

Leasehold Standards Panel

Wednesday 17th December 2025

Blue Room

Latton Bush Centre 6pm

Present: **Harlow Council** Claire Hicks, Gaynor James, Zulfi Kiani-Mackintosh,
HTS Gavin Jackson
Leaseholders Annette Hogan (Chair), Alex Barret, Nicki Walker, Anna Palumbo, Lydia Lees, Jill Stubbs, Frank Feldman

Minute Taker: Emma Jerram.

Item No.	Description	Action by:
1.	<u>Welcome and introductions</u> AH welcomed Panel and introductions were made.	
2.	<u>Apologies</u> Cllr David Carter & Ella Inzani	
3.	<u>Minutes of last meeting and matters arising</u> <i>AH asked how much major works are costing? Estimate has been provided.</i> <i>NW raised lighting issue in Partridge Court - GJ (HTS) has completed.</i> <i>New charge for leaseholders - Agreed to go to cabinet February 2026.</i> <i>Mobile cleaning survey - To be discussed in meeting.</i> <i>Copies of overarching procurement strategy requested - Received proposal, ZKM confirmed unable to provide strategy as currently confidential.</i>	

4.	<p><u>Major Works Update- Home Ownership- Claire Hicks, Home Ownership, Harlow Council</u></p> <p>Handouts discussed.</p> <p>FF asked, as they have had the estimates for major works do they know the exact amount? CH explained the estimate is sent once tender is agreed, once the work is completed and signed off a full breakdown of the costs will be provided.</p> <p>AP asked is it normal for the Contractors to be off over Christmas and return on 5th January as she received a letter stating this - It was confirmed this was usual practice.</p>	
5.	<p><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>Last meeting was 1st December. The board received reports and updates on compliance and procurement strategy proposal.</p> <p>Update was given on engagement review, no leaseholders attended the ARC meeting held at Latton Bush but AH was able to have a Teams mtg with them earlier this week. AH asked if the Panel's details can be sent to ARC (consent given by the Panel) so that other leaseholders can organise a Teams mtg to give their opinions on Harlow Council engagement.</p> <p>Engagement survey discussed - ARC sent survey to 9000 tenants.</p> <p>Survey monkey have identified that people do not feel safe in their homes and felt the Council do not listen other than through a complaint.</p> <p>Tenants survey was started last week, already received 200 responses. G.James asked if it is paid for externally. ZKM explained it is a statutory requirement to carry out yearly and the Council pay a contractor. The survey was put together by ARC and the Council sent it out.</p> <p>The new engagement policy is going through to include HSB, to be online. ZKM is unsure if it will include LSP at this point. AH asked if there will a chance to give feedback. ZKM is unsure, maybe once the policy is put together. It isn't a housing policy do no input is available.</p>	ZKM

6.	<p><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>No other panels have taken place.</p>	
7.	<p><u>HTS (Property and Environment) & Repairs Report- Gavin Jackson</u></p> <p>October's summary explained. Performance is at 97%. There is an admin error on the handout, where complete items had not been removed. On average 700 orders per week.</p> <p>Estate works have finished, with Guilfords being the final area. Some areas have outstanding brickwork or larger jobs to still be completed. AH has looked around Altham Grove and noted some items, to email GJ (HTS) for his feedback. Areas have been inspected by Cllr Purse and the Head of Transformation from HTS.</p> <p>FF asked who supplies the scaffolding and why it isn't owned by HTS. GJ (HTS) explained the health & safety risk is too high. JS asked if the abseiling is still used. GJ (HTS) answered yes where it can be.</p> <p>GJ queried pg8 on the Summary - Willowfield Tower- failed after monthly testing, to then pass. GJ explained it did fail but the issue was fixed.</p> <p>AB noticed scaffolding was removed in Parsonage Leys, however it has been put back up. GJ (HTS) explained it's due to a leak in a particular area which is fixed but then the leak moves further along so is repaired in a large scale. It would have been firstly made watertight whilst waiting for the major works to happen.</p> <p>LL mentioned blocked gutters and why are they not cleaned. GJ (HTS) explained there is no yearly gutter clean, and it is now the tenants' responsibility in houses. However, in a block, GJ advised to report it to repairs centre and raise as a repair. LL stated the gutter had been blocked for years.</p>	AH / GJ (HTS)
8.	<p><u>Performance Indicators for Home Ownership- Home Ownership, Harlow Council</u></p> <p>Handout discussed.</p> <p>No questions raised.</p>	

9.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>Quarterly meeting</p>	
10.	<p><u>Leasehold Survey Feedback- The Panel</u></p> <p>1900 Surveys have been sent out to leaseholders. ZKM said it could be sent out to more. G James explained they are sent out to people who have made contact and that 10% of that number was agreed at Panel. ZKM and G James to discuss before February meeting. Panel to email with any questions on the survey.</p>	Panel
11.	<p><u>Review Leasehold Handbook-The Panel</u></p> <p>G James is still working on it, with a plan to have it completed on the 22nd, then to email ready to discuss at the LSP in January.</p> <p>Feedback to be sent if not attending as it needs completing by March.</p>	G James
12.	<p><u>Update Work Plan 2025/26- Zulfi Kiani-Mackintosh, Community Engagement Coordinator, Harlow Council</u></p> <p>To be completed during meeting and circulated next month.</p>	ZKM
13.	<p><u>AOB</u></p> <p>G James was successful in her application for the job share position of Homeownership Manager. She will officially start on the 5th January. Panel gave their congratulations.</p> <p>FF raised concerns over bugs and ivy growing on new sheds near where he lives. GJ advised to send photos over to HTS repair centre.</p> <p>LM asked to add the forum to the agenda. CH stated it is on the workplan so will not be forgotten.</p> <p>ZKM to email Nick from ARK to ask about making contact with Panel members.</p> <p>CH made members aware that reports may not be ready for the next meeting as it is so early after the Christmas break. However the draft Leasehold Handbook would be emailed for discussion on the 7th January 2026.</p>	ZKM

	<p>Dates of next meetings:</p> <p>7th January 2026 18th February 2026 18th March 2026</p>	
--	---	--