

Minutes of the Leaseholder Engagement Panel, 11 March 2026

Purpose and themes of the meeting

At this meeting we:

- reviewed actions from the previous meeting
- agreed updated Terms of Reference for the Leaseholder Engagement Panel
- learned more about the council's caretaking service
- discussed priorities for future meetings

Agenda items

1. Updates from the previous meeting
2. Updated Terms of Reference and panel membership
3. Caretaking service
4. Future meeting topics
5. Any other business

Item 1: Updates from the previous meeting

Discussion

The panel reviewed progress on actions agreed at the previous meeting.

Updates included:

- further discussion about the differences between tenant and leaseholder service charges
- a proposal to include benchmarking data from other councils to provide additional context
- confirmation that the new major works pre-consultation process has been introduced and has received positive feedback from leaseholders on participating estates

Outcomes and agreements

- Benchmarking information will be included in future discussions about service charges.
- The panel welcomed the introduction of major works pre-consultation.

Item 2: Updated Terms of Reference and panel membership

Discussion

Officers presented revised Terms of Reference for the Leaseholder Engagement Panel.

The changes include:

- a standard format aligned with other resident panels
- a maximum membership of 16 people, including up to 12 resident leaseholders and 4 non-resident leaseholders
- membership through YourVIEW or the Housing Champions programme
- wider recruitment through the April leaseholder mailing

The changes are intended to create a consistent and representative panel.

Leaseholders were also invited to provide quotes encouraging other residents to join.

Outcomes and agreements

The panel supported the updated Terms of Reference and agreed to begin recruitment for additional members.

Actions

- Circulate the updated Terms of Reference to panel members.
- Launch recruitment through the April leaseholder mailing and council website.
- Include leaseholder testimonials in recruitment materials.

Item 3: Caretaking service

Discussion

Officers gave an overview of the caretaking service, including:

Service structure

The service currently includes:

- 170 caretakers
- 21 team leaders
- 8.5 supervisors

Responsibilities include:

- internal and external cleaning
- graffiti removal
- bulk waste collection
- playground inspections
- emergency lighting checks
- reporting antisocial behaviour

Operational pressures

Officers explained that the service manages:

- almost 10,000 fly-tip removals each year
- increasing demand caused by antisocial behaviour
- rising costs due to inflation and London Living Wage increases

Charging and benchmarking

The panel heard that:

- work is time measured and benchmarked
- leaseholders are charged using standard schedules rather than actual time taken
- exemptions are recorded where work cannot be completed so leaseholders are not charged for services that have not been delivered

Quality assurance

Officers explained that:

- supervisors carry out unannounced inspections

- leaseholders can request joint inspections
- evidence is used when considering whether charges should be removed

Bulk waste

Leaseholders paying caretaking charges can request:

- free bulky waste collections
- up to four items per collection

Service improvements

Current improvement work includes:

- reviewing cleaning schedules to better reflect individual blocks
- introducing new 7.5 tonne vehicles to improve efficiency and reduce costs

Leaseholders raised concerns about:

- poor service quality
- contractors leaving communal areas untidy
- limited proactive inspections
- delays responding to reported issues

Outcomes and agreements

The council acknowledged these concerns and committed to:

- increasing quality inspections
- continuing the review of cleaning schedules
- investigating contractor performance issues
- supporting joint inspections where requested

Actions

- Increase supervisor quality checks.
- Continue reviewing block-specific schedules.
- Ensure exemptions are consistently recorded.
- Investigate reports of contractors leaving communal areas untidy.

Item 4: Future meeting topics

Discussion

Leaseholders suggested future meetings should cover:

- insurance costs
- benchmarking and service charge comparisons
- antisocial behaviour management
- major works transparency

Outcomes and agreements

These topics will form the basis of future meeting agendas.

Any other business

The Home Ownership Service confirmed it will circulate the draft Home Ownership Service Policy to leaseholders for feedback before the next meeting.

Members also agreed that:

- minutes should be issued more promptly
- the next meeting should focus on service charge benchmarking, insurance and antisocial behaviour

The Chair thanked everyone for attending and for their participation.

The panel also recognised the support provided by **Divine Elijah** from the Home Ownership Service following positive feedback from a leaseholder.

Action log

Action	Owner
Provide benchmarking data comparing leaseholder and tenant service charges	Taric Ahmed / Steven Reed
Arrange follow-up discussion on service charges	Steven Reed / Taric Ahmed / Leaseholder Co-chair
Increase supervisor quality inspections	Carey Gay

Action	Owner
Continue reviewing block-specific cleaning schedules	Carey Gay
Record exemptions where services are not delivered	Carey Gay
Investigate contractor performance issues	Carey Gay
Offer joint inspections when requested	Caretaking Team
Investigate insurance increases	Steven Reed / Hardev Sandhu
Review insurance excess options	Finance / Insurance Team
Provide update on the insurance market	Steven Reed / Hardev Sandhu
Circulate updated Terms of Reference	Sue Treherne / Fiona Goldrick
Recruit new panel members	Engagement Team / Home Ownership Service
Include leaseholder testimonials in recruitment	Sue Treherne / Shaun Flook
Circulate draft Home Ownership Service Policy	Steven Reed
Collect feedback on the draft policy	Home Ownership Team
Arrange a future session on antisocial behaviour	Sue Treherne
Investigate lift damage case	Repairs Team