

## Leasehold Forum Notes – July 2021

Hello Everyone,

Before our next meeting I thought it would be prudent to review progress and challenges during the past six months and our initial 3 meetings.

Setting up any new engagement forum is always going to be fraught with issues as processes need establishing and all parties need to become comfortable with both the environment and the pace of progress. Those challenges are of course increased so much by our different experiences throughout the Covid pandemic.

So far we have had 3 virtual meetings, each of which has established a number of initiatives designed to increase the opportunity for Leaseholders to be engaged in service provision and improvement. We do need to make sure that we keep momentum and I must encourage people to look at the opportunities we are identifying during meetings and step forward where they can.

These opportunities are:

- “Witnessing” of communal repairs – post completion
- Service Charge Actuals focus group
- Feeding into development of Major Works costs planning
- Engagement in Service Charge Project (Longer Term)

I have been really encouraged with the conduct of everyone in our meetings as Leaseholders challenge appropriately and Lewisham Homes appearing open in response and keen to address issues raised.

The key organisational issue has clearly been confusion around communications on meetings, invites and some practical matters during the meetings themselves. I have talked to Lewisham Homes about those issues and we will be looking at our options to improve all of these areas for the next meeting. Actions have been identified within the last meeting minutes and closer to the time we will be reviewing invites, acceptances, etc.

At the last meeting there was concern about number of engaged leaseholders and I'd like to address that. At my first meeting we had around 70 people dial in and in my experience that is a large number given the number of Leaseholders Lewisham Homes has. I know there is some concern that information may not be getting some leaseholders, particularly given some engaged members didn't receive invites, but my view is that the numbers engaged with the forum is not a result of lack of contact. However, I have agreed with Lewisham Homes that we should look at other formats within the forum to see if they increase the number of leaseholders engaged and therefore the amount of feedback received.

I look forward to seeing you at the next meeting

Alan Wake FIRPM AssocRICS