobile on the status of communal repairs. Our reports of communal repairs.</p> <p>The second point was about the current repair's portal; we are looking at developing a new repairs portal to make sure that we actually have a portal that delivers for residents. So, you can see orders properly, what you've ordered and what's going on. Check your repair and book your own appointments, which you can't current do. However, this is in development at the moment.</p> <p>There is not a deadline by which it will be delivered, we're at the very early stages of looking at what the options are and whether we're going to develop our own thing or use something off the shelf.</p> <p>Guarantees and warranties. Communal heating warranties are stored on behalf of the council with the contractor. The Council is introducing a new ICT system to better store warranties and guarantees, also to make different parts of the service aware of warranties and guarantees before commencing works.</p>	
4.0	<b>Estate Environment Update</b>	
4.1	<b>MR gave his presentation.</b>	
4.2	<p><b>MR</b> – Thanked forum members for inviting him. gave an outline of some of the problems faced by our staff and residents cleaning up the estates on a day-to-day basis. Many bins don't have lids, they're spilling over, that adds to litter, which attracts pests like foxes etc. We provide a service to residents who live in blocks, which means we pick up bulky waste from outside the block. It's the way it's been done for decades in Lewisham and worked okay when people threw relatively little away and not very often. Now that people are consuming a lot more, there's a lot more packaging and they're throwing a lot of things away, plus the fact that their bins are getting filled up very quickly, the bulk collection points have kind of become, in many cases, indistinguishable from fly tips.</p> <p>We have very low recycling rates on the estates, people do try to recycle, but people contaminate bins by putting non-recyclable things in recycling bins so that the whole load gets wasted. We need more bins than the buildings were designed to accommodate. There are additional bins on the outside, sometimes it's very close to buildings. They often don't smell very nice and it's not a good thing if those bins are set fire if they're close to where people live.</p> <p>There is blocked access to bins and bin chambers for various reasons. We want to improve our waste and recycling offer, and we're working in partnership with other parts of the council to do that. Some of this is very simple, it's about ensuring that that there's the right type and quantity of bins. The outcome will be a cleaner environment, better recycling rates and will help</p>	



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

	<p>control and hopefully reduce costs. The main thing we want to achieve is improving fire safety. There are some places where bins have been left very close to buildings, putting them in containers like this, (picture in the slide) where it is secure and safe will be a way of permanently mitigating those sorts of risks. Our second priority is those blocks that require two or more collections and whereby having more storage for bins would mean that we can reduce to a single collection.</p> <p>And alongside these issues will improving reducing antisocial behaviour and making it easier to control and manage pests and other waste management problems.</p>	
4.3	<p>Also, areas where one waste and recycling hub serves more than one block so that we get economies of scale. We're doing 13 schemes during the course of this financial year. 15 blocks involving 243 flats that we're working on between now and the end of next month.</p>	
4.4	<p>If residents aren't actively engaged in taking a different approach to disposing of waste, then it won't work. Our experience so far is that residents are very pleased, very responsible, very happy and very cooperative.</p>	
4.5	<p><b>RI-</b> recycling is very good but you can't recycle vape batteries. You need local recycling facilities because not everyone has a car, we need to have more bins. Introducing more recycling points and liaising with big businesses and working in partnership. RI thanked MR for the information and the work that is being done. Residents need to change mindsets with the Council's support introducing more recycling points and liaising with big businesses is the way to do it, it can't all just be the Council and us blaming you, it's us that's causing the problem. Thank you for listening</p>	
4.6	<p><b>MR-</b> Educating residents on recycling, rolling out procedures on what the Council is doing and why to improve facilities and practical stuff. Improving recycling across the borough, particularly on the states, and making food waste collection more effective, easier for residents and providing facilities for food waste. Our team is working very hard on.</p>	
4.7	<p><b>SH-</b> how can we ensure that residents are aware of what days? I'm really intrigued to know how you are trying to determine whether there's the right type of bins and enough of those bins. Are you auditing things on the estate? Are there people on the ground, for example, are caretakers monitoring things?</p>	
4.8	<p><b>MR -</b> The bin provision isn't really driven by demand, like how much rubbish has been generated in a particular place. It's really driven by a formula of how many litres per household are required and the same formula is used for estates as is used for street properties, and that's not something we have much influence over. I think it's probably true that there are more problems with demand exceeding supply on the estates than there are on most street properties because, there are a lot of people that live on the estates and it's hard to have</p>	



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

	<p>as much an equal amount of bin capacity as there are in houses, which may be relatively under occupied. To solve this getting people to put the right things in the right bins as much as possible to produce less waste. And managing the space and the resources that we've got.</p>	
<b>4.9</b>	<b>SH</b> - can you clarify what criteria is being used to help prioritise.	
<b>4.10</b>	<b>MR</b> - the top priority is safety. Risks that need to be mitigated. One of the risks that occurs sometimes is that waste has been stored too close to buildings. If that catches alight, then it could affect people who live in those buildings. Putting bins in containers that are distanced away from the building and fire rated then avoiding multiple collections, everything else to be considered alongside it.	
<b>4.11</b>	<b>SH</b> - really helpful getting caretakers if they have capacity or encouraging residents to feedback, whether it's pictures and things like that, would help.	
<b>4.12</b>	<b>LB</b> – appreciates her bin chute and finds it very convenient but there have been occasions where items are too big for the shoot and stored by the bins, this is a problem. Also, with regards to recycling, the bin is generally full before the collection day, and she has found plastics in the bin so is unsure if residents are using the bins for general waste or there is fly tipping going on.	
<b>4.13</b>	<b>MR</b> - more recycling education to ensure more is recycled to produce less bulk waste. Somethings that can be recycled aren't being recycled.	
<b>4.14</b>	<b>LB</b> - we have two rubbish collections a week, but only one recycling collection. But if you want more recycling, I don't understand why it isn't the other way around, because that would probably solve the fact that everybody's dumping stuff around the bin, the recycling bins rather than in them.	
<b>4.15</b>	<b>MR</b> - the number of collections that are provided is driven by how much recycling is produced compared to how much residual waste is produced. Therefore, we need to up the recycling that people are trying to do and then the collections will follow. As for people who find it difficult, to take waste out of the block and go to a waste and recycling hub. We do try and help those people by visiting their homes and taking their rubbish.	
<b>4.16</b>	<b>L</b> - nothing was mentioned about people living on the block, which is commercial, businesses disposing of their rubbish?	
<b>4.17</b>	<b>MR</b> - that's a real problem, we do need evidence and that's something that residents can help us with by sharing what information that they've got. People do get fined. And can be taken action against the people who lease those shops if they're caught.	
<b>4.18</b>	<b>CH</b> - requested if L could put the address this pertains to in the chat and it would be investigated.	



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

4.19	<p><b>L</b> – requested if the caretakers could provide evidence from their walkarounds, could this be part of their duties?</p>
4.20	<p><b>MR</b> – we do request caretakers to share evidence of antisocial behaviour and criminality. But it doesn't identify the individual responsible. Resident living on the estate may be able to provide evidence of the individual responsible, especially if it happens outside of office hours.</p>
4.21	<p><b>LR</b> – advise she and other residents had cleaned their chute and found the main issue was unfolded pizza boxes two litre plastic bottles. She thinks with training and notification/information informing residents what should go down the chute, a lot of the problems could be resolved.</p> <p>Also, there was no consultation on the rollout of food waste. What has been observed: Metro Store bin (regular household grey bin), were delivered. When the rubbish was collected, they would take a picture of what's in the food waste bin and put it in with the regular rubbish anyway. So, what is the point? And how long have you known that this is legal and supposed to be implemented into this into onto the Estates March? How long have you known?</p>
4.22	<p><b>MR</b> - It's been planned for a number of years, and the deadline of March 26 has certainly been in place for a couple of years. The provision of bins to put food waste in is not something we necessarily need to consult about. The food waste bins are provided so that people can choose to dispose of their food waste so it can be collected and processed.</p> <p>The rollout of food waste at its minimum is simply providing a bin that you can put food waste in. What Terri was talking about in terms of the provision of waste containers with separately marked for dry mix recyclable for residual waste and separate food waste provision is the sorts of major changes to the waste infrastructure on the estates to make a success of things like recycling and food waste. And that is the sort of thing that we would consult on. In the course of consultation, we would work with you to consider whether we ought to close chutes to encourage people to recycle more and dispose of food waste in a more sustainable way. The role of the food waste bin is for people who want to can put food waste in them is something that the street Environment Team put in place in response to that statutory requirement. It's something they have to do. So, there'll be limited consultation about it. Where the consultation and engagement will happen is in terms of making that a success along with improving recycling and waste management in general.</p>
4.23	<p><b>LR</b> – acknowledged what MR had said and may not necessarily agree with it because she has read the legislation and understood it. Residents were supposed to be consulted. But in addition to that, their rubbish collection on their estate is really in a bad state a lot of the time. Has a risk assessment been done even before adding something else to the mix of that?</p>
4.24	<p><b>MR</b>- we want to improve the things on your estate it is one of the large estates. At the moment, there are major works taking place on the estate and a lot of containers to ensure residents are recycling.</p>



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

	<p>With regards to all waste being disposed together, this probably was due to it being checked and found to be contaminated. which is why they take a photograph of it, then they put it in with the residual waste because it's contaminated.</p>	
<b>4.25</b>	<p><b>SH</b> – How can we ensure residents are aware of collection days? I appreciate that, you know, some time is out of our control. Obviously, if you live there long enough, you kind of get a sense, but on my estate, Dacre's estate, we don't have any posters or anything like that to confirm that. So that would be great if that was across all estates.</p> <p>Recycling advisors or support workers. I'm really intrigued to know how you're going about determining whether there's the right type of bins and enough of those bins. So, for example, are you auditing things on the estate? are caretakers monitoring things.</p>	
<b>4.26</b>	<p><b>MR</b> - The bin provision isn't really driven by demand, like how much rubbish has been generated in a particular place. It's really driven by a formula of how many litres per household are required and the same formula is used for estates as is used for street properties, and that's not something we have all that much influence over. I think it's probably true that there's there are more problems with demand exceeding supply on the estates than there are on most street properties because, the fact that, you know, there are a lot of people that live on the estates and it's hard to have as much an equal amount of bin capacity as there are in houses, which may be relatively under occupied. So I think the way to solve it isn't going to be by having loads more bins, because apart from anything else, in some estates, there isn't there isn't space to accommodate more bins. I don't know if there's anyone here from the from the north of the borough, but if you if anyone knows the Pepys Estate, there's some very big blocks there and there's not a lot of space between them. So, we couldn't have loads of bins stored there to collect five times the amount of waste. What we would need to do is to get people to put the right things in the right bins as much as possible to produce less waste. The waste hierarchy starts with reduce, then reuse, then recycle. Less thrown away, buy less, throw less away. This needs to be part of the education piece needed to support residents with. The rest is about managing the space with the resources that we've got.</p>	
<b>4.27</b>	<p><b>SH</b> – Thinking about how you can prioritise certain estates where things are more problematic. SH would be keen for discussions with caretakers, taking pictures yourself etc would be a starting point with some of the strategies</p>	
<b>4.28</b>	<p><b>MR</b> – top priority is safety. Fire Risk Assessments provide recommendations to mitigate risks.</p>	
<b>4.29</b>	<p><b>CH</b> – Thanked MR and will now be moving on to repairs. Slides for MR's presentation is below.</p>	
<b>5.0</b>	<p><b>Repairs Service Update – Rebecca Sandhu on behalf of dean Cooper.</b></p>	



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

<p><b>5.1</b></p>	<p><b>RS</b> – presented slides regarding repairs update, which covered:</p> <ol style="list-style-type: none"><li>1. Call centre performance.</li><li>2. Average calls over time</li><li>3. Repairs works outstanding.</li><li>4. Damp and mould performance post Awaab’s Law.</li><li>5. Repair key achievements.</li></ol> <p>This covered both leasehold and Council properties.</p> <p>Slides attached below.</p> <p><b>LR-</b> asked if it was the call centre in Glasgow, she has not had a good experience with them.</p>
<p><b>5.2</b></p>	<p><b>RS</b> - our repairs call centres, the contact council's corporate contact centre are both Lewisham based, they're Lewisham staff and staffed by Lewisham staff. The Repairs Contact Centre staff are in Monday, Tuesday, Wednesday in the office and answering calls from home on Thursday and Friday. I don't know what the days of the week are for the corporate contact centre, but that again is based in Lawrence House.</p> <p>You can contact Repairs, Roberto and Antia about water the ingress of water on the staircase block. If you want to put your address in the chat RS report it tomorrow for you.</p>
<p><b>5.3</b></p>	<p><b>SH</b> – Great job considering you stepped in last minute. Requested more clarification on some of the language used in the presentation e.g. jargon &amp; acronyms.</p>
<p><b>5.4</b></p>	<p><b>LR</b> – there have been issues with both Deepdene and Clairville Point lifts, when they are not working. Lots of problems over the last couple of months, residents have no alternative but to walk up flights of stairs to access their property. Pigeon waste wasn't cleaned up for nearly a year. People have scabies, all sorts of problems. They feel like the forgotten block and there are other residents' issues. It needs attention.</p>
<p><b>5.5</b></p>	<p><b>PW</b> - believes Deepdene was rectified and is running correctly. Please update him and he will take this away and update everyone at the next meeting.</p> <p>LS will check and get back to EM or GO.</p>
<p><b>5.6</b></p>	<p><b>LB</b> – 65% of work is being completed by DLO, is this the general move to DLO? And she is interested in the kind of monitoring the Council does: efficiency or success of the repairs, because this didn't come through in the charts.</p>
<p><b>5.7</b></p>	<p><b>RS</b> – the Council is pushing for 80% - 20% but currently at 70% - 30% DLO. Re: monitoring, with the new implementation of Total Mobile, every resident will receive a text after each job. We will take that feedback and also look at recalls to address this issue too.</p>



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

	<p>We have a new Contract Manager who will meet monthly to go through complaints, repairs, quality control, how many work orders have they got outstanding, etc.</p>	
<b>5.8</b>	<p><b>GM</b> – Clement House have not had water properly over the last 6 months, which is an essential and vital service. How can this be addressed and the lift in Pendennis House is out of service most of the time, therefore Clement House is servicing both blocks, is this reflected in the service charges? Or can Clement House residents be compensated?</p>	
<b>5.9</b>	<p><b>PW</b> – the issue with the water has affected a number of blocks, this is due to Thames Water lowering the pressure. The impact is that our storage tanks then can't filled up at the top of the building due to the pressure drop. This is outside of the Council's control and lays with Thames Water. It has been raised at council level.</p> <p>Thames Water saying they need to provide a minimum of X amount of pressure of water to a building. What they haven't taken into consideration is the height of the building. So, if you live in a normal townhouse or two up, two down, dropping the pressure down, there's no impact at all. When you live in a block which is 10, 11, 12 stories high, the mains water does not reach those tanks and they know that. What we have done for two blocks is what we call a cold-water main bypass. We've come down one floor, we're bypassing the tanks to try and improve water delivery and disruption there. We plan to do Clement House and Pendennis House by tomorrow, to try and reduce the impact and reduce the water pressure. That is not a full-time solution, it's an interim solution to try and admit the problem we've got. But it is a Thames water issue.</p> <p>Complaints should be targeted to Thames Water because they are the people who are reducing the pressure and causing the problem. We're now looking for solutions ourselves because Thames Water aren't reacting back and saying what they're going to do to try and improve it.</p> <p>The Council is looking at how to do a full-time resolution from our side, because Thames Water, don't appear to be responding, which may mean introducing boosted water systems there. This would be a big expense to do on all sites. With regards to the service charges relating to the lift, Home Ownership may be able to answer.</p>	
<b>5.10</b>	<p><b>EM</b> – unable to answer whether residents of CH could be compensated for PD residents using their lift.</p>	
<b>5.11</b>	<p><b>L-</b> raised their security door has been broken for many months and they must go downstairs to let people in. The repair has been outstanding for months, the door was meant to be replaced November 2025 but hasn't been and they are being charge for repairs, it isn't fair. Second point: my neighbour has an issue with their kitchen sink/pipe work. Repairs came out and left a pipe cover open, so the overflow is leaving the communal hallway wet, so does not understand what is being monitored.</p>	



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

- |             |  |
|-------------|--|
| <b>5.12</b> | <b>CH</b> – advised L there was a leasehold surgery before the forum meeting where leaseholders can raise their individual issues, please make us of it beforehand.  |
| <b>5.13</b> | <b>PT</b> – advised, the replacement or upgrade of door sits with the major works department. The door entry system is up for an upgrade in the financial year 26-27 with our major works team.  |
| <b>5.14</b> | <b>L</b> – question why they are paying for a service they are not receiving.  |
| <b>5.15</b> | <b>CH</b> – reminded all leaseholders, you only pay for services that you get. If a repair is completed, then you will pay for the repair, your proportion of the cost of the repairs. If is necessary to replace the door, a Section 20 consultation about the cost of the upgrade and what share of the cost you might have to pay for that would be sent.   |
| <b>5.16</b> | <b>RS</b> will look into a leaking pipe at 269a & 266/7 NCR.   |
| <b>5.17</b> | <b>LM</b> – wants to know how to get in touch with someone if there is an issue with commercial units in their building, this information would be useful because they suffered effects from a leak.   |
| <b>5.18</b> | <b>CH</b> - We are in the housing department; we are not responsible for the commercial units at the bottom of our blocks of flats. We don't maintain, repair or let them. There is another part of the council that does, which is why you've been advised to report it through the commercial, the corporate complaints team. Obviously, you can report it to us as well. We have had issues with some commercial units about waste dumping and things like that that we are taking up with the people within the council who are responsible for managing our commercial units. That's the corporate property team. |
| <b>5.19</b> | <b>EM</b> - put in the chat a link, It's noise and other disturbances from commercial promises. Complaints is for the corporate complaints, but there's a separate one that deals with disturbances from commercial properties.  |
| <b>5.20</b> | <b>LM</b> – requested, if you can ask them to put that information on the commercial property page. Second question: scaffolding has been going up on their property, but they do not know the reason, is there any way of finding out what they are being charged for?<br><br>Generally, if there was going to be major works on the roof, you should have been, as a leaseholder, consulted about that. If you were not and you didn't receive a section 20 consultation you will only be charged £250.00.   |
| <b>5.21</b> | <b>P</b> - Do you analyse repairs by property type, for example, purpose-built blocks versus converted street properties? And is the current approach primarily reactive repair approach?  |



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

- |             |  |
|-------------|--|
| <b>5.22</b> | <b>ACTION RS</b> – to confirm if repairs are analysed by property type and is the current approach primarily a reactive repair approach  |
| <b>5.23</b> | <b>CH-</b> we are moving through develop more planned works programmes. There' will be some more procurement of contractors to enable us to have a better balance between reactive and planned works within the repair service. The balance between responsive and planned, reactive and planned is not quite right, we know that we need to do a bit more planned work.   |
| <b>5.24</b> | <b>RS</b> - just to give you some insight, we are creating a new team around the planned works. So instead of it all being reactive, it will have planned work in there. If you want to drop me a line and just give us the list and I can come back to you on that.   |
| <b>5.25</b> | <b>CY-</b> is it possible to have forums more frequently than just when we have the meeting? Because I have to wait and are there volunteers/spokespeople for each block of flats? If we needs to report something, instead of going to Lewisham Council where you have multiple people reporting the repair, could it be possible they have a spokesperson and they go and who lives in the building and they go and report it to that spokesperson and that one person goes and reports it to Lewisham Council.  |
| <b>5.26</b> | <b>EM</b> - So you can direct your any queries to us at any time, we're available Monday to Friday by phone or e-mail. You don't have to wait for a surgery to raise something. Contact the Home Ownership team. If it's not something that we can answer, we'll reach out to colleagues to get the answer for you. We can visit you in your home, we can call, we can talk to you on the phone or communicate by e-mail. So, there's absolutely no need to wait for a surgery because that is our role.   |
| <b>5.27</b> | <b>CY</b> – said he had emailed leasehold consultation, and it is taking a long time to get a reply.   |
| <b>5.28</b> | <b>EM</b> – apologised for his experience and offered her email address for CY to contact her directly if they want to escalate the issue.   |
| <b>5.29</b> | <b>CH</b> – your second point, that's not something that we organise as a council. If residents wanted to self-organise in that way, that would be fine. But obviously, there are issues around, things that people want to say to us that they don't want to say to their neighbours.<br>It's not necessarily going to work for everyone in terms of people's specific personal issues that they might not want to share with their neighbours. So, whilst I appreciate the sentiment there. If that's something you and your neighbours wanted to organise, that would be fine. But I don't think it's something the council is going to impose on people. And it may be that even within your block, not everybody would be comfortable going to just one person for. |



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

5.30	<b>LB</b> - I was just wondering how that interacts with the major works, is it?
5.31	<b>RS</b> – the new team will be looking at things like new kitchens, new bathrooms, windows. it's going to be around the bigger works that the direct labour can't do, which is over a longer period of time.
5.32	<b>Action RS to confirm what the policy is around window maintenance.</b> <b>CH</b> – This relates to leaseholders with things such as regular maintenance, like gutter clearances,
5.33	<b>LB</b> – asked if it would include things such as windows.
5.34	<b>RS</b> – advised she will ask DC to update you at the next meeting around that team and what that looks like.
5.35	<b>Action Dean to return to the forum to answer some of these questions</b>
5.36	<b>LB</b> - Major works problems on boilers due to dust being a fire hazard, what is being done?
5.37	<b>PW</b> – has not come across dust affecting boilers however will look into.
5.38	<b>RS</b> - the new team is the complex and cyclical works. Roofing, supervisors and complex works, which are a little bit more than day-to-day repairs. DC will clarify more at the next meeting.
6.0	<b>Next Meeting:</b>
6.1	Will be in May or June 2026 on a Thursday. We will avoid the last week of May and school holiday weeks.
7.0	<b>Future Agenda Items:</b>
7.1	<ul style="list-style-type: none"> <li>- CB on the capital programme May 2026 deadline, however June 2026 may be a better timeframe.</li> <li>- Dean Cooper to return to include confirming what the policy is around window maintenance and progress on the development of the planned maintenance team</li> </ul>
8.0	<b>A.O.B:</b>
8.1	<b>LR</b> - The roadshow on the 12 <sup>th</sup> of February. There was only three days' notice, why are we not sent notification?
8.2	<b>CH</b> - Apologies given.
8.3	This will be <b>CH's</b> last Leasehold Forum Meeting. She will be leaving the Council at the end of March 2026. Her replacement will start before she leaves so, they will have time to handover. CH thanked everyone.
8.4	We all wish CH all the best in her next chapter 😊



# Minutes – Leaseholder Forum

Tuesday 24 February 2026 – 18.30  
Microsoft Teams video conference

	<b>The meeting was closed</b>	
--	-------------------------------	--

The date of the  
Next Leaseholder Forum meeting will be held on: TBC