

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 <a href="mailto:lewisham@cmgr.deeplake.co.uk">lewisham@cmgr.deeplake.co.uk</a> or <a href="mailto:communications@lewishamhomes.org.uk">communications@lewishamhomes.org.uk</a>. 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.	
3	07-Dec-2021	4.14	<b>Estate planning and associated costs</b>		<b>Martin Ryan</b>		
4	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	
5	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
6	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		08/03/2021
7	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

8	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
9	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 <a href="http://www.morganssurveyors.com">www.morganssurveyors.com</a>	20/12/2021
10	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 <sup>th</sup> April.  The survey was launched and the link sent to forum members on 17 <sup>th</sup> February and closes on Friday 4 <sup>th</sup> March at 5PM  The link has also been placed on Lewisham Homes website	
	08-Feb-2022		DF to provide more information on the cyclical decoration program as it becomes available		Deji Fajobi		
	08-Feb-2022		AW to have a conversation with Lewisham Homes with regards to extending leases.		Alan Wake		
	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.	
	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 <sup>th</sup> February. We are using the same approach as we use for the STAR survey –random sampling. The survey closes in March 2022	
	08-Feb-2022		Is the housing stock survey something that can be shared?		Deji Fajobi		
	08-Feb-2022		Do you check what the contractors are saying that needs to be done to the building		Deji Fajobi		
	08-Feb-2022		Which department is responsible for garage doors, tiles replacement (not repairs) etc??		Deji Fajobi		
	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		