

**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  
 Sarah Willcox-Jones (SWC) - Head of Property Analytics and Operations  
 Olubusola Sokoya (OS)– Home Ownership Officer  
 Victoria Joseph(VJ) – Home Ownership Officer  
 Aga Szpurek (AS)– PA to Directors  
**Apologies:** Matt Smith (MS) – Senior Operation Manager

**Guests:**

19 leaseholders attended the meeting  
**Lynda Hance TPAS**

**Chair:**

Alan Wake (AW), Independent

<b>1</b>	<b>Welcome and Introductions</b>
1.1	AW opened the meeting at 18:30 and welcomed everyone. Lewisham Homes staff introduced themselves
<b>2</b>	<b>Minutes and Summary from last meeting</b>
2.1	AW informed the group a lot of work has been done on the Action Plan but it is not yet ready to be signed off. He apologised the group for the delay.
2.2	AW suggested new methods of engagement should be looked at, especially in the context of face-to-face meetings.
2.3	<b>Action: AW to talk to Linda about other forms of engagements.</b>
2.4	A group of leaseholders raised an issue of not having received the minutes of the previous meeting.
2.5	EM advised the group all documents related to the Leaseholders' Forum, including minutes, can also be found on LH website: <a href="https://www.lewishamhomes.org.uk/your-home/leaseholders/leasehold-forum/">https://www.lewishamhomes.org.uk/your-home/leaseholders/leasehold-forum/</a> EM also advised members to check spam / junk folders
2.6	Leaseholders questioned if a refund on cleaning services would be received, which was discussed at the previous meeting.
2.7	AW advised the issue regarding refund has been added to the action plan. The action plan also includes discrepancies in the number of visits done by Lewisham Homes on the estates as well as service quality issues.

<b>3</b>	<b>Update on service charge accuracy project</b>
3.1	EM advised a much more detailed approach has been taken this year to address past issues and anomalies. More time was spent on repair costs, where many errors were found had been corrected immediately before the statements were sent.
3.2	EM advised the group some errors could still be found and asked members to report them to LH, any feedback regarding statements will be appreciated. She added that more information regarding statements could be found in the newsletter.
3.3	EM informed the group that about 35 people have volunteered to participate in the service accuracy project. Nine replies were received which were very helpful.
3.4	The leaseholders felt that further clarification was needed with regards to the service charge, especially on how the breakdown works and what they were charged for. A group of leaseholders has indicated they would like to receive an automated breakdown of the actual cost statement.
3.5	EM explained that the automated breakdown cannot be provided at the moment as the system does not allow it, a new housing management system is being researched. EM advised if the breakdown is requested, will be done manually, but it could take up to four weeks (20 working days).
<b>4</b>	<b>Environment Services update</b>
4.1	JK advised that a more radical change in caretaking services is needed, the frequency and quality of services had to be revised.
4.2	JK advised the group the reason for this approach is Lewisham Homes wants to explore options where savings in service charge might be realised. He also said that a more traditional service (largely fixed caretakers working a seven day service) is now provided which is quite outdated as well as expensive.
4.3	JK added that in the New Year there will be a consultation process with tenants and leaseholders regarding the service they receive as well as to see what alternative options may exist in the long term. Part of this is because Lewisham Homes also provides services on newly built properties which receive a different service.
4.4	A number of leaseholders have expressed concerns about the cleaning services provided to them, such as the quality and frequency of the services. The leaseholders felt they were not getting the cleaning service they were paying for. They have already raised a few cleanliness issues but feel that they have not been heard and nothing has been done about it.
4.5	MR advised with regards to his presentation given at the last leaseholder's forum that the frequency of cleaning touch points has been increased due to the risk of COVID virus transmission. As a result, the frequency of lower priority tasks such as corridors and staircases has been reduced.
4.6	Leaseholders are not only challenging value for money, they want to be assured the level of service being provided reflects the costs  <a href="#">Action: LH to address the issues related to the cleaning services raised in the forum.</a>

5	<p><b>Engagement</b></p> <ul style="list-style-type: none"> <li>• <b>Service charge review</b></li> <li>• <b>Actual cost statement and newsletter</b></li> <li>• <b>Repairs text pilot &amp; sign off communal repairs</b></li> </ul>
5.1	<p><u>Service charge review</u></p> <p>JK informed the group a review of the service charges has begun and a lot of work has already been done around it, but more work is needed to improve the service. The implementation of the new service charge is scheduled for April 2023 and will take approximately 18 months to be delivered overall.</p> <p>EM thanked the members for their involvement in some of the engagement sessions as well as for the responses sent by email. She added that a very good feedback was received.</p>
5.2	<p><u>Actual cost statement and newsletter</u></p> <p>EM advised that whilst the actual cost statements and newsletter have been issued we welcome more feedback to continuously improve going forward. She also added that some improvements have also been made to the quarterly newsletter, focussing more on issues that specifically relate to leaseholders.</p>
5.3	<p><u>Repairs text pilot &amp; sign off communal repairs</u></p>
5.4	<p>SWC advised the group that the text pilot was delayed. There are still some technical tests to be done before launch. The launch date of the text pilot is scheduled for early November.</p>
5.5	<p>The leaseholders felt text pilot is a good form of communication and would be happy to participate in this project and provide further feedback.</p>
5.6	<p>SWC informed the group that serious work is currently underway to improve the quality of repairs around the estates.</p>
6	<p><b>Planning for major works</b></p>
6.1	<p>BB advised the group on an initial seven-year plan for stock management. New contracts have been signed with new contractors. Works worth £ 301 million have been identified across version stock. Stock condition surveys were conducted and a session was held with two new contractors where the same synergy between them was looked at to ensure that they deliver what is expected of them.</p>
6.2	<p>BB asked members to put their names in the chat window as volunteers are needed to take part in the consultation process.</p>
6.3	<p>BB advised the seven-year plan should be available in January 2022.</p>
7	<p><b>Any Other Business</b></p>
7.1	<p>A leaseholder suggested setting up a small focus group among themselves to discuss any current issues they may have ahead of the forum to avoid repetitive questions during the meeting to make the meeting more efficient.</p>
7.2	<p><a href="#">Action: AW to discuss the idea regarding focus group with LH</a></p>

# Minutes – Leaseholder Forum

Tuesday 5<sup>th</sup> October 2021 18:30 – 20:30  
Zoom video conference

<p>7.3</p> <p>7.4</p> <p>7.5</p> <p>7.6</p>	<p>A leaseholder from the Wells Park estate raised some issues regarding the lack of space for bicycles, fly tipping and recycling bins that are full mid-week. He also suggested that electric car charging points could be installed on the property as this could improve the environment and quality of life.</p> <p>BB advised the group that LH is currently seeking funding for a sustainable strategy and is working with LBL to see what the challenges are and what kind of improvements are needed.</p> <p>A group of leaseholders raised an issue on fly tipping, saying that the problem persists and should be given priority.</p> <p>AW advised the group that the above issue has been added to the action log which will soon be available to leaseholders so that they can track progress on action points.</p>
<p><b>8</b></p>	<p><b>Date of the next meeting</b></p>
<p>8.1</p> <p>8.2</p>	<p>AW advised the date of the next meeting is to be confirmed.</p> <p>AW thanked everyone for the patience and engagement.</p>

The meeting closed at 20.32

The next Leaseholder Forum meeting will be held on: Tuesday 7<sup>th</sup> December 2021  
Location: Zoom Meeting details to follow