

Leasehold Standards Panel

Wednesday 19th November 2025

Blue Room

Latton Bush Centre 6pm

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

Minute Taker: Ben Coxhead.

Item No.	Description	Action by:
1.	<u>Welcome and introductions</u> AH welcomed Panel	
2.	<u>Apologies</u> None	
3.	<u>Minutes of last meeting and matters arising</u> Leaseholders draft report - Has been moved around and ZKM has corrected where needed. AOB- Bob Purton is no longer at the Council, CH has emailed Boe Williams and is awaiting a response to AH queries on Housing Repairs and Maintenance Policy. AH confirmed she had also raised this with ZFM who had forwarded a request to the correct person. Point 10, Feedback has been filed Point 12, Leasehold handbook still being worked on, feedback included.	
4.	<u>Major Works update - CH</u> CH presented and explained handout	

	<p>AH asked how much major works are costing - CH to get back to AH, however noting that this will be based on estimates.</p> <p>DC asked when the works being carried out at Mercers would be completed. CH confirmed the completion is estimated to be by mid-February 2026.</p>	CH
5.	<p><u>Feedback from Housing Standards Board - ZKM</u></p> <p>ZKM gave update from last HSB meeting, previously having discussed with AH. Noted that Boe Williams, Director of Housing Property, gave an overview on Procurement Strategy - works to be costed before the budget is announced, DC explained the benefits of this, the ability to start on site as soon as possible after the announcement of the budget and to modify if necessary.</p> <p>ZKM - Review on housing standards engagement. Using consultancy agency ARK. Survey to be sent via email - 10 questions will be put to tenants, councillors, leaseholders and directors. Once completed, strengths and weaknesses will be determined.</p> <p>ZKM – there will also be a separate landlord survey, looking at regulation, tenant satisfaction measures and where we can improve.</p>	
6.	<p><u>Feedback from other Panels</u></p> <p>None</p>	
7.	<p><u>HTS (Property and Environment) & Repairs Report – GJ (HTS)</u></p> <p>GJ (HTS) presented and explained handout (repairs statistics explained) – Repairs priority list explained</p> <p>GJ (HTS) Cleaning of estates Altham Grove and Fennels underway, NW gave positive feedback on this concerning Longbanks – repairs/maintenance/environmental all working together for this – 10 Tonnes of rubbish removed from Longbanks, 5 tonnes from Moorfield. Bishopsfield and Guilfords will be completed by year end</p> <p>NW raised lighting issue in Partridge Court GJ (HTS) aware and will look into the issue.</p>	GJ HTS
8.	<p><u>Performance Indicators Home Ownership- Claire Hicks, Home Ownership, Harlow Council</u></p> <p>CH presented and explained handout</p>	

9.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>Quarterly meeting update previously given</p>	
10.	<p><u>Leasehold survey feedback- The Panel</u></p> <p>GJ – Feedback included in packs and has been emailed – only snippets at the moment, full report likely next month. There have been more responses however not everyone answers all questions</p> <p>ZKM – same as previous</p> <p>GJ – Yes</p> <p>66 responded electronically, 1 by post.</p> <p>JS If 55% were satisfied what were the rest</p> <p>GJ – Dissatisfied</p> <p>ZKM enquired how the survey worked in terms of satisfaction, CH provided an explanation of how we chose who we contacted, the process had been agreed previously by the LSP.</p> <p>GJ – No comparison made as last one was 2 years ago</p> <p>NW – Is there an incentive</p> <p>GJ – Prize draw of £50.00 but 21 only entered the draw.</p> <p>NW suggested a dummy version for LSP</p> <p>Several questions raised on sample size – we contacted 10% (approx. 250) of leaseholders who had communicated with the Homeownership Team in the year.</p> <p>Issues of surveys being completed by the same person</p>	

11.	<p><u>Review leasehold handbook - the Panel</u></p> <p>GJ to update with comments made by the Panel</p> <p>Panel to make comments on the last few chapters by January and the handbook to be completed in March.</p>	
12.	<p><u>Update work Plan 2025/26</u></p> <p>ZKM working on it.</p>	
13.	<p><u>AOB</u></p> <p>ZKM – talked about some leaflets being updated</p> <p>DC – Richard Criddle Accountancy to meet with AH to go over the figures concerning major works so she understands these better and will be able to explain them to the Panel.</p> <p>DC – The barn at Netteswellbury Farm being re-alarmed in December</p> <p>CH – Statement of accounts – next one to go out January, any topic to be put on needs to be given to Home Ownership by mid-December deadline. ZKM – Any statements from now to March? CH confirmed not as we only send out 3 a year.</p> <p>GJ – survey not ready for next month. ZKM – is the survey online? GJ – yes to keep cost of post down although impossible to go paperless. NW – stated age range of participants could be a factor when leaseholders respond.</p> <p>CH – Would like to introduce a new charge for leaseholders who request additional copies of invoices and statements. A charge of £20.00 per notice with all income being offset against the Management Fee. This would be introduced 1 April 2026 but CH will first request Cllr Carter's agreement as Portfolio lead. Leaseholders already receive this information by post on one occasion or can access the documents by registering a MyHome account.</p> <p>LL – mobile cleaning survey, no response since March – GJ (HTS) – will be addressed next meeting.</p> <p>JS – Has hedge trimming stopped - GJ (HTS) – summer program finished, moved to winter program</p>	<p>CH</p> <p>GJ HTS</p>

	<p>AP raised concerns of fly tipping and antisocial behaviour in Mercers. Advised to report all issues to Contact Harlow.</p> <p>AH requested copies of overarching procurement strategy for leaseholders.</p>	ZFM
	<p>Dates of next meetings:</p> <p>17th December 2025 7th January 2026 18th February 2026 18th March 2026</p>	