

Lewisham Homes Staff:

Jon Kanareck (JK) – Director of Resident Services
 Mark Newstead (MN)– Director of Property Services & Safety
 Martin Ryan (MR) – Head of Environment
 Emma Mills (EM) - Head of Home Ownership & Independent Living
 Glenda Omogbai (GO) - Service Charge & Sales Manager
 Brian Burton (BB)– Head of SIAM
 Matt Smith (MS)– Senior Operation Manager
 Olubusola Sokoya (OS)– Home Ownership Officer
 Victoria Joseph(VJ) – Home Ownership Officer
 Seun Adegbite (SA)– PA to Directors

Guests:

21 leaseholders attended the meeting

Chair:

Alan Wake (AW), Independent

1	Welcome and Introductions
1.1	AW opened the meeting at 18.30 and welcomed everyone. Lewisham Homes staff introduced themselves.
2	Minutes and Summary from last meeting
2.1	A leaseholder questioned how this current meeting had been advertised. Concern was raised at the last meeting regarding the small number of leaseholders in attendance. Meeting needs to be taken seriously as it's the same this time.
2.2	EM advised all emails had been delivered and over 50% opened when last checked. The meeting had also been advertised on the website and in the newsletter. Leaseholders are asked to register in order to be added onto the mailing list.
2.3	A number of leaseholders expressed their concern of the lack of leaseholders attendees, there are over 5,000 leaseholders and the invite has only been sent to 70. This needs better management to ensure all leaseholders are aware of the meeting and people aren't excluded. The registration progress could also be looked into.
2.4	Group discussed that this meeting could also be seen as a focus group and that some leaseholders may not want to engage.
2.5	A leaseholder advised of the difficulties registering but not receiving an invite or access codes. She questioned which team this is managed by. GO confirmed the registration process is managed by Community Engagement whilst the meeting is managed by the Home Ownership Team
2.6	A leaseholder questioned if the technical difficulties could be looked into for the next meeting and if all emails could be sent from one email address. This would be useful when tracking emails.
2.7	A leaseholder advised that the information in the newsletter was received and some people may not be reading it. He also raised concerns of problems if all leaseholders were to be on the call.
2.8	JK advised emails are now tracked, GDPR issues will need to be considered with emails to all leaseholders and there would be difficulty managing a meeting with all leaseholders.
2.9	JK suggested that we could promote the forum and include a flyer which would be added to the service charge letter in September.

2.10	A leaseholder questioned whether leaseholders are consulted prior to an action being closed? A previous action had been closed but not resolved. JK advised confirmation should be sort from the leaseholder if the origin is known. Action	
2.11	<p>AW advised the group to look over the minutes and action plan previously sent.</p> <p>Action - LH to scrutinise process for informing all members of meetings and sending out invites accordingly</p> <p>Action - AW to sign off Action Plan pre-meetings when provided suitable evidence of completed actions</p>	<p>Home Owner ship</p> <p>AW</p>
3	Environment Services	
3.1	MR provided information about the service, the presentation can be shared if requested. He advised the group on services development going forward, ownership of shared spaces, how charges are set, who owns spaces and takes care of them. He discussed tasks and standards we try to achieve and how services overlap. He noted that during the Covid period, certain tasks were moved from weekly to daily schedules.	
3.2	Queries on the Environment services can be emailed to environment@lewisham.org.uk	
3.3	He noted the work which has been done over the years and improvements made since services were insourced. Where possible the team ensures they services are appropriate to the environment and targeted planting to promote bio diversity. Joint work has also been carried out to deal with the leafing season.	
3.4	He informed the group on how charges are calculated and advised of the commitment to review the way charges are arrived at. He also advised of planned improvements being looked at through the modernisation process across all services. Ensuring services are of quality, sustainable and transparent. Quality checks are carried out by managers. The team would also welcome leaseholders joining managers to see how quality of work is measured. Constructive feedback and participation is welcomed. MR advised that the quality of specific blocks can be looked into.	
3.5	A leaseholder advised that the inspection of works across the block is not consistent. The quality of inspections need to be looked into as there have been no changes during this period.	
3.6	A leaseholder highlighted the gap between the frequency of what is said to have taken place and what is actually happening. Quality assurance is a key issue that needs looking into as residents are not getting what is described.	
3.7	MR advised the service also provides a weekend service for some blocks. This may cause disruptions in the service during the weekdays and needs to be looked into in order to find a better way to cover weekend rotas. He noted that there currently isn't capacity to confirm if things have been inspected.	
3.8	AW questioned how satisfaction is measured? MR advised that surveys are sent out to 400 resident every quarter. AW questioned how representative the sample size is? Some services have an increased level of satisfaction whilst others have seen a decline. This will need to be looked into.	
3.9	A leaseholder questioned what is being done to tackle fly tipping and block waste removal? MR advised of the increase in illegal dumping during this period which has had an impact on the service. The best way may be to use preventative measures in order to alter people's behaviour. The team has been working closely with Keep Britain Tidy which encourages better waste disposal. Criminal actions will need the council to enforce. Several powers can be used but evidence of the person is needed.	
3.10	AW advised that enquires put on the chat will be dealt with by the team.	

	Action – LH to address issues raised in chat section re this item	
4	Communication <ul style="list-style-type: none"> • Repairs service • Major Works • Home ownership Service 	
4.1	MS advised that the communication needs to be improved. A number of things are being trialled. One being a text messaging service whereby messages will be sent regarding repairs, the resident will also need to confirm if they are satisfied with the repair. Work is also being done with the contact centre to improve the comms around major shut downs.	
4.2	He will also be piloting a tracking app with the Business Improvement team to track the location of operatives on the way to residents. Leaseholders who wish to join in on the demos can do so. Action – Leaseholders wishing to take part to inform LH	
4.3	A leaseholder highlighted an issue when reporting a repair originating from another property owned by Lewisham Homes. He has previously been informed that he could not do so. MS confirmed that this is not the case and an order can be raised.	
4.4	A number of leaseholders requested for caretaking to be on the next agenda. Action – Caretaking to be included on next agenda	
4.5	A leaseholder advised that leaseholders have been contacted by Shellon who state they have been contracted by Lewisham Homes to assess specific doors which include leaseholder doors. They have stated where the doors don't meet fire regulations and doors have to be purchased and they can purchase from them. Doors were not inspected on both sides and cost thousands of pounds. He noted that the contractor also have a bad reputation for overpricing. Residents will not be able to preserve the standard of their block and are only given cheap recommendations.	
4.6	The leaseholder went on to highlight the poor work from previous contractors and then being overcharged. Contractors are being given credibility but quality assurance not measured. These issues had been raised with Lewisham Homes but nothing has been done.	
4.7	MN advised the group of the new fire safety act legislation which required fire risk assessments on buildings. Landlords have to ensure doors are compliant and of the required standard. Previously fitted doors were not of the correct standard.	
4.8	A leaseholder questioned whether new contractors would have done surveys on current conditions? MN confirmed that these would be framework contracts and have been supplied with what work we think needs to be done. This does tie up with the 5 year works program. Engagement will take place with leaseholder regarding the works to be carried out. MN confirmed that the plans will be specific to each block.	
4.9	BB confirmed leaseholders are able to purchase their own doors and frame but a certificate of compliance will need to be provided to prove this and includes the installation as well.	
4.10	A leaseholder raised an issue regarding Lewisham being a labour council and labour constituency. An opposition vote had been put through but voted down. She questioned where Lewisham Homes stands with protecting leaseholders. MN advised that Lewisham Homes do not have a political position and it should be posed to the council. Discussions have been had and their position is not to fund this.	

4.11	AW advised that Fire doors and fire safety works are a major issue and will need to be picked up separately.
4.12	A leaseholder advised that previously reported costs at the last meeting have been confirmed at £1,500 for the consumer unit. Leaseholders would rather have the same doors, can't cheaper options by offered considering the aesthetics and future maintenance. Communication has not been good as it is 9 months into the fire emergency works and the colour has not been chosen. Leaseholders need to be taken into consideration. A meeting has been arranged with the team but can this be improved in the future.
4.13	<p>A leaseholder requested if leaseholders can be sent what the compliance requirements are for the fire doors.</p> <p>Action – LH to provide leaseholders with details of the compliance requirements when replacing their own front doors</p>
4.14	<p><u>Home Ownership</u></p> <p>EM highlighted the need for the team to improve communication with leaseholders. There is currently no central point. She advised of the introduction of the Non Statutory consultation on the work long term contractors will be carrying out. A review of the drafted process is needed. Leaseholders who would like to be on the panel can register their interest in the chat.</p>
4.15	She noted that fire risk assessors are also going out to check fire doors.
4.16	She highlighted the current challenges in the organisation such as the current ICT system. This is being dealt with through the transformation program. Response times have been reduced but this cannot be done in all instances. Work is being done with Property Services to try and improve enquires received.
4.17	She advised of the paper from the housing Ombudsman on cladding complaints. Guidelines have been received and information will be publish on the website to map out the process. This will include buildings which need EWS1 forms.
4.18	<p>EM also confirmed that frequency of these meetings will be discussed.</p> <p>Action – LH to look at frequency and format of future Leasehold Forum meetings</p>
4.19	AW advised that details on the service charge projects will need to be covered on the agenda.
4.20	JK advised that work is being done to improve the accuracy of bills going out this year. A scope has been drafted for a discussion with the project team at the end of the month regarding the service charge project. This is a large project and engagement with leaseholders will be needed at a later date. Timelines for the project should be provided in August.
4.21	<p>EM advised of the need for a small panel of leaseholders to review the cost statements and information being sent. Leaseholder who are interested to request this in the chat.</p> <p>Action – Leaseholders to establish interest in taking part in a Service Charge statement review group</p>
4.22	A leaseholder questioned how many cases are sampled by supervisors for each worker? And if breakdowns requests can included in the statement. JK confirmed it's not known the numbers which are sampled and the request for breakdowns is already included in the statement.
4.23	A leaseholder raised concerns over automated systems and the need to also speak to people. EM advised that meetings with members of the team can still be requested.

4.24	A leaseholder questioned the number of management charges discussed during MR presentation. <i>Action – MR to clarify</i>	
4.25	AW advised the date of the next meeting is to be confirmed. Once meeting invite is sent out, leaseholders can review and the action plan can then be updated. Outstanding issues can then be added to the next agenda.	
4.26	AW thanked everyone for their patience and engagement. Hopefully meetings have had some value.	

There being no other business, the meeting closed at 20.31

The next Leaseholder Forum meeting will be held on: Tuesday 7th September 2021
Location: Zoom Meeting