

Wednesday 20th August 2025
6.00 pm
Blue Room, Latton Bush Centre

Present: Claire Hicks (HDC), Karen Phillips (HDC), Zulfi Kiani-Mackintosh (HDC), Cllr David Carter, Gavin Jackson (HTS), Leaseholders - Annette Hogan (Chair), Alex Barret, Nicki Walker, Anna Palumbo, Lydia Lees, Jill Stubbs.

Minute Taker: Emma Jerram & Ben Coxhead.

Item No.	Description	Action by:
1.	<p><u>Welcome and introductions</u></p> <p>AH welcomed Panel and introductions were made.</p>	
2.	<p><u>Apologies</u></p> <p>Frank Feldman & Ella Inzani</p>	
3.	<p><u>Minutes of last meeting and matters arising</u></p> <p>The minutes were discussed and agreed.</p> <p>Leasehold forum page missing on the Council website. ZKM confirmed the Leasehold Forum Page had been taken of the website due to holding incorrect information. He will request for it to be put back up with the right date and a copy of the agenda. It needs to be stated that the Forum is now fully booked and leaseholders should not just turn up as access can not be given.</p> <p>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.</p>	<p>ZKM</p> <p>GJ</p>
4.	<p><u>Major Works Update – Claire Hicks</u></p> <p>Hand out talked through by CH. Abbreviations explained.</p>	

	<p>AH asked if there is one contractor to complete all the works identified at NOI stage. CH explained under the legislation they need to invite multiple contractors to tender as at least 2 estimates must be consulted on at NOE stage. On average Harlow Council will invite five to six approved contractors to tender.</p> <p>LM asked why so many NOI schemes were on hold. CH answered these are tower blocks and delays are due to approval of works being required under the Building Safety Act.</p> <p>No other questions raised by the Panel contact CH if any other queries.</p>	
5.	<p><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>No meetings have been held.</p> <p>ZKM gave an update on projects he is working on, including the Building Safety Strategy. This will be used by Harlow Council to keep residents informed of building safety within their blocks. This is to comply with the Building Safety Act and other changes to legislation for tenant engagement.</p> <p>ZKM is putting together an enhanced page for the website on tenant engagement. Tenant satisfaction survey results to be included. 'Our Next Steps' booklet was discussed. No questions raised.</p> <p>ZKM has started work on the Annual report for 24/25 - plans to reduce wording and include more charts. This will be brought to the September panel for discussion and approval at that meeting to meet printing schedules.</p> <p>The Council is carrying out a volunteers event at the Playhouse. Awaiting a date but will be towards the end of September. ZKM to appoint a Housing Officer to say a few words as he will on leave .</p>	
6.	<p><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></p> <p>None to report back on.</p>	

7.	<p><u>HTS (Property and Environment) & Repairs Report- Gavin Jackson</u></p> <p>Communal repairs discussed and reports provided for comment. 580 repairs completed in July. Lowest amount of 'work in progress' (WIP) on record – 1700 jobs. Which has enabled them to reflect on why things have failed in the past and how to continue to improve going forward and complete all repairs within the set timescales. Around 700 new jobs are reported each week.</p> <p>Grass is currently being cut on a 12-day cycle. Compliments were given from panel members on how good their estates were looking.</p> <p>Only one response on communal repairs customer satisfaction survey due to difficulty in obtaining feedback on communal work. The new IT system will enable the customer who reports the report to be sent a text message once the job has been completed to give their immediate feedback.</p> <p>LM asked about a programme to check gutters as those on her block need clearing, and also roof skylight is broken as the roof is flat in the middle it can be difficult to access. GJ explained there is no cyclical townwide programme to clear gutters in place and hasn't been for many years. Residents need to report any issues and the gutters will be attended to as and when repairs are reported. Stock conditions surveys are being carried out and these will also highlight works required. GJ to check if any repairs are outstanding on LM block and pass to relevant team if so.</p> <p>LM asked if she would be charged for guttering works. AH mentioned the threshold rules and CH explained that any repairs, if not formally consulted on, have to be capped to £250 per flat. Scaffold would likely put any working at height repairs over this threshold. GJ advised that HTS are looking at other ways to carry out works at height such as using absailers. DC mentioned that he had seen this in operation at Brenthall Towers when the down pipe was repaired.</p> <p>AP asked who pays for the waste pipe outside her kitchen to be unblocked. GJ explained that a single blockage will be the responsibility of the resident, however if in the stack then HTS would attend. JS asked if she can report a blocked stack in her block being a leaseholder. GJ gave explanation of likely problem and answered yes to this.</p>	GJ
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8.	<p><u>Performance Indicators for Home Ownership, Harlow Council</u></p> <p>CH talked the panel through the report.</p> <p>Slight increase on the number of leaseholders since May.</p> <p>Three complaints had been handled, none of which were upheld.</p>	
9.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>CH advised meeting is being arranged for end of September due to staff on annual leave.</p>	
10.	<p><u>Update on Leasehold Forum- Home Ownership Harlow Council</u></p> <p>ZKM advised AH on costs and transport for LEASE that can be covered.</p> <p>AH to ask LEASE for presentation slides so these can be printed for attendees. ZKM to post the slides, minutes and Q&A's on the website after the event.</p> <p>CH asked AH to request LEASE to arrive at Civic Centre for 6.00 pm as it will get very busy from 6.30.</p> <p>LM asked if name badges will be given out when registration takes place. Answer was No.</p> <p>CH explained there will be security present at the Forum to prevent people who have not registered to attend from gaining entry and to address any issues if they arise. Attendees are being sent a letter confirming they have been booked a place and this letter is to be shown on arrival. Currently six leaseholders are on a waiting list. ZKM confirmed that we must not allow more than the 80 people booked for insurance reasons etc.</p> <p>CH stated the Forum will not be filmed or recorded.</p> <p>Photography discussed. ZKM advised this will not be an event requiring photos so no arrangements made.</p> <p>CH - a feedback form will be given out, along with a question sheet should any attendee not feel comfortable raising their question on the night.</p>	<p>AH</p> <p>AH</p>

11.	<p><u>Review Leasehold Handbook- Panel</u></p> <p>CH advised the review of the Handbook must be completed by March 2026 to comply with instructions from the Housing Ombudsman. Once the review is complete and the handbook updated it will not be printed again but will be loaded onto the website to save costs and to make it easier to update going forward.</p> <p>Panel members are to look at chapters 1-4 and give their feedback in writing ahead of the September meeting or at least have a list of suggested amendments ready to discuss at the next meeting.</p>	Panel
12.	<p><u>AOB</u></p> <p>CH reminded members that she has emailed them Policies on repairs and major works, from Bob Purton, for them to review and provide comments on as soon as possible.</p> <p>ZKM advised that Bob had asked if he could have phone numbers for members to call them to discuss. ZKM did not wish to give out the numbers until the Panel confirmed if happy for him to do so. Collective decision was that no member wanted a phone call but it was agreed that they would put their comments in writing and email these to Bob by the deadline – end of next week. This is to allow the Policies to be presented to Cabinet in September and HSB.</p> <p>CH advised that the Leasehold survey for 24/25 will be sent out via email early in September. The survey is sent to 250 randomly picked leaseholders from a list of those who have made contact with the Home Ownership team throughout the year. The survey will be able to be completed online as it was last year.</p> <p>LM asked how to raise a repair with photos attached. CH & GJ advised that if the correct means to report repairs is used, photos can be loaded.</p> <p>Apologies for next meeting- Nicki Walker.</p> <p style="text-align: center;">Dates of next meetings:</p> <p style="text-align: center;">17th September 2025 15th October 2025 19th November 2025 17th December 2025 7th January 2026</p>	Panel

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