

Leasehold Standards Panel

Wednesday 7th January 2026

Blue Room

Latton Bush Centre 6pm

Present: Harlow Council - Claire Hicks, Gaynor James, Zulfi Kiani-Mackintosh,
Leaseholders - Annette Hogan (Chair), Frank Feldman, Nicki Walker, Lydia Lees.
HTS - Gavin Jackson -

Minute Taker: Ben Coxhead.

Item No.	Description	Action by:
1.	<u>Welcome and introductions</u> AH welcomed Panel	
2.	<u>Apologies</u> Cllr David Carter, Alex Barret, Jill Stubbs, Ella Inzani, Anna Palumbo	
3.	<u>Minutes of last meeting and matters arising</u> Point 5 – ZKM to organise panel to speak to Nick at Ark Consultancy re engagement Point 7 – AH and G Jackson have discussed this outside the meeting and confirm that all actioned Point 10 – Confirmed that 1900 Surveys was the correct amount Point 11 – To be discussed later in the meeting Point 13 – ZKM to email Nick at Ark Consultancy as per point 5	ZKM
4.	<u>Major Works update - CH</u> CH presented the major works paperwork provided to the meeting - Consultation for those flat blocks with only front door replacement, these works will now form part of major works.	

	<p>AH – Do these know when they will have major works?</p> <p>CH – Some do</p> <p>LL – When replacing communal doors, will smaller, more individual doors also be replaced.</p> <p>CH – Yes</p> <p>AH raised a question regarding batch 3 and 4 under the heading Project No. CH said that’s how the framework has been packaged together. Similar works have already been vetted, all notices done, contractors vetted.</p>	CH
5.	<p><u>Feedback from Housing Standards Board - ZKM</u></p> <p>Meeting took place on 7th January 2026</p> <p>ZKM – Landlord survey, 593 completed online, now 2,500 surveys will be posted out</p> <p>ZKM – Tenant-Leasehold Survey Workshop spoken about, survey sent to 5000 tenants and 1900 leaseholders, 600 responses (75% tenants)</p> <p>ZKM will now organise a meeting with councillors</p> <p>Ark got good survey responses from tenants and leaseholders. There will now be a Focus Group to which tenants and leaseholders will be invited to attend.</p> <p>Report to be compiled from feedback</p> <p>ZKM discussed estate walkabouts which housing management have a new system for. Attendees had in the past not been able to give feedback after the actions from the walkabout had been completed..</p> <p>Each walkabout will produce a module which will be sent to attendees online, will start with this years walkabouts.</p> <p>AH noted that Jane Steer (tenant rep) had also queried this and also what happened to the information collected on walkabouts.</p>	ZKM

	<p>ZKM said this was why the module was brought in, as now reports can be made for each walkabout and each attendee will receive a report in addition to those needing to action works.</p> <p>ZKM discussed housing asset management strategy, consultation closes 21st January, any questions contact ZKM and copy in Home Ownership</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>Gavin J - presented and explained handout (repairs statistics explained) – Repairs priority list explained, spoke about communal satisfaction panel – 86% satisfied – 1 unsatisfied (lighting issue)</p> <p>New text-based survey system to be introduced in March, replacing the phone call one to increase responses.</p> <p>Mobile cleaning statistics discussed in paperwork (89% satisfied).</p> <p>LL – How are you able to get the phone numbers for the surveys?</p> <p>Gavin J – They are asked for once works are completed</p> <p>LL suggested leaving paper cards to then be collected, however littering was a potential consequence.</p> <p>GJ suggested a QR code-based system put inside the notice boards to encourage feedback. GJ also suggested the same could be done for reporting repairs.</p> <p>Gavin J – QR codes have been tested by putting them on bins however results have been mixed.</p> <p>AH – Do you go back after cleaning shared areas feedback to check?</p> <p>Gavin J – Yes</p> <p>HTS are always checking for trends in areas and is relying on feedback to help them improve.</p>	

	<p>ZKM presented thanks to HTS from a new tenant rep and the Director of Compliance</p> <p>LL raised an issue at Red Willow, Gavin Jackson to investigate it</p>	Gavin J
8.	<p><u>Performance Indicators Home Ownership- Claire Hicks, Home Ownership, Harlow Council</u></p> <p>CH presented performance indicator paperwork provided to the meeting</p> <p>AH – Are major works invoices itemised?</p> <p>CH - Yes</p> <p>AH – When will the major works budget be present?</p> <p>CH – February Cabinet</p>	
9.	<p><u>Cleaning Flat Blocks- The Panel</u></p> <p>Nothing raised, awaiting next meeting</p>	
10.	<p><u>Review Leasehold Handbook – The Panel</u></p> <p>GJ – Some changes made from feedback given (presentation to be amended to help keep printing costs down)</p> <p>GJ to double check with Gavin J to make sure everything is up to date and accurate</p> <p>AH requested a deadline</p> <p>GJ/CH – before 18th Feb as completion must be confirmed to the housing ombudsman before March</p> <p>GJ to let comms know</p> <p>Agreed deadline 12th February 2026 for the Panel to comment on the final. Those not present at the meeting will be contacted by email.</p>	<p>GJ</p> <p>Panel / GJ</p>

11.	<p><u>Update Work Plan 2025/26 – ZKM</u></p> <p>ZKM – Work plan to be updated for the last two months</p>	
12.	<p><u>AOB</u></p> <p>LL enquired about the email address listed on page 60 of the Leaseholder Handbook (tenant.relations@harlow.gov.uk) and asked if there was a specific one for leaseholders. ZKM’s work email and phone number could be used instead or IT could forward emails onto his email address. Discussion on a previous email address used by leaseholders, ZKM to discuss with IT.</p> <p>LL raised a littering issue in a brook near to Red Willows, unsure whether this is with Epping County Council or Harlow – Gavin J to investigate it.</p> <p>AH – Has HTS acted on customer satisfaction responses that have become complaints been acted on</p> <p>Gavin – Surveys are anonymous so there are very little indicators where these complaints are referring to.</p>	<p>ZKM</p> <p>Gavin J</p>
	<p style="text-align: center;">Dates of next meetings:</p> <p style="text-align: center;">18th February 2026 18th March 2026</p>	