

Wednesday 17th September 2025
6.00 pm
Blue Room, Latton Bush Centre

Present: Claire Hicks (HDC), Karen Phillips (HDC), Zulfi Kiani-Mackintosh (HDC), Gavin Jackson (HTS), Leaseholders - Annette Hogan (Chair), Frank Feldman, Ella Inzani, Lydia Lees, Jill Stubbs.

Minute Taker: Ben Coxhead.

Item No.	Description	Action by:
1.	<u>Welcome and introductions</u> AH welcomed Panel and introductions were made.	
2.	<u>Apologies Received</u> Cllr David Carter, Alex Barret, Nicki Walker, Anna Palumbo	
3.	<u>Minutes of last meeting and matters arising</u> The minutes were discussed and agreed. Leasehold Forum Page is back up on Harlow Council website but without the date. There is a link to click for the events page. Note has been added to confirm that there are only 80 places and is fully booked - ZKM Review of Leasehold handbook, to be discussed later in the agenda – AH At a previous meeting NW asked about lights still not working. GJ advised that they seemed to be some confusion as to the site this enquiry related to – The Stow or Partridge Court. GJ advised that no outstanding repair exists for lights as they had been fixed. NW felt that there were still issues at Partridge Court including two storage heaters on the landing always on. GJ to investigate if any tickets are outstanding for this scheme. NW to report if anything else requires attention via the standard repair reporting methods. Sept update - GJ Outstanding repairs have been passed to the relevant team – No further action required.	

4.	<u>Major Works Update – Claire Hicks</u> Review of spreadsheet (list of all major works for flat blocks) by CH. Particular attention to the status of works and general updates. Last two listed are being monitored for structural issues. AH enquired about the breakdown of funds and wanted to understand where the monies for the Council's proportion of the invoices came from. Asked if it would be possible to have someone come along to LSP and explain how major works are financed. CH advised she would ask the accountant, Richard Criddle, to attend the next meeting (Oct). Any questions for the accountant to be sent by members to CH by the end of September. AH enquired if the contractor invoices for major works are made visible to leaseholders. CH - yes, information is provided on request. Email to be sent to Panel members not present in case they have any questions for CH/accountant.	CH/ Panel CH
5.	<u>Feedback from Housing Standards Board - Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u> ZKM – Meeting on the 1st September, finance reports, updates from regulators, repairs policy discussed. Raised point on C3 rating for the Council - takes 4 years for the rating to be reassessed. ZKM - Joint panel meeting took place on the 17th of September 2025. There was an update on TSM's -Tenancy Satisfaction Measures, final submission made. All info needs to go on the website with all documents, this is part of the new criteria. Postage has gone up; this was taken into consideration and budgeted. Same method as last year will be used to get out information (Post and Text). ZKM presented the new action plan. (Paper was handed to everyone). AH enquired if Leaseholders were included. ZKM confirmed they were. ZKM – Review of tenant leasehold (last was 2015), this will be with an outside contractor, Ark. No longer using HQN.	

	ZKM – This review is to optimise tenant/leaseholder engagement to deliver services to the best of our ability and how we work with consumer standards. EI enquired how this was being paid for and ZKM confirmed that it comes from separate budget, not from management charges. LL asked if this is linked to the unitary authority proposals but ZKM confirmed not, all of this needed doing anyway. KP – any Local authority merge would not commence for 2-3 years.	
6.	<u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u> Information on this Panel contained above.	
7.	<u>HTS (Property and Environment) & Repairs Report- Gavin Jackson</u> GJ - Communal repairs discussed as contained in the spreadsheet. GJ advised on the 6 jobs on the outstanding report: 1) 66-85 Great Brays – Complete 2) 119-124 Radburn Close – Complete 3) 176-179 Joyners Field – Complete 4) 14-29 Prentice Place – Complete 5) 76-78 Green Hills – Was being worked on the day of the meeting (17/09/2025) – Likely complete 6) 85-106 Church End – Complete Obtaining customer satisfaction was difficult for communal repairs. New IT system will request feedback by text messages which should increase responses. Mobile Cleaning satisfaction, no data collected and again difficult to obtain feedback. LL raised an issue with the repair reporting system and GJ confirmed this system has changed now. The plan is when a ticket is closed a text will be sent, people can text back yes if they are satisfied and no if not. A raised ticket will be passed to the relevant team and confirmation of the new ticket/repair raised with the job number given.	

8.	<u>Performance Indicators for Home Ownership, Harlow Council</u> CH went through all the statistics provided in the PowerPoint document. Two complaints discussed, neither were upheld.	
9.	<u>Cleaning Flat Blocks- The Panel</u> CH to attend meeting to take place in October with HTS.	
10.	<u>Update on Leasehold Forum- Home Ownership Harlow Council</u> AH has requested presentation slides from LEASE but has not had a response to her recent emails. LEASE advisors to arrive at 6pm. CH – Those who have a place received a confirmation letter. No plus one's can attend. A reserve list is being held as maximum numbers have been booked. Officers will wear their ID badges, leaseholders won't have a name badge.	
11.	<u>Review Leasehold Handbook- Panel</u> Feedback from AH and NW on chapters 1-4 has been received and noted. Comments made in red on the handbook so when recirculated in full members will see the changes made. While the Panel are now asked to move on to chapters 5-8, Home Ownership will work on updating chapters 1-4 in full. AH asked if comments could be circulated to other panel members but raised concerns that people may be uncomfortable sharing their email. Some members said they had no problem with their emails being shared. CH will email out blind at first the comments made but also ask if members are happy for others to know their email address. All members will be reminded in the email that chapters 5-8 now need looking at.	CH

12.	<u>Update Work Plan 2025/26</u> ZKM – Updated as meeting progressed.	
13.	<u>Draft Annual Report 2024/25</u> ZKM – Report presented in meeting. More graphs and less words used to make it more user friendly. Some concerns raised that the section for Leaseholders is not in the right place within the report as it is in the middle of the decent homes standard section. ZKM to speak with Comms for it to be included in a different area. Photos taken by ZKM during the meeting to use in the report. Panel members asked to feed any final comments to ZKM by 22/09/25	ZKM Panel
	<u>AOB</u> KP – Letters are shortly to be sent to all leaseholders and tenants who pay for any form of electricity and gas supply, advising of an application to the FTT for dispensation from consultation for a new energy supplier. AH has received no response from her feedback on the Policies and CH will chase. GJ talked about the HTS priority response team after a question from FF regarding bushes blocking pathways. Reminder given regarding the volunteer event on 29th September 25. ZKM to arrange transport for those panel members who need it. CH and AH will be attending. Apologies for next meeting – none advised during the meeting Dates of next meetings: 15th October 2025 19th November 2025 17th December 2025 7th January 2026 18th February 2026 18th March 2026	CH