

**Lewisham Homes Staff:**

Jon Kanareck (JK) – Director of Resident Services  
 Mark Newstead (MN) – Director of Property Services & Safety  
 Emma Mills (EM) - Head of Home Ownership & Independent Living  
 Deji Fajobi (DF) - Head of Stock Investment  
 Glenda Omogbai (GO) - Service Charge & Sales Manager  
 Lynn Seymour (LY) - Consultation Team Manager  
 Yvonne Lemonius (YL) - Collections Manager & Legal Co-Ordinator  
 Aga Szpurek (AS) – PA to Directors

**Guests:**

22 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.
2 Minutes and Summary from last meeting	
2.1	Minutes were agreed as an accurate record.
2.2	AW advised the group about a leasehold surgery that took place before the main Forum. The surgery was set up to discuss matters relating to individual leaseholders.
2.3	The idea for surgery seems to be very well received.
2.4	A number of leaseholders expressed their satisfaction with the outcome of the surgery.
2.5	Leaseholders would like this kind of form of engagement to be available also before the next meeting.
2.6	A number of issues were discussed directly and resolved during the surgery.
3 Action Log	
3.1	AW advised a new, more condensed action log has now been created that adds three main recurring issues such as quality of service, general communication, as well as service charges and transparency.
3.2	AW added some progress has been made in terms of communication, but we should continue to improve it in several ways, simply by increasing the number of ways we communicate.
3.3	AW informed there are currently seven action points generated from the previous meeting and one longer term relating to estate planning and associated costs.
3.4	He added some of these action points will not progress with every meeting, as it takes a longer time to resolve them. But as for being able to demonstrate the level of progress, we will be able to do so.
3.5	AW also added some minor issues can be picked up by the surgery group and dealt with immediately during the meeting. He said, by providing an additional medium, which

	is the surgery, we need to make sure that time is used efficiently and we are able to show a decent result in terms of validation.	
3.6	A leaseholder questioned if there was a discussion with leaseholders before the forum regarding the establishment of agenda items.	
3.7	AW said 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.	
3.8	AW suggested 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.  <i>Action: The group and EM to explore options to facilitate this.</i>	
3.9	A leaseholder inquired about the point Linda made during her presentation regarding the potential conflict between the role of advocate and the role of Chair.	
3.10	AW said that he is not a referee. His role as Chair is to keep things on track. He has been asked to act as Chair of this Forum because of his knowledge of leasehold.	
3.11	AW advised there are several older action points in the action log regarding satisfaction and quality of various cleaning services. A satisfaction survey has been conducted to progress on these issues and feedback should be available soon.	
3.12	A leaseholder reported a call he received from Lewisham Homes regarding the quarterly satisfaction survey. The questions he was asked were very generalised. He suggested that it would be a good idea to look again at how the interviews are conducted and then briefed and how the questions are compiled. He said some of the questions could be linked to the issues that arose in this forum.	
3.13	JK that we do have separate data for tenants and leaseholder and are able to report on satisfaction in this way. He also advised some questions are currently under revision and a set of new questions will be ready in early April. Some of these questions will be related to tenant satisfaction measures. He said there are 12 perception questions, we will be asking questions that are relevant and important to leaseholders.	
3.14	JK added that in the next 12 months, between April this year and April next year, there will be an opportunity to talk to leaseholders about the kind of questions they should be asked so that we can improve and provide better service.	
3.15	A leaseholder suggested that the list of priorities and needs of tenants and leaseholders may be slightly different, especially around caretaking such as the cleanliness of the communal areas, which should be cleaned at least once a week, as well as matters related to the major works.	
3.16	A leaseholder added we all want our communal areas to be clean and have a good repair service, whether we are a tenant or leaseholder. She said, perhaps from a leaseholder's point of view we are more cost sensitive as we can see their immediate impact.	

<b>4</b>	<b>Major Works</b>	
4.1	MN introduced DF as a new Head of Stock Investment.	
4.2	DF provided updated information on the major work processes and the planned works program. The update was to inform leaseholders of what Lewisham Homes plans to do over the next 10 years. He also thanked the leaseholders for their commitment and feedback in this process.	
4.3	DF informed that consultation prior to the commencement of works will be conducted and a validation survey will also be carried out.	
4.4	Feedback will be shared with leaseholders to decide what Lewisham Homes plans to do as part of the major works. He added that the process map previously made available to leaseholders reflects all of LH's properties.	
4.5	DF advised the intention is to carry out planning activities first. Once the stock condition survey has been validated consultation with residents will be scheduled.	
4.6	DF added that there is a contractual arrangement with two contractors; United Living and Mulalley. Currently, they are carrying out works in the north and south of the borough.	
4.7	A number of leaseholders expressed their concerns about the timeframe and the missed deadline.	
4.8	AW said that there was a discussion on the timeframe in the last few forums, unfortunately this information has not yet been made available to leaseholders.  In this regard, AW stressed the importance of communication in order to keep everything on track for the commitments made in this forum.	
4.9	A leaseholder asked how consultation with leaseholders fit into this framework.	
4.10	DF advised that validation exercise based on the exterior and interior of the property was carried out by contractors. He further explained that contractors performed the validation mainly outside of the properties as it is more cost effective for Lewisham Homes to deliver the work in this way.	
4.11	DF said contractors also made a checklist of the type of damage, for example, the condition of the roof, common areas and exterior paintings, then a major renovation proposal was presented to Lewisham Homes by contractors.	
4.12	DF added that it is important to maximise the cost of having the contract on site in order to do as much work as is necessary at any given time.	
4.13	DF said there were also problems with access to some properties. As a result, there was a delay in providing information on time.	

4.14	DF apologised to the leaseholders for the delay in providing information to them and for missing the deadline.	
4.15	DF advised he has committed to making this information available to leaseholders at the end of the February. This information will be available on the LH website and instructions on how to access this information will also be provided.	
4.16	MN added a lot of hard work was put into these validation surveys as we wanted to provide leaseholders with the most accurate information possible to ensure clarity and understanding of the major works process.	
4.17	There was a discussion about the cyclical maintenance.	
4.18	MN explained Lewisham Homes would perform cyclical maintenance on behalf of the council. He added LH will always look for new products to try and minimise ongoing maintenance, but there will always be cyclical maintenance going on.	
4.19	MN informed that the major works will always be under the responsibility of the Stock Investment team as it is periodic work.	
4.20	DF also explained the cyclical decoration program concerns decorative finishes of common and external areas as well as minor repairs. This could include things such as tiles, bits of timber that are not in good condition.	
4.21	DF informed there is currently an ongoing discussion with contractors regarding a cyclical decoration program, separately from the component replacement program, which also includes minor repairs.	
4.22	<a href="#">Action: DF to provide more information on the cyclical decoration program as it becomes available.</a>	
4.23	There was a discussion about moving away from old gas boilers to alternative energy sources.	
4.24	MN advised buildings would be insulated and the building structures would also be improved in line with government recommendations. Currently, the main focus is to improve the fabric of buildings and installations, not to replace heating.	
4.25	MN added that other types of heating systems are currently being considered, such as heat pumps, which would potentially give leaseholders greater benefits.	
4.26	A leaseholder asked Lewisham Houses to provide leaseholders with the earliest possible notice of old gas boiler replacement.	
<b>5</b>	<b>Any Other Business</b>	
5.1	A leaseholder asked if the extension of the lease agreements could be added as an item on the agenda for the next meeting.	
5.2	<a href="#">Action: AW to have a conversation with Lewisham Homes with regards to extending leases.</a>	

5.3	A leaseholder asked whether there are plans to install electric vehicle charging points around the blocks.	
5.4	MN advised charging points for electric vehicles would be included in LH's sustainability strategy.	
5.5	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.	
5.6	Action: LH to take a look at it.	
5.7	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.	
5.8	Action: EM to contact Martin Ryan about the survey and update the action log accordingly.	
<b>6</b>	<b>Date of next meeting</b>	
6.1	AW advised the date of the next meeting to be confirmed.	
6.2	AW thanked everyone for their patience and commitment.	

The meeting closed at 20.16

The next Leaseholder Forum meeting will be held on 26<sup>th</sup> April 2022  
Location: Zoom Meeting details to follow