

## **Leasehold Standards Panel**

**Wednesday 18<sup>th</sup> June 2025**

**Blue Room**

**Latton Bush Centre 6pm**

**Present:** Claire Hicks, Gaynor James, Annette Hogan (Chair), Frank Feldman, Alex Barret, Nicki Walker, Anna Palumbo, Cllr David Carter, Shakeel Khan- HTS, Bob Purton - HPS.

**Minute Taker:** Emma Jerram.

<b>Item No.</b>	<b>Description</b>	<b>Action by:</b>
1.	<b><u>Welcome and introductions</u></b>  AH welcomed Panel and introductions were made.	
2.	<b><u>Apologies</u></b>  Lydia Lees, Ella Inzani & Jill Stubbs.	
3.	<b><u>Minutes of last meeting and matters arising</u></b>  The minutes were agreed and discussed.  <b>ZKM asked if they would prefer it kept at missing three meetings. JS said it needs to be formalised. ZKM to put in the communication review.</b> Confirmed if three consecutive meetings are missed then you will be excluded. To be added to the communications plan.  <b>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.</b> Document to be sent out again to DC.  <b>Suggested when we send the forum invite could we get bookings via Eventbrite as this would give an opportunity to capture leaseholders contact details for future use. Home Ownership to find out more as a very good idea, especially as it is free, and also manages the booking records for us.</b>	Carry over CH/DC

	<p><b>Advertise this on statements, to investigate. GJ to check we are allowed to do this with the Council.</b> GJ spoke to communications, Eventbrite has been used by The Playhouse and the Museum but not something for the forum to use. GJ explained the use of a QR code and the possibility of having one on the statement. If people are unable to use the QR code they can still call to book. NW suggested SurveyMonkey. ZKM asked what this was for, it was explained to advertise the forum. ZKM stated it isn't something we would do and to keep to how it is usually done. GJ said as it will go out on the back of the statements in July, it will not cost any more.</p> <p><b>Agreed on the 1<sup>st</sup> October 2025 as the Council Chamber appeared to be available. ZKM to confirm its availability.</b> Date confirmed.</p> <p><b>AH spoken with LEASE (Millie) and date confirmed. AH to have a Teams call with Mille and ZKM upon his return.</b> Call with Mille and ZKM and AH was successful. LEASE will present on the following areas at the Forum:-</p> <ol style="list-style-type: none"> <li>1. Lease extensions</li> <li>2. Building safety</li> <li>3. Service charges</li> </ol> <p>Expenses were discussed with Millie and she will provide further information.</p> <p>Timings discussed with a 6.30pm arrival time for refreshments and a finish time of 8.30pm, with presentation to start at 7.00pm, followed by Market Place. Concerns raised over enough time for Q&amp;A. CH explained questions can be raised as a 1:1 or to request a call or visit if needed.</p> <p>ZKM had noticed the Leasehold Forum page had gone from the website and is in the process of getting it back. Believes it could be due to Covid.</p> <p><b>Question re buildings insurance being invalid if a Gas Safety check has not been carried out has been raised with Insurance Section and awaiting response.</b> KP emailed panel directly.</p>	ZKM
4.	<p><b><u>Major Works Update on external works programme</u></b></p> <p>Hand out and works discussed. 65 Schemes being managed.</p>	

5.	<p><b><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></b></p> <p>Housing Standard Board was held on 2<sup>nd</sup> June, update received on landlord planned works.</p> <p>Landlord survey has been carried out by an independent company (BMG) with 749 responses. 611 online and 138 via post. It is the first time the Council has used online surveys, this reduced the cost and opened the survey to a different demographic. BMG believes it is a true reflection of housing stock, due to the variety of ages. The survey showed a dip in performance, but this could be due to the different approach.</p>	
6.	<p><b><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></b></p> <p>Update given on fire safety records.</p> <p>Bob Purton attended to give same presentation as given to the Joint Tenancy Panel (presented under AOB)</p> <p>Estate walkabout was on the agenda as members of the panel wanted to understand what happened with the information gained from the walkabouts, and if follow ups are made.</p> <p>Update on temporary housing and housing KPI's was given.</p> <p>Engagement strategy was discussed.</p>	
7.	<p><b><u>HTS (Property and Environment) &amp; Repairs Report- Shakeel Khan-</u></b></p> <p>Summary of total jobs discussed; compliance work all completed in time. Back log now cleared on roofing jobs. All 2024 jobs completed.</p> <p>Communal front door for 2 -73 The Stow is still outstanding due to a number of repairs. Likely caused by vandalism. Door needs to be replaced with a stronger one.</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.</p>	SK

	<p>NW asked about lift repairs for a vulnerable person she knows. It is explained they are a separate contact. It needs to be highlighted with the housing officer and supported housing.</p> <p>AH asked for clarification on the percentages noted on the mobile cleaning satisfaction papers.</p> <p>Any queries, email CH.</p>	
8.	<p><b><u>Performance Indicators Home Ownership- Home Ownership, Harlow Council</u></b></p> <p>Handout discussed.</p> <p>11 complaints, all from the same block in relation to major works. AS asked who handles the complaints. CH explained complaint procedure with Stage 1 being investigated by herself and colleagues, if it follows with a Stage 2 this is handled by an Assistant Director and is not seen by CH. Following this, complaints can go to the Housing Ombudsman.</p>	
9.	<p><b><u>Cleaning Flat Blocks- The Panel</u></b></p> <p>No update at this meeting</p>	
10.	<p><b><u>High Rise Building Safety Resident Engagement Strategy- Zulfi Kiani-Mackintosh, Community Engagement Coordinator</u></b></p> <p>New government legislation introduced to high rise strategy, designed to cover criteria put in place by the government to measure and review.</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 sublets/tenants for building safety. Once agreed will be sent to Housing Standard Board to comment then onto Cllr Carter for approval.</p> <p>Awareness needs to be promoted.</p>	CH
11.	<p><b><u>Update Work Plan 2025/26- discuss topics to be reviewed by the panel. Zulfi Kiani-Mackintosh, Community Engagement Coordinator, Harlow Council</u></b></p> <p>Handout discussed. If anything should be added, email CH.</p>	

12.

**AOB**

**Bob Purton Presentation- Repairs Policy**

Consultation taking place on policy to modernise and invest through capital programme.

Mission is to invest in housing and introduce new repairs policy and consumer standards. Repair policy to include more repairs and prioritise repairs with a capital funding increase.

Larger repairs will be moved to a planned programme to speed up repairs. New policy will reflect Building Safety Act and Fire assessment.

Leaseholders are going to have yearly inspections on fire doors. Tenant will also have inspections.

Copies of the new policy, once drafted, will be distributed in the next three to five weeks - comments and suggestions can be made at this point.

AS asked if they will need internal access to their property. BP explained not essentially however it gives an impression of condition of the flat to help with reduction of risk.

NW expressed concerns around neighbour (council tenant) removing walls and carrying out DIY to property. BP explained there will be a stock of quality checks, a tenancy audit is taking place by housing officers. Some checks are more than five years out of date. Legally the properties need to be inspected, to be completed by December.

CH explained that if works are needed to tenant's properties this will not be charged to leaseholders.

AH asked what happens if you cannot gain access to the property? BP stated that the stock condition survey has separate teams to mop up if there are problems with properties to prevent delays. There is also a legal route for people objecting. The policy will state repairs to communal areas and repairs dictated by Lease. AH asked if the cost is in addition to what they already pay. BP explained cost is separate, condition of building quality is stipulated by legislation. The bill may be part of major works or one-off repair. CH explained they will not be charged if they haven't

	<p>been consulted. It will be charged under repairs and maintenance in the service charge.</p> <p>An anniversary date will be added to review and revise.</p> <p>AP asked the aim of the consultation process. BP answered to gain feedback and to carry out the minimum requirement by law. AP asked who will carry out the repairs as Leaseholders have no say. BP replied that HTS will carry out the repairs as they are the repair and maintenance provider, outside of this will follow the same procedure as major works. AP stressed it is of more benefit for tenants not for leaseholders. BP stated it will benefit leaseholders from the communal and lighting exterior areas.</p> <p>AP asked why she needs to pay for a door that is broken in another block, when her building is separate and has its own main door. CH explains that when the property was purchased a copy of the lease would have been provided. CH explains the black lines on the drawings are what relates to what the leaseholder needs to pay for, it is divided by the number of people in that block. AP asked if a block of 12 contains 6 council tenants and 6 leaseholders how is it divided, and why does their rent not go up? It was explained the rent does increase yearly and it would be divided equally over the amount of people who live there.</p> <p>AH suggested looking at the new policy during LSP.</p> <p>Discussion around concerns for time 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.</p> <p>Discussion around communications and form with QR code- GJ to ask communications.</p> <p>NW would like a bigger piece in the Harlow Times. DC explained the cost is taken from the housing revenue. It has been previously suggested to have a bigger section but always rejected.</p> <p>NW suggested advertising the Forum in the Harlow Times and to post on Facebook. CH to speak with ZKM.</p> <p>Discussions regarding who pays for major works, and why they should pay for works that do not affect them, and what should be included. CH highlighted that when the purchase is made a solicitor should explain the lease to the purchaser.</p>	<p></p> <p></p> <p></p> <p></p> <p>AH</p> <p>GJ/AH</p> <p>GJ</p> <p></p> <p>CH/ZKM</p> <p></p>
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	<p>Explained that if a fence is damaged by antisocial behaviour to report to HTS repairs as ASB and no charge will be made.</p>	
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**Dates of next meetings:**

16<sup>th</sup> July 2025

20<sup>th</sup> August 2025

17<sup>th</sup> September 2025

15<sup>th</sup> October 2025

19<sup>th</sup> November 2025

17<sup>th</sup> December 2025

7<sup>th</sup> January 2026

18<sup>th</sup> February 2026

18<sup>th</sup> March 2026