

Action no.	Date of meeting	Minute no.	Action noted	Action required	Action Owner	Response	Action closed date
1	07-Dec-2021	2.10	A leaseholder raised an issue of not receiving minutes of previous meetings as well as other correspondence from Lewisham Homes. Emails from LH were also found in the spam folder. He suggested that this could be due to a technical issue that might be related to the service provider LH uses to send the emails.	EM to check with IT department if there is anything they can do to stop this from going to leaseholders' spam inbox.	Jon Kanareck	<p>We send emails via software called Deeplake. Mostly they will come from an address like lewisham@cmgr.deeplake.co.uk or communications@lewishamhomes.org.uk. The latter produces the issue described at the December forum.</p> <p>This is likely to have happened when receiving the quarterly leasehold newsletter rather than information about the forum which is sent via different software called sendinblue.</p> <p>Our ICT team have adjusted our sender policy framework settings to avoid this happening going forward.</p> <p>I am assured by my ICT team that there are no data protection issues as a result of this.</p>	20/12/2021
2	07-Dec-2021	2.11 & 2.12	A leaseholder questioned if there were any updates regarding the refund on cleaning services.	AW to check for any updates regarding the refund	Alan Wake / Martin Ryan	A corporate decision was made. We are justified in service charging for the full cost of the service provided. We reduced site time for front line staff to limit their and residents' exposure to the virus. Their pay was not reduced so there was no significant impact on the cost of the service (they continued to be paid for a 36-hour week), and therefore no adjustment will be made to the service charge.	20/12/2021
3	07-Dec-2021	5.5	<p>A leaseholder raised a concern regarding paragraph 3.1 of the service charge report which reads:</p> <p>The Council's Housing Revenue Account is a ring-fenced account. The account can only contain those charges directly related to the management of the Council's housing stock. By implication leaseholders must be charged the true cost of maintaining their properties, where the provision of their lease allows. This prevents tenants subsidising the cost to leaseholders, who have purchased their properties</p>	JK to clarify the paragraph 3.1 with the finance team.	Jon Kanareck	Jon has clarified this information with the Finance team	20/12/2021
4	07-Dec-2021		Minutes to be sent within two weeks along with Lynda's report	Minutes to be sent by Tuesday 21 December	Emma Mills	Minutes sent 20/12/2021	20/12/2021
5	07-Dec-2021	2.6	Action plan to be monitored and signed off by 21st January	All actions from previous log to be closed by 21 Jan 2022	Emma Mills	Closed	21/01/2022
6	07-Dec-2021	2.6	More strategic action plan will be established addressing the higher-level issues	New action log to be developed by date of first forum in 2022	Emma Mills	This is the version of the new action log	20/12/2021

7	07-Dec-2021		Surgery idea to be developed, which seems to be very well accepted	Surgeries to be arranged and advertise prior to each forum	Emma Mills	Surgeries to begin at the February 2022 forum	20/12/2021
8	07-Dec-2021		Provide the Name of Valuers used by LBL for Lease extensions	EM to obtain details from LBL	Emma Mills	Morgans Surveyors 28 Sundridge Avenue Bromley Kent BR1 2PX www.morganssurveyors.com	20/12/2021
9	08-Feb-2022		Leaseholders should have more direct input on agenda items, as per Linda's suggestion. To this end, a leaseholder group should be set up where they can communicate with each other to discuss and agree on the agenda items before the forum. AW suggested that this should be explored more closely to see how it could be managed in a practical way. He is happy to be involved in this process. Action: The group and EM to explore options to facilitate this.		Emma Mills / Alan Wake	Emma has organised a short survey asking members to tell us their top 3 priorities for discussion at future forums and also asking if members would like to be involved in a short session about agenda items with our Independent Chair, Alan Wake before the next forum on 26 th April. The survey was launched, and the link sent to forum members on 17 th February and closes on Friday 4 th March at 5PM The link has also been placed on Lewisham Homes website	04/03/2022
10	08-Feb-2022		DF to provide more information on the cyclical decoration program as it becomes available		Deji Fajobi	Programmes of work to be delivered under the LTC with UL and Mulalley will generally be under "Internal Upgrades" or "External and Communal Upgrades". The latter will include external redecorations. In addition, we are working with both contractors to develop a dedicated External Redecorations programme. We expect to have this agreed by the end of Q1 (June '22) for roll out later in the year.	
11	08-Feb-2022		AW to have a conversation with Lewisham Homes with regards to extending leases.		Alan Wake	Alan provided information on lease extensions at the 26 April leasehold forum	26/04/2022
12	08-Feb-2022		A leaseholder reported an issue with a cleaning log that has not been properly completed in the past two weeks. As a result, residents do not know whether the cleaning service has been performed or not. Action: LH to take a look at it.	Martin Ryan to look into this	Martin Ryan	Martin made direct contact with the forum member who raised this by email on 9 February. The caretaker cleaned the block but forgot to sign the sheet. This is a new process, and it sometimes takes people a while to get used to a new process. The Team Manager will remind the caretaker.	09/02/2022
13	08-Feb-2022		EM informed that LH will be launching a survey regarding cleaning services and caretaking in the next few weeks. She added information about the survey will also be added to the resident's monthly newsletter. Action: EM to contact Martin Ryan about the survey and update the action log accordingly.	EM to speak to MH and find out more information about the survey to share with forum members	Emma Mills / Martin Ryan	The survey launched week commencing 7 th February. We are using the same approach as we use for the STAR survey –random sampling. The survey closes in March 2022 Survey results will be shared with residents. We will share them with members of the Leasehold forum	09/02/2022

14	08-Feb-2022		Is the housing stock survey something that can be shared?		Deji Fajobi	The format of the stock condition survey doesn't lend itself to sharing but we can look into 16 providing a summary report if necessary. What we can share is the resulting programme. In preparation for sharing the programme with residents we recently designed a search portal, however subsequent discussions with LBL regarding the funding of works as resulted in a temporary hold in sharing the programme. We hope to conclude discussions with LBL imminently, after which the programme will be published – I'd estimate by the end of May.	
15	08-Feb-2022		Do you check what the contractors are saying that needs to be done to the building		Deji Fajobi	Yes, we do. We not only require the contractors to provide evidence of recommended work but LH Clerk of works also undertake a percentage of joint visits with the contractors to agree expected criteria.	29/05/22
16	08-Feb-2022		Which department is responsible for garage doors, tiles replacement (not repairs) etc??		Deji Fajobi	The Repairs Team is responsible, and this should be reported via the usual way	29/05/22
17	08-Feb-2022		Can we please have more information about this cyclical maintenance? How do we make a request for changes like these		Deji Fajobi	See above comments on the External Redecoration works. Once the programme is developed, residents on the programme will be consulted on the scope of works ahead of statutory consultation where required.	29/05/22
18	26 Apr 2022		Minute point 2.16 - JK to ask a separate question about Building and Fire Safety works		Jon Kanareck	Completed	29/05/2022
19	26 Apr 2022		AW to provide slide show re lease extensions		Alan Wake		
20	26 Apr 2022		Minute point 6.1 - Issues with LBL recycling collections - JK to liaise with Martin to ask the Council to prioritise estates		Jon Kanareck	Completed	29/05/22
21	26 Apr 2022		Minute point 6.3 - Grounds maint. Making areas more environmentally friendly - JK to think about how to share sustainable information		Jon Kanareck Martin Ryan	We have a GM sustainability strategy. MR to provide information on where it can be found. We have a Sustainable Green Services Policy. It will be available on the LH website by mid-June. A copy is attached to this update.	29/06/2022
22	26 Apr 2022		Minute point 6.4 - A leaseholder advised of the lack of bulk waste signage and the issue with private renters not being aware of how to dispose of waste		Martin Ryan	We are working with Lewisham Council to improve signage and enforcement against people who misuse bulk points. If any residents would like to discuss a particular area with us, please contact environment @lewishamhomes.org.uk.	29/06/2022
23	26 Apr 2022		Minute point 6.5- A leaseholder questioned Lewisham Homes plans to install electric charging points for cars. There aren't enough charging points in the area and those close are very expensive		LBL	There are no plans at present to put charging points on estates. This is likely to form part of LBL's sustainability strategy.	29/05/22
24	26 Apr 2022		Minute point 6.9 - Phone waiting times & lack of knowledge of communal repairs		Sarah Willcox-Jones	We are reviewing the model of the repairs contact centre to remove internal request to that team to ensure its purely accessible to our residents.	

						IT are reviewing the possibility of installing a new application that will allow residents to use a link which takes them to a webpage will real time updates on a repair when its logged, to when it completed. Including the ability to feedback on the satisfaction of this repairs.	
25	26 Apr 2022		On Pepys Estate the leaseholders are still waiting for Emergency Fire Stopping Works which started in Jan 2020. In Nov they were told that Mulally were taking over in Jan 22 no notification and leaseholders still do not know what is going on.		Deji Fajobi	The required Emergency Fire stopping work was completed in March '22, however there are follow up works that Mulalley need to pick up. However, this is contingent on other activities being undertaken as well as funding. We are actively working to resolve areas within our control and will communicate this to residents within the month of June.	
26	26 Apr 2022		The publishing of the 10-year plan. Alan referred to there being a deadline now for May to publish but it's not on the current action plan on the website	Emma Mills to add to action plan	Emma Mills	This has been added to the action plan. Issue no.28 below	29/05/22
27	26 Apr 2022		Publish Major works programme	Plan to be published / or update provided by 31 May 2022	Deji Fajobi	The IT infrastructure was set up and tested in March and the data went live briefly afterwards but due to uncertainty around available funding for 2022/23 and the possible impact on future years we deactivated stakeholder access. I'm hopeful that we will have budget confirmation imminently. When we do, we may need to make changes to the programme before reinstating the system. I'm hopefully that we can do so within the next couple of weeks.	
28	26 Apr 2022		Provide an update on whether any progress has been made with provide fibre optics fast broadband to the buildings		Deji Fajobi	Lewisham Homes (LH) are not empowered to grant the wayleaves (access agreement) required, as we only administer the properties on behalf of the Council. Granting wayleaves can only be carried out by Council staff. Therefore, this is now being taken forward by the Council. Lewisham Homes will only be involved in ensuring that any fire stopping work is carried out. Our Finance Director has provided the below link if you wanted to know any more about these kind of agreements/to understand why LH are no longer undertaking this. https://www.gov.uk/guidance/guidance-on-access-agreements	29/05/22