

# Minutes of the Leaseholder Forum, 22 July 2025

## Purpose and themes of the meeting

At this meeting, we set out to:

- review and agree the Terms of Reference for the new Leaseholder Working Group
- discuss repayment options for leaseholders facing large bills for major works
- gather feedback and shape future meetings and engagement

## Agenda items

1. Review and agree the Terms of Reference for the new Leaseholder Working Group.
2. Discuss repayment options for leaseholders facing large bills for major works.
3. Ideas for better communication and transparency with leaseholders.
4. Individual issues

## Item 1: Review and agree Leaseholder Working Group Terms of Reference

### Discussion

We discussed the aims and format of the Group:

- The group aims to support and shape service improvements for leaseholders.
- Meetings will follow a task-and-finish format, focusing on specific themes.
- Topics for meetings will be set jointly with leaseholders, with information shared in advance.

### Outcomes and agreements from discussion

- A co-Chairing model was agreed: alternating between a leaseholder and a council officer.

- The Group will not handle individual casework, but will focus on general policy and service issues.
- Future meetings will include feedback mechanisms and wider communication to all leaseholders.

## Actions

Council to add staff contact details to the Terms of Reference.

## Item 2: Repayment options for leaseholders facing large bills for major works

### Discussion

We discussed a new draft policy that was presented to help leaseholders manage large capital bills.

The current policy offers:

- 2 years interest-free repayment for bills over £5,000.
- 1 extra year interest-free after final account on a case-by-case basis.

Proposed changes to the policy include:

- Interest introduced from Year 3.
- No interest-free option for non-resident leaseholders.

Concerns were raised about:

- fairness compared to council tenants
- transparency of charges and repayment terms
- the need for clearer financial information and statements

## Actions

Council to:

- improve communication and transparency around charges.
- prepare a finance-focused agenda for the next meeting.

### Item 3: Ideas for better communication and transparency with leaseholders.

#### Discussion

Leaseholders asked for:

- clearer breakdowns of service charges
- online access to account statements
- regular updates on outstanding balances

#### Outcomes and agreements from discussion

The council agreed to explore:

- quarterly statements
- improved online access
- better contact directories and communication channels

#### Actions

Council to:

- improve communication and transparency around charges.
- prepare a finance-focused agenda for the next meeting.

### Item 4: Individual issues raised

#### Discussion

Several leaseholders shared personal concerns, for example, about repairs, ventilation, balcony leaks.

#### Outcomes and agreements from discussion

The council committed to:

- handling personal issues outside of meetings.
- setting up pre-meeting slots for individual queries.

#### Any other business and other agreed actions

- Johnson will act as co-Chair for the next meeting.
- Leaseholders encouraged to:

- share feedback via the Commonplace survey (closes Sunday).
- email officers with any further questions or suggestions.

## Next meeting

- Planned for September 2025 (exact date to be confirmed).
- Focus: Understanding service charges, repayment options, and council finances.