

Lewisham Homes Staff:

Jon Kanareck (JK)– Director of Resident Services
Emma Mills (EM) - Head of Home Ownership & Independent Living
Alys Exley-Smith (AES) – Community Relations Manager
Emilio Scozzafava (ES)– Community Relations Officer

Guests:

69 leaseholder attended the meeting

1	Welcome and Introductions	
1.1	Chair opened the meeting at 18.35 and welcomed everyone to the meeting	
2	Apologies	
2.1	None	
3	Declarations of Interest	
3.1	N/A	
4	Minutes of the last meeting	
4.1	N/A	
5	Matters Arising/Action log	
5.1	N/A	
6	TERMS OF REFERENCE	
6.1	<p>JK went over Terms of Reference document, said that Leasehold needs to be a partnership and Lewisham Homes (LH) needs to listen more to leaseholders but avoiding discussion of individual issues in this forum (possibly an LH officer to meet with individual leaseholders to discuss individual problems before the leasehold forum begins).</p> <p>JK: this meeting is to scene set and so perhaps shouldn't count as the first of 4 quarterly meetings, maybe have another meeting next month to start quarterly rota.</p>	
6.2		
7	OPENED DISCUSSIONS TO THE FLOOR	
7.01	<p>Leaseholder asked:</p> <ul style="list-style-type: none"> - Would be useful to know what's happening with ESW1 forms (i.e. plan, timelines), - Water pressure issues (above 2nd floor in his block is really poor, raised with Repairs 3-4 weeks ago but didn't hear anything) - Block hasn't been painted for 15 years (raised with LH but was advised it would be repainted in about 6 years time). <p>JK: ESW1 will be a major issue for leaseholders, LH working with other London boroughs to understand how LH will deliver ESW1 forms when the number of surveyors who can do them is very small and the cost of getting them done is high. 67 high rise blocks and each one needs ESW1 forms completed, so a substantial cost.</p> <p>EM: Everyone is facing the same issues with ESW1 forms (as discussed in London Leasehold Forum). Camden running a trial, RICS running a</p>	<p>Agenda item: Water Pressure ESW1 forms Planned maintenance</p>

<p>7.02</p>	<p>consultation which ends on 24th Jan, HMG investing money to train more surveyors (objective of 200 more by the end of this month, 2000 by the end of 6 months), although still not a legal/legislative requirement.</p> <ul style="list-style-type: none"> - ESW1s being asked of leaseholders who are both in cladded and non-cladded buildings. <p>EM: Vicky Foxcroft MP organising a meeting for leaseholders which EM will attend.</p> <p>Leaseholder asked:</p> <ul style="list-style-type: none"> - Just extended a leasehold on a flat he looks after for his son, was asked are there any major works planned for, he asked LH about planned major works and was told “we don’t foresee any major works”, would like to know in advance (up to 20 years) of planned works. Would like sight of a planned maintenance programme. <p>Leaseholder suggested “provision of planned major works programme” to be put on agenda for next meeting.</p> <p>JK: Asked floor for consent, no objections, agreed it would be added to the agenda.</p> <p>Leaseholder: Saw on the news that all leaseholders in England will have the option for a 999 year lease, does this apply to LH leaseholders?</p> <p>Leaseholder: I understand it will.</p> <p>Leaseholder: What would be the ballpark figure for that lease?</p> <p>EM: Part of reform that is being consulted on at the moment, devil will be in the detail which hasn’t been released yet, however we hope it will make it easier/cheaper for leaseholders to extend leases.</p>	<p>Agenda item- planned maintenance program</p>
<p>7.03</p>	<p>JK: Leases are with the council not LH. This might be something to go into agenda at later date. Suggested a presentation on the results from the consultation. Suggested getting a list of what people would like discussed.</p>	<p>Present results of leaseholder consultation at future meeting</p>
<p>7.04</p>	<p>JK: Who should chair this meeting? Suggested an independent Chair, Leasehold specialist, to bridge between LH and leaseholders. Does have someone in mind who has agreed to do it without pay. Offered to circulate his details if floor consents. “A few thumbs up”, some people said yes/agree/support. General consent given. JK to contact Alan and circulate details.</p> <p>Leaseholder: What is in it for the chair JK suggested it?</p>	<p>Provide details of proposed chair of leasehold forum</p>
<p>7.05</p>	<p>JK: This person knows a lot about leasehold, doesn’t want to be paid to remain independent, would review it if it took too much time, based in Sheffield. Suggested it as an offer to prevent a leaseholder being overwhelmed, or JK being chair which leaseholders presumably don’t</p>	

	<p>want. Alan isn't related to anyone in LH, is known in leasehold world. Isn't clear whether he is a leaseholder or not, but he is very experienced and well known in the field.</p> <p>Leaseholder: point for the agenda – repairs and complaints procedure in LH (hasn't had repair issue fixed for 8 months), would like LH to have some established service level guidelines for repair timelines (like a maximum response time and requiring the resident's signature for a repair to be "complete") and raising complaints (would like all complaints from leaseholders to be raised as official complaints and escalated by default if not answered).</p> <p>JK: Comms from LH needs to be improved for leaseholders, so that fewer issues become complaints. Would like repairs, complaints and comms to be separated as agenda items.</p> <p>Leaseholder: Doesn't need it to be resolved now, would like it on the agenda.</p> <p>JK: Comms is an issue that has been raised in the past, as has complaints, would be happy to add it to the agenda.</p> <p>Leaseholder: point for the agenda – fly-tipping in and around LH, in the last year it happened every week.</p> <p>JK: an issue across the borough, 80% increase in fly-tipping since lockdown, happy to add to agenda.</p> <p>Leaseholder: point for agenda – dog fouling all over the estate not being deterred, investigating bike storage because there isn't any.</p> <p>Alys Exley-Smith: offered to speak to leaseholder directly about bike storage.</p> <p>Leaseholder: Does LH have influence to make sure that people living in council flats are maintaining them to the standards required. Is there a way for this to be monitored?</p> <p>JK: Unless something is brought to LH, LH staff don't visit properties to inspect on a general basis.</p> <p>Leaseholder: Who would I raise that with? JK: Contact Home Ownership team and LH will investigate EM: hos@lewishamhomes.org.uk is the best email.</p> <p>Leaseholder: When residents are placed by the council, does LH have any influence over when they're placed there? Lots of ASB problems.</p>	<p>Agenda item: -Repairs -Communications -Complaints</p> <p>Agenda item: Flytipping Dog fouling Cycle storage</p> <p>AES to discuss cycle storage with leaseholders</p>
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<p>KK: LH has reduced services because of covid, so why shouldn't there be reductions in charges?</p> <p>JK: happy to add the stated 3 items to agenda, but can't answer furlough question. LH will review at the year end.</p> <p>Leaseholder: overall monitoring of services to be a future agenda item - didn't have a caretaker for 3 months, relationship with LH isn't good enough, not enough happens for the service charge. Needs to see what they are paying for.</p> <p>JK: LH will start a service charge review this year but will be a long project, happy to put it on as an agenda item.</p> <p>Leaseholder: future agenda item – selection of/relationship with 3rd party contractors; had a fairly minor repair done in the summer to a very low standard, LH staff agreed it was substandard. ES has then seen the same company vans parked outside other flats and is concerned that poor contractors are being selected. Who is deciding what is value for money?</p> <p>JK: LH has started a procurement panel to help us look at major contracts, not sure on proportion of leaseholders on the panel.</p> <p>AES: offered that anyone who wanted to be part of repairs panel/procurement panel could be.</p> <p>JK: Would like to know who was responsible for the substandard works as LH takes substandard work seriously.</p> <p>Leaseholder: both her and partner applied for procurement panel but were informed that it was oversubscribed.</p> <p>JK: Might want to talk about quality of work as a future agenda item.</p> <p>Leaseholder: future agenda item - ground maintenance and repairs; cleaning will happen but there aren't any proactive repairs for obvious issues.</p> <p>JK: Need to make sure we have a tracking system for reporting communal repairs and timelines on those communal repairs.</p> <p>Leaseholder: Does digitisation for local authorities for a living and it's all well and good, but would like a board up on the wall that shows what's been noted and what's been done. Believes it is disrespectful to everyone for repairs not to be made to obvious issues.</p> <p>JK: Agreed for that to be an agenda item.</p> <p>Leaseholder: is a private landlord, issue with dumped cars – several have been dumped on their estate and there is nowhere for contractors to park. It has been reported to the council for several years but nothing is done. Courtyard has also been run down to the extent that there is drug</p>	<p>Agenda item: Caretaking Grounds maintenance Cost of repairs</p> <p>Agenda item: Service charge review</p> <p>Agenda item: Quality of works Proactive repairs Cleaning</p>
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Minutes – Leaseholder Forum

14/01/2021 – 18.30-20.00
Zoom video conference

	<p>leaseholders on street properties are being left behind. Issues aren't being resolved. What is going on?</p> <p>JK: LH wants to move forward with a positive relationship with leaseholders, which this forum will hopefully progress.</p> <p>Leaseholder: LH doesn't deal with ASB.</p> <p>JK: Asked floor for when next meeting should be – next month? Consent for next month. Something will be put in the diary, list of agenda items to be circulated and leaseholders asked to prioritise their agenda items.</p>	<p>Agenda: Circulate agenda items Next meeting to take place in February</p>
<p>12</p>	<p>AOB</p>	
<p>12.1</p>	<p>None.</p>	

There being no other business, the meeting closed at **20.08**

The next **Leaseholder Forum** meeting will be held on: tbc
Location: Zoom Meeting