



# Minutes – Leaseholder Forum

Wednesday 20th June 2024 – 18.30  
Microsoft Teams video conference

**Chair:**

Carol Hinvest (CH) – Director of Resident Engagement and Services

**Lewisham Staff:**

Emma Mills (EM) - Head of Home Ownership and Independent Living

Glenda Omogbai (GO) - Service Charge and Sales Manager

Lynn Seymour (LS) – Leasehold Consultation Manager

Yvonne Lemonius (YL) – Collections Manager and Legal Coordinator

Dean Cooper (DC) - Head of Repairs

Joy Crofts (JC) – Home Ownership Officer (taking Minutes)

**Meeting attendance:** Chloe K (CK), Dylan W (DW), Loist R (LR), Julie W (JW), Rhiannon Ifans (RI), Nicola(N)

**Apologies:** None

<b>1</b>	<b>Welcome and introduction</b>
<b>1.1</b>	CH welcomed everyone to the meeting.
<b>1.2</b>	All London Borough of Lewisham (LBL) staff introduced themselves. Welcomed DC who joined 6 weeks ago. DC attended in response to request from Members of Forum to talk about repairs.  CH – Set ground rules re talking, background noise etc. Request for residents to introduce themselves by name and estate /area/block etc.
<b>2</b>	<b>Minutes of 24<sup>th</sup> April</b>
<b>2.1</b>	LR – Commenting on Minutes – the Council use a lot of acronyms in the minutes, this should be avoided as quite a lot was not easy to understand.  CH – good point. Will try to avoid acronyms in future.
<b>2.2</b>	LR– Asked about Housing Regulator and the response a member of the forum got at the last meeting. LH has looked through it – it talks about the landlord and their responsibilities. Misleading answer – should have been that the Ombudsman was [for] the leaseholders and there are still some responsibilities under Regulatory in terms of repairs.  CH – Yes, Housing Ombudsman Service is for Leaseholders to take complaints to, after exhausting the Council’s Complaints Process or if the complaints are about a service, not service charges. Regulator for Social Housing regulates social housing tenancies – they do not regulate leasehold properties, but they have an interest in our blocks, estates, environment etc.  LR – So anything external to properties, we can still go to Regulators?  CH – Yes, can go to Regulator about communal areas. Regulator isn’t there to take tenants/residents’ complaints. That’s for the Ombudsman.  LR – Re self-referral for leaseholders, where do LBL stand in terms of ongoing issues attached to that? As a Council, LBL self-referred because they fell short on fire safety which



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	<p>affects leaseholders, so where do leaseholders stand if they have a complaint under that forum as well?</p> <p>CH – If Leaseholders have complaints about fire safety actions they can take it to the Regulator, Building Safety Exec, or Council Ombudsman Service. First though is to come to the Council and go through Complaints process as that's the quickest way.</p> <p>LR – What if people are writing to Council and Council do not respond?</p> <p>CH – Can use the Complaints Form on website.</p> <p>LR – Asking about response times? Under new Housing Ombudsman Code, it's 5 days to do acknowledgement and 10 days from when acknowledgement is sent- so, a maximum of 15 working days.</p> <p>LR – So all officers and reps of the Council have 15 working days?</p> <p>CH – Yes, for housing complaints under that Code that's the standard set out in that Code.</p>
<b>2.3</b>	<p>JW – Picking up on what LR is talking about re complaints responses as JW too didn't receive response and had to go to Councillor to get repairs to come and sort out issue reported. Agreed to bring this up under AOB.</p> <p>RI – Would be a good idea to have a "Who to get in touch with..." on the website if you have a complaint and hear nothing. If it was clear on the website in easy-speak language that would be good.</p> <p>CH – Yes, will look into that.</p> <p>CH - Anything else on the last Minutes before moving to Action Log?</p>
<b>2.4</b>	<p>LR – Yes. It's to do with the company doing the Fire safety checks. Frankham have visited blocks: 1. No ID. 2. No formal notification (other than this Forum) to Residents. Have had at least 4 fire safety checks last year. Contractors did same check on fire safety doors as another company about 2 weeks ago. Residents given outline, but no notification received from Council.</p> <p>CH – LBL don't notify you when Fire Risk Assessment (FRA) takes place; they are not going into houses, they assess communal areas.</p> <p>LR – That's not true; they rang doorbell so they could look at her front door.</p> <p>CH – Will look into that – and he should have had ID as well.</p> <p>LR – He's not the only one turned up that's been sent by LBL or their subcontractors. Got their own company ID but not Lewisham ID.</p> <p>CH – Will take it up with contract managers for workers on Dacres Estate as everyone should have ID card and residents should know who sub-contractors are and who is coming to property and should have ID from Lewisham or United Living to confirm they are an employee of that contractor.</p>



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	<p>LR – As contractors are ringing the bell to make assessment of fire door, then residents should have notification they are coming as well.</p> <p>CH – Don't know why they are doing that so will look into that.</p> <p>LR – They were assessing if door was compliant or not.</p> <p>CH – Need to ask Peter Whittington (PW) about this because that's not what they would usually do – they would make a visual assessment. Fire Safety Act is different but CH not aware they were doing that so will talk to PW.</p> <p>CH – LR has made a good point that people should have ID and we need to enforce that with contractors and their subcontractors as it's important that you know who they are.</p> <p><b>Action:</b> <b>CH to look into “Who to get in touch with...” in easy-speak for the website.</b> <b>CH will speak to Pw and Contract Managers for Dacres Est re access and the no ID point.</b></p> <p>Minutes agreed.</p>	
<p><b>3</b></p>	<p><b>Action Log</b></p>	
<p><b>3.1</b></p>	<p>CH – Anything shaded green is closed. That leaves 4 items.</p> <p>EM shared the action log and provided updated – see separate log.</p> <p>EM – first 2 remaining open are depending on new Housing Management System (HMS). Looks likely we cannot complete until 2025 because of development work. Currently going through a Programme and prioritising what we need to do. Being realistic around timescales – 1st April 2025 for now. May slip back but they will remain on the Action Log until completion and will give updates at each meeting. Sent Action Log out to members on 10th May and it's also on website (LR, pointed out 20/06) LR had communicated this to EM in the afternoon and EM had reported it. that the website wasn't working.</p> <p>EM – Re Bin chutes not being fit for purpose, have a date of 31st October 2024 for looking at recycling on Estates. Invite CH to say more on bin chutes?</p> <p>CH – Yes, raised with Martin after last meeting. He will continue to look at Estates and the Council is committed to increase recycling throughout the Borough, including Estates and street properties. Will look at closing or re-purposing chutes and will continue to consider that. Appreciate points people made last time.</p> <p>EM – Last one on Action Log that remains open is had invited Martin O'Brien to future meeting so he should be at the October meeting.</p> <p>LR – Re recycling, she caught a private resident using Dacres Estate recycling and bin facilities. Part of Estate problem is people bringing stuff over, so cameras are required. Raised about the bulk waste on number of occasions. Went to Rosemount and between bulk waste and bins, it's literally a fire hazard waiting to happen. It's still there. Rubbish cleared down weekly but sofas, mattress etc are dumped. Also, there's scaffolding wood</p>	



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	<p>just above it; it just needs a cigarette or a match. Also, so many abandoned cars. LR suggested LBL could build a screening for people to put stuff to make it look more pleasant?</p> <p>CH – Lots of abandoned cars?</p> <p>LR – Have quite a few abandoned cars on Estate. But have cleared car parks for works materials. Lots of abandoned cars on the estate. Took a video of Rosemount and will forward on to the appropriate people.</p> <p>RI – We had recycling bins removed because no-one cares, and anything goes in and so Council was then refusing to take the green bins away. It's a waste – regularly filled with junk - nothing for the refuse. Perhaps need to rethink recycling policy?</p> <p>RI – Lives in Fambridge Close. Had green bins removed as well – stuff was rotting for 6-9 months - a fire hazard. People just don't bother.</p> <p>CH – This is something that needs to be dealt with by education and infrastructure in terms of encouraging recycling. Can't just accept that people aren't recycling. LBL has quite a high target, but we are low performers and need to improve for sake of budget and environment. Need to improve. Will be educating people about contamination and provide right number of bins, so they don't need to use the recycling bins.</p> <p>DW – (Deptford). We have suffered same issues: overflowing bins at sides of buildings and entrance ways. Environmental manager has been engaged and helping to improve their building. Supplied additional dumpsters that have significantly improved the overflow of rubbish. Being away from the building means not having to pass overflowing rubbish and, more importantly, it attracts less fly-tipping. Still happens but overflowing bins in a public area was attracting fly-tippers. Fairly inexpensive, adding sufficient facilities away from the buildings helps. And moving bulk collection points to a more private/less visible location would improve fly-tipping issue. Key issue is visible collection areas encourage people to come and dump stuff on the Estate. The changes have made significant improvement to their Block. Not completely resolved across the Borough, but something to consider as part of planning towards providing facilities like that across the Borough.</p> <p>CH – That's very good feedback - good to know.</p>	
<p><b>4</b></p>	<p><b>Repairs Service – transformation project</b></p>	
<p><b>4.1</b></p>	<p>CH – Council has a Housing Transformation Programme and repairs is a big part of it. Four things – Repairs, Complaints, IT and Temporary Accommodation reduction. Dean, new Head of Repairs, has been here for 6 weeks - can't solve all the problems in that time.</p> <p>DC – Thanks and appreciate the invite. Useful to hear from residents and leaseholders as can see from our (repairs) end what it looks like, but we are not the ones receiving the service. Have got lots of immediate priorities and some longer term also.</p> <p>DC - Four main areas and one is Responsive Repairs and resident engagement. Have changed structures around contact centre in the way we perform and what we deal with. From published previous figures: around a 40-minute wait to get through to Repairs. In the last 3 weeks, it's been under 10 mins. In the last week, it's been under 5 mins.</p>	



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	<p>Callers shouldn't have as many issues to speak to Repairs. Are looking at the processes. There is a backlog and are working through aged repairs. Working through hitting targets - a 20-day priority. Looking at resources to get back in front and close old repairs, and also to prioritise new repairs. Also looking at voids and turning properties around quicker. Disrepair is a big process, high levels so looking at process to make things more efficient and increase satisfaction for all our residents.</p> <p>JW – What about Major Works (MW)?</p> <p>DC – Major Works and Planned Works come under Quality and Investment repairs service.</p> <p>JW – Will that be on the agenda for today?</p> <p>CH – No, just got Dean to talk about responsive repairs. Can get someone from MW to come and talk in the future. Don't currently have a permanent Head of that department, it is advertised and interviews in a few weeks. Almost at the end of recruitment process for that post so can put on the agenda for a future meeting.</p> <p>JW – I previously dealt with Andy Nadar</p> <p>CH – Andy is still there as part of that team.</p> <p>EM – We have pencilled in Quality and Investment on the agenda for the October meeting.</p>	
<p><b>4.2</b></p>	<p>DW – Could you help us to understand how Council treats disrepair vs. major works? Our building is very much in disrepair. Could argue due to lack of responsive repairs over her years. It now seems it's going to end up as major works and as leaseholders we are going to ultimately be charged for. Does disrepair come under repairs and what is that responsibility?</p> <p>DC – When we talk about disrepair in a repair's capacity, we generally mean legal disrepair - usually within people's demise. Not really associated with communal areas. Should really be some planned preventative maintenance (PPM) like gutter clearance to stop roofs deteriorating, checking windows and mechanisms to make sure they don't break etc. Does need to be looked at, but communal repairs should go through a 20-day priority, unless it's something specific.</p> <p>DW – Understood. Building is far beyond looking tired. Building is in significant stage of dilapidation. E.g., stairs crumbling and unsafe for a long time. Level of repairs happening are not bringing things up to standard. For example, flooring and stair tread were stripped away and someone comes and adds a bit of concrete when it's already crumbling and then after 3 weeks it's crumbling again! It's not just timing, but it's the quality or standard. Contractors are not delivering to standard that leaseholders should expect to see.</p> <p>DC – Yes, that's something he has noticed in his 6 weeks and want to focus on higher number of post-inspections and checking what contractors are doing. Holding them to account. Are focusing on contract management. A big focus is on responsive repairs. Personally, looking at contractors and variations of quotes so to have more control.</p>	



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	<p>CH – As new people, post Lewisham Homes into the Council, DW and CH can see there hasn't been sufficient contract management of responsive repair contractors. DC has brought this to responsive repairs as we need to manage the quality of the jobs, they do for us same as in-house staff. Important to manage more effectively than in the past.</p>	
4.3	<p>JW – DW covered most of it, but because of lack of maintenance, they end up with some sort of repair that needs attention. Her case is windows, responsibility of freeholder. The mechanisms on windows, is that something that Council would come and rectify if she reports? Unclear on how it works. Reluctant to report. When she reports urgent things gets no response or takes forever. Shows up for 15 mins. Wants to get to the bottom of things wrong with her property. Do you know how that works when the repair lies with the freeholder responsibility?</p> <p>DC – Yes. His team. Considers that a responsive repair. A grey area with windows – general wear and tear is the freeholder. Anything broken, not through general wear and tear is not Repairs' responsibility. If you've had probs getting through to team will be good to get Julia's details and follow up on that.</p> <p>JW – Will give more details. Repairs not coming to fix the window [sill] leaking inside so had to do work to repair inside to repair leak so windows are not working now. Will provide info separately.</p>	
4.4	<p>RI – Remembered being told at previous meetings that leaseholders can report communal repairs, but when ringing couple of weeks ago was told definitely not, so wasn't going to keep arguing... Perhaps re-tell staff? Have got an outstanding repair, replacement of a back door into garden property since 1990's!! Has reported that again to Carmelina. There's a lot of repairs that need doing or maintenance before it gets into disrepair, especially if you live in a property with mostly council tenants, she's the only leaseholder, important to get repairs on time and in budget and not having contractors doing shoddy repairs because nobody supervises or does inspections. Years ago, Lewisham was good at it but if you don't do little repairs it gets bigger and bigger, then it becomes major works and costs more and then leaseholders end up paying. Good luck with your job DC!</p> <p>CH – RI, that's down to the planned and preventive maintenance programmes not in place. We don't have as many as we should have.</p> <p>DC – Will tell team about communal repairs and do a briefing to the team.</p>	
4.5	<p>LR – Agrees with everyone else. Did an Estate walkabout this evening (20/06) – external stairwell had brick section missing for about a year that's just been repaired. Other parts clearly needed to be looked at but repairs of only months ago could have looked at it at the same time. Moved it to the Estate and took a video to send. Do preventative work to save people money so you don't have to buy a slab of concrete to replace what was already obviously going. Also, they observe – they don't have a TRA, but have a very active group. Seems a lot of contractors come back to the same job time and time again. Suspicion is they make money by bidding under and make the money up by coming to repeat visits and no-one checks them. They know Lewisham doesn't have the staff so why not ask residents to check? Is this work done (where visible)? Is it to a satisfactory standard to save repairs coming out? Residents want to help Lewisham. It's their home.</p> <p>DC - Completely acknowledge what LR is saying. Can't change poor practice. Can look at contract management going forward. Not waste contractor/residents' time and repeat visits. Making sure have tighter management on what they are doing. Looking at post</p>	



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	<p>inspections. There was a system that wasn't as functional as could be. Should have residents' response on quality of repair and that's part of IT project on how to get feedback from residents. It's your home and you are looking at the repairs daily.</p>	
4.6	<p>LR – Has taken lots of videos of bad practice. Is there no way that caretaking staff can load videos to social media? Caretaking is a nightmare as well. It costs more than the advertising costs for recruiting staff. Residents get 44 weeks of service - ridiculous.</p> <p>CH – Dean can't answer caretaking point so have made a note and will take it up with Martin Ryan about issues on the Estate.</p> <p>LR – If caretaking and repairs work together to keep the Estate well, they should work together because they are one organisation.</p> <p>CH – Dean has only been here for 6 weeks so CH will take this to Martin Ryan and CH is responsible for the Environment services(?)</p> <p>LR – lived on Estate for 40-odd years and you see it goes to pot, it's not fair and not right.</p> <p>JW – DC and CH are probably new to this and are just witnessing many years of frustration. LR has 40 years, JW has 20 years as leaseholder and have had conversations many times. DC has a massive job on his hands. Everything everyone has said makes perfect sense and JW agrees with all of it. Does not live on an Estate, JW lives in a terraced property on a street. Appreciate frustrations of repairs and they would like it to change.</p> <p>CH – We all really want to make it change. Appreciate the services being delivered for some time now was not good enough, so that's part of the reason why we were referred to the Regulator because of significant concerns. That's why we self-referred. The services are not good enough and we acknowledged it.</p> <p>LR – Appreciates that people are new, but equally, even people who have been here for a long time cannot make everything right. If we are on the Forum and telling you what's wrong, it's coming across as quite strong and all LR is giving are options to work with Lewisham. Residents are not experts; they just want to live in a nice home. They work hard, especially some who have mortgages and they see their homes falling into disrepair. The feeling is that LBL can't say because 'this' person isn't in that team, or 'that' person isn't, is wrong. The caretaking and repairs and all other departments should be working together as one organisation.</p> <p>CH – We are one organisation. Will speak with Martin Ryan and see how the caretaker's work. It's just not a problem that Dean can solve.</p>	
4.7	<p>LR – Also talking about unrealistic costs and charges. Look at the maths. Look at what's advertised and just can't see what residents are getting for their money. It doesn't make sense.</p> <p>CH – As a leaseholder, you can ask for an explanation of service charges and breakdowns (but not in this meeting). CH can ask the team to get back to LR about it.</p>	
4.8	<p>LR – A lot of social media out there does not put LBL in a good light. LR wants LBL to shine and will hold them to account. LBL is a public sector organisation, and it feels like Lewisham behaves like we are not supposed to have a voice.</p>	



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	<p>CH – Yes, we are public sector so how we spend your money has to be effectively and efficiently so we can provide better services than we have been.</p> <p>LR – Yes finances are a problem, but we can work together to be better. Why can't we be an example to the whole country for others to follow?!</p> <p>CH – That's great, would love to be an example to the country. A great aspiration to have.</p> <p>RI – Thought the ideas of others and herself are quite willing to have a look at the quality of communal repairs. Joined this Forum because she believes in residents' power and can be more responsible.</p> <p>CH – DC did say we need to do better at how we get feedback from residents about repairs; individual residents and individual repairs, not a global picture about repairs and we are looking at that already.</p> <p>CH – Any more questions for DC about repairs and the transformation work we are doing?</p>	
<p><b>4.9</b></p>	<p>JW – DC you said part of the transformation programme mentioned IT. Is there anything being done on accessibility because there are a lot of older people on the Estate/Block who are not able to create an account and log on with Lewisham. Is there a way to interact with Lewisham digitally?</p> <p>DC – It's a big focus for repairs. Residents should have a choice. Log a Portal, but sometimes you will want to speak to someone – chasing something up etc. Big focus on Contact Centre and wait times have gone from 40 mins to under 5 minutes (and under 10 minutes in last 3 weeks) so DC is making sure the team are there if you want to speak to Repairs.</p> <p>JW - So the options are not restricted to digital means?</p> <p>DC – Yes, that's right.</p> <p>RI – So if you want to report things not being collected, still do that online?</p> <p>DC – Can only comment on Repairs -you can speak to a person in repairs.</p> <p>CH – There is a corporate Contact Centre but can also speak to Home Ownership, Anti-Social Behaviour within Housing Services. We still have phone lines for front line teams.</p> <p>RI – Bins and everything else is online, so will have to investigate that.</p> <p>Julia – If that's the case that's good. The ladies are quite elderly and do not have smart phones so it would be good if all services remember that not everyone can access services digitally.</p> <p>0800 028 2028 number shared in the Chat.</p>	
<p><b>4.10</b></p>	<p>DW – Have reviewed some of the reporting on repairs and performance. In your focus of wait times in the Call Centre, have you seen improvement in number of repairs opened versus those completed knowing they have been increasing over last 3 or 4 years?</p>	





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	<p>DC – Yes, looking at work in progress (WIP) it has significantly reduced. Was around 18,000 when DC started. Now around 14,000. A lot more to do. Want to be around the 3,000 mark so around 6 weeks' worth of reported work. Some depends on supplies as not everything is available off the shelf but have improved and have a long way to go.</p> <p>CH – That's a big focus of the Transformation Programme. Some of the works in progress have been there for many months and some of those residents who reported, did not expect to be waiting for so long and it's created a backlog. Not provided a very good service.</p> <p>RI – Yes, have been waiting 30 years for 1 repair.</p> <p>CH – Do re-report it and we can pick it up for you.</p>	
4.11	<p>LR – Do lifts come under DC?</p> <p>CH – No, but we can talk about lifts.</p> <p>LR – Lot of breakdowns on lifts across Estate. Period in 2021 when there were no lifts for 3 days. A month ago, lifts hit an 18-month-old baby! Description of lift door was like a guillotine-type of effect – lift crashing on several people. Have been raising issue with Cory Francis and he said in October 2023 that he was doing a dilapidation across the Estate after being sent a video of issues and bruising on child and another adult. Have not had a response or any update since October 2023 till now. A lot of people have left.</p> <p>CH – Will take up with Peter Whittington. Lifts are part of Compliance.</p> <p>DC – Initial repairs come to his team but are handled by Compliance – Mechanical and Electrical come under Compliance – like gas - because of the legislation around it.</p> <p>LR – Is there anything on website showing where people go for different types of repairs, as one would assume it goes to repairs?</p> <p>DC – Reporting should still go through to Repairs even if with another team, but any questions, the repairs team should still be able to assist.</p> <p><b>Actions:</b>  <b>DC to brief team about communal repairs.</b>  <b>LR has Estate videos to send to EM / CH.</b>  <b>DC looking at post inspections.</b>  <b>CH to talk to Martin Ryan re caretaking.</b></p>	
5	<b>Date of next meeting</b>	
5.1	Agreement to <i>not</i> have a meeting in August and bring the October meeting forward to 8 <sup>th</sup> October 2024.	
6	<b>Future Agenda items</b>	
6.1	8 <sup>th</sup> October 2024 – Quality and Investment Update and Martin O'Brien, Head of Climate Resilience for the Council, to attend.	



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	10 <sup>th</sup> December 2024 – Acuity Survey results (leasehold satisfaction) and rent and service charge setting 2025-2026.	
<b>7</b>	<b>Any Other Business</b>	
<b>7.1</b>	<p>RI – Every year he will ring up Service Charges and say they have never seen a window cleaner. Can you tell me when they came? But officer always says I don't have that info, so RI cannot challenge them. Will be good if leaseholders could have access to dates of visits.</p> <p>EM – Communal windows in block? It's only communal windows, not dwellings. But yes, understanding is they should be done twice a year. Will pick this up with Martin and will take that away and find out the dates from Environment team.</p>	
<b>7.2</b>	<p>DW – Not a question, but a comment: it's great to see DC, clearly steps being taken, and it will take time. Clear from discussion today across the Borough there are a lot of passionate residents willing to engage and support and willing to support these efforts. Opportunity to engage as residents. People engage through a forum like this - small numbers. Broadly Council is non-existent across the Borough but real opportunity to engage with residents and help them improve their Blocks and support the Council. If you can get people engaged, they can help with the journey as well. Just a closing comment.</p> <p>CH – Good point because as Housing Service we are consulting on a new resident engagement strategy. [Link in Chat]. We are looking for residents' views, Lewisham want engagement. Community engagements do more than just Forums – they do door-knocking, go to events, support things like community supermarkets, we have 4 community supermarkets in the borough. Use them to meet people and do drop-ins. Please do contribute to consultation as Council wants to hear views on how we should be engaging and what more we can do. That will be helpful.</p>	
<b>7.4</b>	<p>RI – Has filled in the form 9for volunteering) and it says "Please contact us" but what number?? Need phone numbers when we press on something.</p> <p>CH – Will take that back to the team.</p>	
<b>7.5</b>	<p>JW – Lack of response to complaints or emails. When you try to contact Lewisham, you can't get a response from LBL. She reported something in Sep/Oct 2023 and just didn't hear back. Then given date for attendance in Jan/Feb after following up. They didn't show up. Had to go to Councillor and only then Feb 2024 and only after that did someone turn up (for about 15 minutes) and again the quality of work was not good. Frustrating as it caused damage inside her property that she had to fix and pay for.</p> <p>These are some of the issues to consider and look at.</p> <p>Again, her elderly neighbour is a tenant. Tried to get Housing Officer to look at something but just hasn't had response!</p> <p>Really unfair: said it was a complaint in an email and still never had a response. The eventual response was quite flippant through the Councillor. No self-awareness. Not understanding what impact these things have on people in their homes.</p>	



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	<p>Wonder how to bridge the gap between conversations here in the forum and the service actually received when speaking to people on the phone or when they send in complaints in or follow up to get responses. EM has been good to talk to but it's not the same when you ring the Service. Will be good if CH, DC and others could look at bridging gap.</p>	
7.6	<p>CH – Have emailed Area Housing Manager to find out who housing officer is for JW's block and requested neighbour's details for CH to take up with Housing Management Team.</p> <p>CH – A way to go for sure and need to work across all of Housing Department to make sure improve on how we react and respond to residents, whether they phone, email, write a letter or make a complaint formally through the complaints channel.</p> <p>JW – not confident, but appreciate you are new and want to make it better.</p>	
7.7	<p>RI – Just to echo Julia. Never hear anything. If you didn't hear back in 10 days, you'd get money off your rent account in the old days. Needs to look at Council-wide response times. Used to work for Croydon and had to stick to it.</p> <p>CH – Agree, our staff need to do that.</p> <p>RI – Essential for customer satisfaction. People want to know someone is taking charge of your complaint or issue.</p>	
7.8	<p>JW – Do LBL offer a large item pickup service?</p> <p>EM – Yes, there's a bulky item pickup. On the website. Can have 2-3 items on same collection. From memory it used to be £15.</p> <p>JW - Have used Love Clean Streets in the past. Download the App. Take a photo and someone will come and pick it up! It is certainly good knowledge.</p> <p>EM – Has used it in the past.</p> <p>CH – Has put link in the Chat.</p>	
7.9	<p>LR – Has 5 points to make. Wants CH to go back and review.</p> <p>1. Work on the Estate a lot of apathy – no one wants to hear Lewisham Council so will be a big challenge because of empty promises.</p>	
7.10	<p>2. No active TRA and been trying to set one up and are told they have to demonstrate that 50% of the Estate want it. That's outdated Lewisham Homes info. Nearly 300 homes. Have 50 households interested. Other Councils say as long as core group of people want to set it up, it should be okay. Why is Lewisham making it so difficult?</p>	
7.11	<p>3. Where is all the historical information if you have a problem under Lewisham Homes – the paperwork etc? Not on the website – it should still be there. Where is it, it should be there.</p> <p>EM – LR you and I have spoken about the papers and as Lewisham Homes no longer exists. Did find some papers and asked you for specific dates. If you are looking for something specific, EM will do best to find it.</p> <p>LR – Appreciates EM's response but it's not acceptable. It should be available for anyone with a property under Lewisham Homes. Shouldn't specifically have to ask for something. Has some documents but wants to review other things also and it should be</p>	



# Minutes – Leaseholder Forum

Wednesday 20th June 2024 – 18.30  
Microsoft Teams video conference

	<p>on the site for openness and transparency under the law. Lewisham needs to make provision for the last 5-6 years and it should be there.</p>	
7.12	<p>4. Housing Officer visits – were told frequency was 1 block on Estate every 3 months which means housing officer visits one block once every 1.5 years. Not [flexible? sensible?].</p> <p>CH – Can you say when you were told that and by who, LR?</p> <p>LR – Not LR directly. Have an active group and someone was given it in writing. So can show the visits haven't happened anyway,</p> <p>CH – Know that Gillian went there with the housing officer, so HA has been there recently but if you have that in writing, would you share that with me please? Send it to the HOS email and they will get it to me.</p>	
7.13	<p>LR – 5. This forum here, is it just representing a part of the Borough, or just the homes that came under Lewisham Homes?</p> <p>CH – Yes, just the homes that were managed by Lewisham Homes.</p> <p>LR – Well this Forum is a poor representation of the homes representing to make changes in this Borough - only 10.</p> <p>CH – We do advertise and if you know others who would like to come along, then please do let them know about it. We do put it in with info that goes out with the Service Charges to all leaseholders, it's on the website. If you think we should be advertising elsewhere then happy to do that, let me know. We are trying to get the message out there.</p> <p>RI – It works by personal word of mouth, rather than leaving it to the Council.</p> <p>LR – Was on it, then dropped off, so how many other people have been dropped off?</p> <p>EM – We advertise at every opportunity with estimated service charge bills and actual cost statements, previously in quarterly newsletters and the mailing/distribution list is much wider than those who are coming to the meeting. Info is going out to more people. I know LR and two other people appear to have had problems and I hope I have fixed those issues now. External software company used, but only affected a small number of people. Sorry you dropped off, but glad I had contacted you directly to make sure you received it.</p>	
7.14	<p>LR – Those are all my points. Am willing to help, that's why I'm here. Would like to see change. Would like to see Lewisham improve. Tired of seeing Lewisham in the news – never anything good.</p> <p>CH – Indeed it isn't. We are all tired of that.</p> <p>Thank you all. See you on 8<sup>th</sup> October.</p>	

There being no other business, the meeting closed at 19:57pm.

The next Leaseholder Forum meeting will be held on: Tuesday 8<sup>th</sup> October 2024 18:30pm.