

Leasehold Standards Panel

Wednesday 16th July 2025

Blue Room

Latton Bush Centre 6pm

Present: Claire Hicks, Gaynor James, Gavin Jackson HTS, Annette Hogan (Chair), Alex Barret, Nicki Walker, Lydia Lees, Ella Inzani, Jill Stubbs, Cllr D Carter.

Minute Taker: Emma Jerram.

Item No.	Description	Action by:
1.	<u>Welcome and introductions</u> AH welcomed Panel	
2.	<u>Apologies</u> Frank Feldman & Zulfi Kiani-Mackintosh Anna Palumbo absent	
3.	<u>Minutes of last meeting and matters arising</u> The minutes were discussed and agreed AH has asked that we circulate the document that was in the Harlow Times concerning the budgets and benefits to Leaseholders for next financial year. AH sent to CH, has been circulated but awaiting feedback from DC. AH read this out to the meeting for DC to comment on but DC was not aware of the article so not able to add any clarity. DC read response- part of the Councils transformation, making changes to deliver to tenants and leaseholder's, including grass cutting every 10 days and closely monitoring improvements. Property services and Environment teams have been relocated to provide better value for money. Booklet (Building Harlow's Future - Our Next Steps) was handed out. Over the last two weeks the Council and HTS have been cleaning	

	<p>up Milwards, with 14.5 tonne of waste removed so far. New bollards are being installed and flats cleaned. Due to finish on Friday, then to move on to a new location which cannot be advertised due to people taking advantage. There has been good feedback to Cllr Carter and G Jackson from the residents. Roofing and gutter repairs have also taken place. Surveyors are dealing with issues regarding to the concrete on the external walls of the flat blocks.</p> <p>ZKM had noticed the Leasehold Forum page had gone from the Council website and is in the process of getting it back. Believes it could be due to Covid.</p> <p>NW asked about lights still not working at number 27. SK explained they should be replaced as urgent, so should have been repaired. SK to investigate. G Jackson spoken with SK to ensure the work had been completed but will email to confirm. Communal door at The Stow is awaiting a metal door to be fitted as the door is constantly vandalised.</p> <p>New residential strategy design included in pack (unfortunately not there, CH to email it out to panel). The strategy covers tenants, leaseholders and sublet tenants for building safety. Once agreed this will be sent to Housing Standard Board to comment then onto Cllr Carter for approval. Sent out in email.</p> <p>AH suggested looking at the new policy during LSP. Carried over for September.</p> <p>Discussion around concerns around time allowed for major works at Forum. Explained by CH, packs will be handed out when people arrive with contact information. NW asked what if people are on holiday or unable to attend. AH to ask LEASE if there will be slides to forward. Waiting to speak with LEASE after ZKM.</p> <p>Discussion around Communications and use of QR code on Service Charge Statement to invite Leaseholders to the Forum - GJ to ask communications. QR code developed and working</p> <p>NW suggested advertising the forum in the Harlow Times and to post on Facebook. CH to speak with ZKM. CH has raised with ZKM who is liaising with Communications.</p>	<p>ZKM</p> <p>GJ-HTS</p> <p>Carry Over</p> <p>AH/ZKM</p> <p>Add to agenda</p>
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4.	<p><u>Major Works Update on external works programme</u></p> <p>Hand out and works discussed.</p> <p>NOI- Notice of Intention, proposed works with 65 schemes. NOE- Notice of Estimates, works have been tendered and estimates achieved. FA- Awaiting on Final Account to be signed off. CH and DC explained the works relating to fire regulations.</p>	
5.	<p><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>AH checked her notes but without the Minutes was only able to say that there was a HTS Transformation update similar to the one we had, there was a discussion around the High Rise Building Resident Engagement Strategy which was developed in line with the Building Safety Act 2022..</p>	AH
6.	<p><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>ZKM to update on last Joint Tenancy Panel meeting</p>	ZKM
7.	<p><u>HTS (Property and Environment) & Repairs Report- Gavin Jackson</u></p> <p>G Jackson HTS Operations Manager will be joining the monthly meetings.</p> <p>Report discussed, have achieved 93% on communal repairs. The failures have been completed but not under the correct timescale. The new IT system will monitor this better with the correct dates. HOP's are now based at Mead Park with HTS making working together better. Performance is improving despite daily battles. DC explained there are currently two call centres but HTS are due to move to the Civic Centre, combining the two in one location.</p> <p>DC explained that the booklet given out explains what the Council are doing monthly and this will be monitored. Add to agenda any queries to send to CH.</p>	Add to agenda

	<p>AH raised a question regarding the workforce for Milwards, are staff being taken away from regular duties. G Jackson explained they have pulled in contractors or temps to prevent getting behind.</p> <p>LM asked if you are moving departments around will the cleaning team move to the Civic Centre as it had been previously discussed they needed to leave jobs early to get back to the depot. G Jackson explained they will not be moving but do not need to report there before and after jobs. This is historic.</p> <p>NW asked if there will be any preventive measures put in place for gutters etc, or do they wait for reports to be made, as people/neighbours don't always report things. G Jackson stated discussions have started to put preventions in place. DC added that the tenancy audit will also look at the property and report what is necessary, but to still report any issues.</p> <p>Stock condition survey, Area survey and Tenancy audit discussed.</p> <p>Building materials cost / availability discussed including the new builds.</p> <p>NW asked who is on the Housing Register, who do the new homes go to? DC explained how the register works and what priority needs are met. NW asked if there will be new schools and GPs to cover the new amount of people. DC explained they are already Harlow residence, some are in TA's. People will only be housed if they have lived in Harlow for 7+ Years. DC stated there are over 350 people in temporary accommodation which cost the Council extra. There are 110 places built so will not empty the register.</p> <p>When a Mayor is appointed and the Councils join together, there will be more land available to build properties on. DC expressed Harlow Council is well managed and within budget.</p> <p>AB asked when reporting an issue how does the Council manage the complaint, can you remain anonymous? CH explained the complaint goes to the relevant department, if the issue is with a leasehold property, it will go to the Housing Officer and Home Ownership will provide the relevant wording from the Lease. A letter will be sent to resident informing them of the issue and it remains confidential.</p>	
8.	<p><u>Performance Indicators Home Ownership- Home Ownership, Harlow Council</u></p> <p>Handout for May discussed.</p>	

	<p>No new sales for RTB.</p> <p>1 Stage one complaint due to increase service charge- not upheld.</p>	
9.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>Meeting is being arranged</p>	
10.	<p><u>Update on Leasehold Forum- Home Ownership Harlow Council</u></p> <p>G James has spoken with Communications and a QR code has been produced and sent out with letters. Only 27 places left on Forum. 10 places booked via phone call.</p> <p>Forum is open to every leaseholder, regardless of whether living at the property or not.</p> <p>DC asked who was doing the programme. AH explained the progress made so far.</p> <p>Discussion over live streaming- to be confirmed by ZKM</p> <p>NW stated that the LEASE presentation should be available to those who cannot attend. AH is going to ask for the slides to be made available.</p> <p>AH asked if IT will be available on the night to ensure it all works ok. G James explained it will be set up and tested, and will look into using a rolling mic.</p>	<p>ZKM</p> <p>AH</p> <p>G James</p>
11.	<p><u>Update Work Plan 2025/26- discuss topics to be reviewed by the panel. Zulfi Kiani-Mackintosh, Community Engagement Coordinator, Harlow Council</u></p> <p>CH discussed in ZKM absence.</p> <p>To add to list the Leasehold Handbook as it was last update in 2017.</p> <p>Discussion regarding high rise buildings and fire safety leaflet. Leaflet is being developed and is also available on the website.</p>	

12.	<p><u>AOB</u></p> <p>DC gave a devolution update. Councils to join together in possible 3 or 5 authorities. 150 Councillors to be reduced to 60 full time, qualified councillors. Mayor to be in place May 2026.</p> <p>Dates of next meetings:</p> <p>20th August 2025 17th September 2025 15th October 2025 19th November 2025 17th December 2025 7th January 2026 18th February 2026 18th March 2026</p>	
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