Minutes of the Leaseholder Engagement Panel, 15 July 2026 (via MS Teams)

Chair: Johnson Oyedeji

Caretaking and Home Ownership Service surgeries held prior to the meeting

Attendees

- Assistant Director Housing Needs and Tenancy - Shaun Flook
- Head of Income Maximisation – Taric Ahmed
- Home Ownership Service – Steven Reed, Mary Kotey, Hardev Sandhu, Susannah Moore, Kudzanai Sikipa
- Community, Participation and Diversity – Sue Treherne and Fiona Goldrick

Attended by 9 leaseholders

Apologies: Cllr. Jackie Smith

Agenda Items

1. Welcome and review of previous actions
2. Leaseholder Engagement Panel membership
3. Leaseholder buildings insurance presentation
4. Insurance market update
5. Insurance discussion
6. Future meeting topics
7. Communication concerns
8. Leaseholder handbook
9. Meeting **a**dministration

Item 1: Welcome and review of previous actions

Updates from previous meeting (11 March 2026):

- **Benchmarking and leaseholder/tenant data**
    - Steven Reed and Taric Ahmed met with Johnson regarding this matter.
    - The issue is currently on hold and may be revisited later
    - During the meeting, it was noted that the benchmarking data is approximately two years behind.
    - As data can only be collated and analysed once the financial year actuals have been finalised. There is always a time lag between the end of the financial year and the publication of benchmarking information.

    - In addition, the benchmarking exercise relies on a London local authority taking responsibility for coordinating, compiling, analysing and presenting the data. Given that this work is undertaken alongside officers' substantive roles and involves the collection and validation of hundreds of key performance indicators (KPIs), the process is resource intensive and inevitably takes time to complete
        - It is also worth noting that Housemark was used briefly as an alternative benchmarking source. However, it did not provide the same level of depth and relevance as the benchmarking data used by service charge practitioners

- **Caretaking actions**
    - Carey dealing with outstanding actions from previous meeting.
- **Buildings Insurance**
    - Included as a main agenda item for this meeting.
- **Home Ownership Policy**
    - Circulated following the previous meeting. Thank you for reviewing.
    - No comments received from panel members.
- **ASB and Tenancy Management**
    - Members expressed interest in discussing the topic.
    - Officers will consider inviting the relevant service to a future meeting.

Item 2: Leaseholder Engagement Panel membership

Sue Treherne provided an update on the transition to a fixed membership Leaseholder Engagement Panel.

Key Points:

- The panel will consist of **up to 16 leaseholder members**.
- Expressions of interest have been circulated through leaseholder communications.
- To date, **12 applications** have been received.
- Applications will be assessed to achieve balance across:
    - geographic areas

    - resident and non-resident leaseholders
    - diversity and representation

Discussion: Leaseholders raised concerns:

- Regarding the exclusion of council employees who are also leaseholders.
- Karlena highlighted concerns regarding fairness and democratic participation.
- Sue explained that exclusions are currently based on potential conflicts of interest.
- Taric Ahmed supported further consideration of the issue and suggested reviewing national guidance and alternative approaches such as declaring conflicts of interest where appropriate.
- Sue confirmed that the matter would be reviewed further and considered as part of the wider resident engagement policy review.

Clarifications:

- Membership applications are assessed using a selection framework and recommendations are reviewed by senior management.
- Residents' associations cannot join as organisations, but individual leaseholder members of associations may apply.

Action:

- Panel members who have not yet completed the membership application form to submit expressions of interest.

Item 3: Leaseholder buildings insurance presentation

Presented by Hardev Sandhu and Steven Reed

Topics covered:

Why buildings insurance is required

- Buildings insurance is a requirement of lease agreements.
- Provides financial protection for leaseholders against insured risks and major losses.
- Annual insurance policy information is issued to leaseholders.

Administration of insurance

- Insurance contracts are procured through a formal tender process.
- Leaseholders are consulted under Section 20 requirements.
- Contracts are generally awarded for terms of 3 to 5 years.
- Leaseholders receive annual policy and insurer information.

Insurance cost calculation

- The insurer provides a single premium for the entire leaseholder portfolio.
- Insurance costs are apportioned using:
    - Total portfolio reinstatement value.
    - Individual property reinstatement value.
- Each leaseholder contributes proportionately based on their property's reinstatement value.

Claims process

- Leaseholders must notify insurers directly of claims.
- Current policy requires notification within 30 days.
- Excess charges and claim procedures are detailed in the annual summary of cover document.

Item 4: Insurance market update

Steven Reed outlined factors affecting insurance costs:

Market pressures

- Brexit and insurers withdrawal from the market.
- Increased construction and reinstatement costs.
- Covid-19 related inflation.
- Fuel and operational cost increases.
- Reduced market competition, with Protector currently dominating the sector.

Benchmarking information

Average leaseholder insurance costs across London boroughs continue to increase:

Year	Benchmark Average
2021/22	Approx. £306

2022/23	Approx. £410
2023/24	Approx. £516

Royal Greenwich average charges:

Year	Average Charge
2021/22	£216
2022/23	£384
2023/24	£592

Future considerations

- Discussions have taken place with Local Authorities and MHCLG regarding market pressures.
- Options being explored:
    - Social landlords self-insuring.
    - Greater market competition.
- Royal Greenwich options being explored to reduce premiums:
    - Improved monitoring of reinstatement values.
    - Alternative premium calculation methods.
    - Review of insurance excess levels.

Item 5: Insurance discussion

Main issues raised

Risk-based pricing

Queried whether lower-risk buildings were subsidising higher-risk buildings.

Response:

- Portfolio-wide risk information is provided during procurement.
- However, premiums are supplied as a single portfolio figure rather than individual block costs.

Insurance claims experience

- Reported significant delays and poor communication during an insurance claim process.
- Confirmed escalation to the Financial Ombudsman.

Transparency

Requested greater visibility of how insurance charges are calculated.

Hardev agreed:

- Individual calculation breakdowns can be provided on request.
- Officers will consider including this information routinely in future service charge documentation.

Insurance cost breakdown

Requested greater transparency regarding:

- Broker commissions and fees
- Any rebates or discounts
- Officers agreed to seek advice from the Insurance Team regarding what information can be disclosed.

Item 6: Future meeting topics

The panel discussed potential themes for future meetings.

Suggested Topics:

- Capital works / major works
- Communication and response standards
- Grounds maintenance
- Leaseholder handbook
- ASB and tenancy management

Agreed topic for next meeting

Capital works / major works

The session will include:

- capital investment plans
- communications between project teams and leaseholders
- escalation processes

- opportunities for improvement

Shaun Flook suggested inviting senior representatives from the Capital Works service to attend.

Members of the panel agreed this would be beneficial.

Item 7: Communication concerns

Several leaseholders raised concerns about delays in receiving responses from council services, particularly: Asset Management; Major Works project teams; and Capital Works services.

Key concerns:

- lack of accountability
- significant delays in responses
- excessive need for follow-up chasing
- difficulty obtaining information about works and charges

Suggestions:

- provide escalation routes and clear points of contact
- create communication flowcharts for leaseholders
- invite service managers to future panel meetings

Sue Treherne and Shaun Flook acknowledged the concerns and agreed further discussion should take place at the next meeting alongside the Capital Works agenda item.

Item 8: Leaseholder handbook

Taric Ahmed provided an update:

- Work is ongoing on a new Leaseholder Handbook.
- A draft should be available by the end of 2026.
- The handbook is expected to be presented to the panel later in the year for feedback.

Item 9: Meeting administration

Future meetings

- Next meeting provisionally scheduled for **October 2026**.

Leaseholders request

- Asked for presentation summaries and key papers to be circulated before meetings to allow adequate review time.

Action:

- Officers to circulate summary papers in advance of future meetings but suggested this was not always possible.

Action Log

Ref	Action	Lead	Target Date
1	Remind members to complete Leaseholder Engagement Panel membership applications.	Sue Treherne / Fiona Goldrick	Ongoing
2	Review policy position regarding council staff who are also leaseholders joining fixed membership panels.	Sue Treherne/Directorate Leadership Team	Policy review period
3	Provide individual leaseholder with insurance calculation information relating to her property.	Hardev Sandhu	Following meeting
4	Consider including insurance calculation breakdowns within future service charge documentation.	Home Ownership Team	Review
5	Seek advice from Insurance Team regarding disclosure of premium breakdowns, commissions and broker costs.	Hardev Sandhu	Next meeting
6	Arrange Capital Works / Major Works presentation for next panel meeting.	Shaun Flook	October 2026
7	Explore communication escalation routes and service response expectations.	Relevant Service Managers	Next meeting

8	Circulate meeting summary papers in advance of future meetings.	Home Ownership Team	Ongoing
9	Present draft Leaseholder Handbook to panel at a future meeting.	Taric Ahmed	Late 2026

Leaseholder Engagement Panel

Insurance Presentation

July 2026



ROYAL borough of GREENWICH

Introduction

- This presentation focuses on building insurance for leasehold properties.
- Council Buildings comprise mainly of a mixed tenure which means that there will be a mixture of tenants and leasehold properties and in some cases commercial properties.

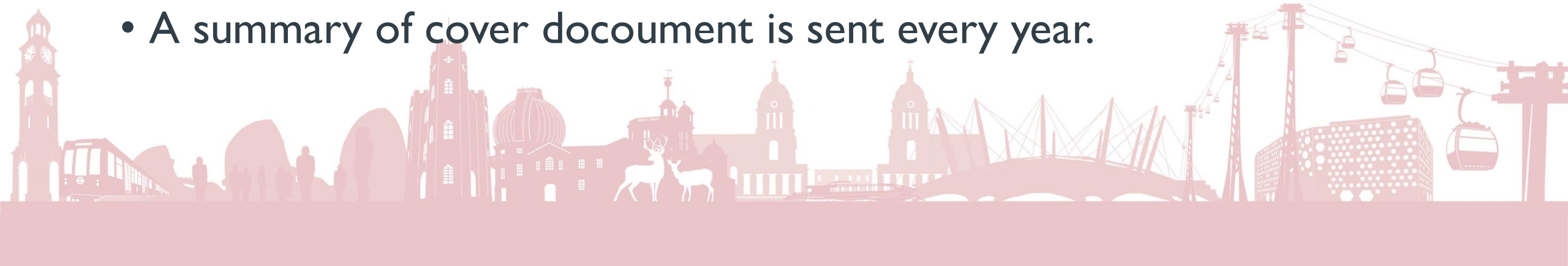
Agenda

- Why we need it
- How it is administered
- How it is calculated
- Re-instatement Values
- Claims
- Recent Market Changes
- What next



Why we need it

- Firstly, this is a requirement of your lease and therefore a legal responsibility that the landlord puts in place buildings insurance for your property.
- It gives financial protection to leaseholders should there be any damage caused by risks which are covered by the policy. In some cases the cost of works for which leaseholders are responsible (and covered by the policy) could be considerable.
- A summary of cover docoument is sent every year.



How It is administered

- The insurance contract is put out to tender
- Leaseholders are consulted on the process as per the Service Charges Regulations
- Leaseholders are invited to give observations at each stage of the consultation process for which due regard is given.
- A contractor will be appointed (having given due regard to observations) taking into consideration value for money.
- Leaseholders are advised and annually sent information regarding their insurance policy.

How it is calculated

- Blanket Policy
- Insurance company are advised of the list of properties to be insured and their re-instatement values.
- They advise of the Premium they will charge for insuring all of the properties.
- The premium is then divided by the total re-instatement value of all of the properties insured to establish a unit rate.
- This unit rate is the applied to each properties re-instatment value.
- Therefore, every property pays their apportionment of the Premium charged

Claims

- It is the responsibility of the leaseholder to make claims.
- Put insurer on notice - 30 days
- The 'Summary of Cover' document is sent to all leaseholders annually which highlights the insured perils and excess payable and how to make claims. Including contact details of the insurer.
- Invoices will be raised as normal to the leaseholder

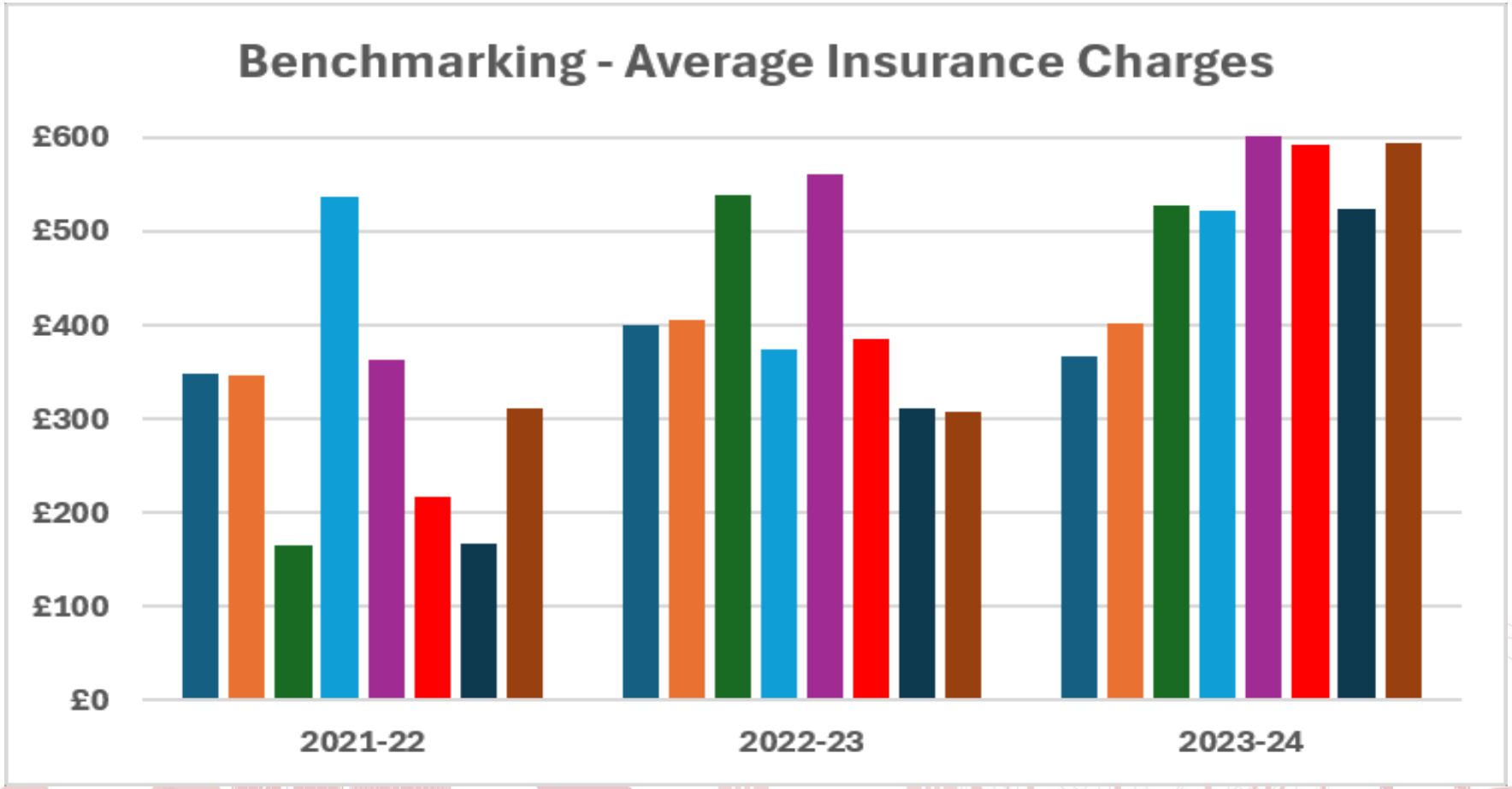
Changes To The Insurance Market

- Brexit (2020)
- Ocaso
- Profit/Loss/Claims

Other Factors Driving Up Costs

- Building costs increase
- Fuel Crisis
- Its not just you - Benchmarking

Benchmarking



What Next?

- Government Conversations
- Self-insurance / Market stability
- BCIS Portal access
- Tender Options

