

## Leasehold Standards Panel

**Wednesday 21<sup>st</sup> May 2025**

## Blue Room

## Latton Bush Centre 6pm

**Present:** Claire Hicks, Gaynor James, Annette Hogan (Chair), Frank Feldman, Alex Barret, Jill Stubbs, Ella Inzani, Shakeel Khan, Lydia Marquer.

**Minute Taker:** Emma Jerram.

Item No.	Description	Action by:
1.	<p><b><u>Welcome and introductions</u></b></p> <p>AH welcomed the Panel and introductions were made.</p>	
2.	<p><b><u>Apologies</u></b></p> <p>Cllr David Carter, Zulfi Kiani-Mackintosh &amp; Nicki Walker</p>	
3.	<p><b><u>Minutes of last meeting and matters arising</u></b></p> <p>The minutes were agreed and discussed.</p> <p>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.</p> <p>Panel confirmed three meetings should be the requirement. Discussion had as to whether this was included in the terms of reference and/or code of conduct. ZKM to look into this and come back to the panel.</p> <p>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.</p> <p>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, but also manages the booking records for us. Advertise this on statements.</p>	<p>Carry over ZKM</p> <p>Carry over ZKM</p> <p>Carry over DC</p> <p>Carry over GJ/KP</p>

	<p>investigate. GJ to check we are allowed to do this by the Council.</p> <p>Agreed on the 1<sup>st</sup> October 2025 as the Council Chamber available. ZKM to book.</p> <p>AH spoke with LEASE (Millie) to confirm new October date. AH/ZKM to have a Teams with Millie upon his return.</p> <p>GJ explained the FRA process in high, medium and low rise. Information for FRA for Mercers has been responded to directly.</p> <p>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.</p>	<p>Carry over ZKM</p> <p>AH/ZKM</p> <p>GJ</p>
4.	<p><b><u>Major Works Update on external works programme</u></b></p> <p>Hand out and works discussed. Breakdown of abbreviations given.</p> <p>As discussed at last meeting re tenders - AH asked if FTT would question the quote and let us know if they did not think it was a reasonable cost. CH explained the process and the recent case that was sent to FTT for dispensation as the works were tendered as part of a Framework agreement.</p>	
5.	<p><b><u>Feedback from Housing Standards Board- Chair/ Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></b></p> <p>No update as no meeting held.</p>	
6.	<p><b><u>Feedback from other Panels- Zulfi Kiani-Mackintosh Community Engagement Coordinator Harlow Council</u></b></p> <p>No update.</p>	
7.	<p><b><u>HTS (Property and Environment)</u></b></p> <p>New system partly live, working on fly tipping and street cleaning. System should be completely live by end of September 2025. Hoping this will bring better feedback from residents on service received.</p>	
8.	<p><b><u>Performance Indicators Home Ownership- Claire Hicks - Home Ownership Team Leader Harlow Council</u></b></p> <p>Handout for March year end discussed.</p>	

	<p>Reduction in Leaseholders due to Sycamore Field now being empty and in the process of being demolished.</p> <p>LM asked why at the end of the financial year are there still Service Charge monies unpaid (from 53 Leaseholders). CH explained the recovery process as not everyone pays as per their Lease. Explained it is a different type of debt collection than Council Tax, unable to use bailiffs and confirmed the Leaseholder would be charged for court costs and interest. EI asked if the non-payment is linked to complaints. CH explained sometimes they are and it is investigated, resolved or the Leaseholder can make a complaint and, if they still aren't satisfied, they can apply to the Housing Ombudsman.</p>	
9.	<p><b><u>Repairs Report- Feedback from Panel</u></b></p> <p>Outstanding jobs in March - 330, April - 362</p> <p>Low performance is due to poor administration whereby when the jobs are completed they aren't being closed down then but at a later date. It should be 80%.</p> <p>Handouts discussed - headings now updated with months now added.</p> <p>Outstanding jobs - February has been completed but not closed down in the system, this will show on next months stats.</p> <p>Scaffolding jobs remain as pending as they close at different times as scaffolding remains for works to be inspected.</p> <p>LM mentioned outstanding job for one year. HTS has closed since, will show on next handout.</p> <p>Jobs are kept open until fully complete so HTS can get more information if needed.</p> <p>23/24 backlog - investments were made and many repairs cleared for end 24.</p> <p>Complaints gone down from 70 to 40.</p> <p>Any queries to email CH.</p>	

10.	<p><b><u>Cleaning Flat Blocks- The Panel</u></b></p> <p>Carry over - next cleaning meeting in July, feedback to be given after.</p>	
11.	<p><b><u>Update Work Plan 2024/25- Zulfi Kiani-Mackintosh, Community Engagement Coordinator, Harlow Council</u></b></p> <p>CH to create a new work plan for new year.</p>	
12.	<p><b><u>AOB</u></b></p> <p>CH - if the forum is to be advertised on the statement which goes out in July, then the details are needed no later than 3<sup>rd</sup> week of June. AH and ZKM to have a TEAMS meeting with LEASE to discuss the topics for the Forum. .</p> <p>CH - to invite various departments, send out a 'save the day'.</p> <p>LM suggests the design be creative or people may not read it. CH to circulate a draft and will invite comment.</p> <p>Leaseholder charges - management fee for 25/26, all have been invoiced. Handout discussed, estimated figure explained. Income from leaseholders explained.</p> <p>LM asked if sublets are going down. CH explained they are going up. Limited companies are now buying properties. SK stated the tax is lower for a company than individuals.</p> <p>EI - noted that some gardens/fencing near her were a mess. She had asked HTS workers in the area who said it wasn't for them to deal with. CH explained to log with Contact Harlow. This will then be forwarded to a housing officer to take a look at the property.</p> <p>JS thinks there used to be a voluntary service to help with gardens, is that still going? CH&amp;GJ were unaware of this service LM said about the people who cleaned the pond could help. Discussion around community service.</p> <p>LM - lights in block have been changed with no notification given. Now too bright and unable to see some steps due to her eye condition. The light is shining through her door and causing distress. CH to investigate works, however explained that they do not need to notify if it wasn't planned works. This work was carried out 1-2 months ago in block 57-66 Red Willow.</p>	<p>AH/ZKM</p> <p>CH</p> <p>CH</p> <p>CH</p>

	<p><b>Dates of next meetings:</b></p> <p>18<sup>th</sup> June 2025</p> <p>16<sup>th</sup> July 2025</p> <p>20<sup>th</sup> August 2025</p> <p>17<sup>th</sup> September 2025</p> <p>15<sup>th</sup> October 2025</p> <p>19<sup>th</sup> November 2025</p> <p>17<sup>th</sup> December 2025</p> <p>7<sup>th</sup> January 2026</p> <p>18<sup>th</sup> February 2026</p> <p>18<sup>th</sup> March 2026</p>	
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