

Leasehold Focus Group Meeting

29th April 2026

Minutes of Meeting

Attendance: Katy Baker (KB), Yvonne Doyle (YD), John Clarke (JC), Mike Smith (MS), Ian Ward (IW), Carl Jursa (CJ), Alistair Lewis (AL), Ranj Singh (RS), Sharon Griffiths (SG) and Andie Todd (AT) via teams.

		Action
1	<u>Welcome</u>	
	The Chair (KB) welcomed attendees, outlined fire procedures and housekeeping arrangements, and confirmed the purpose of the Leaseholder Focus Group. The Terms of Reference were reviewed. No amendments were proposed, and members agreed that agenda items should continue to be developed jointly ahead of future meetings.	N/A
2	<u>Apologies</u> KB advised apologies received from Mrs R Craddock	N/A
3	<u>Terms of Reference</u>	
	The Terms of Reference were reviewed. No amendments were proposed, and members agreed that agenda items should continue to be developed jointly ahead of future meetings.	
4	<u>Staffing Update</u> - Members were advised that James Williams (Leasehold Services Officer) had retired at the end of March. - KB explained that the Leaseholder Services Team is currently operating with reduced staffing levels. - Recruitment of an additional team member is anticipated. - Members were asked to bear with slightly longer response times while the vacancy remains.	N/A
5	<u>Leaseholder Experience and Key Issues</u> Estate Services Members raised concerns regarding: - Standards of estate cleaning. - Grounds maintenance. - Difficulty obtaining action from relevant departments. - Lack of clarity regarding responsibilities between: - Estate Services - Caretakers - Grounds Maintenance contractors. Members felt they were not receiving value for money from the services paid for through management charges.	Produce a clear breakdown of responsibilities for Estate Services, caretakers and grounds maintenance Clarify expected service standards and frequencies. Provide an explanation of how management fees are calculated.

	Service Charges and Management Fees Concerns were raised regarding: • High management fees. • Comparisons with privately managed developments offering higher service standards. • Lack of understanding of how management fees are calculated. Section 20 Consultations Discussion covered: • Volume of Section 20 notices received. • Major works. • Importance of reading consultation documents. • Leaseholders' rights to inspect specifications and raise objections. Members requested greater transparency around proposed works. Contractor Performance Positive feedback was given regarding: • Individual cleaning staff who had previously maintained high standards. • A contractor who completed window seal repairs to a high standard. Concerns were raised about: • Contractors leaving communal areas untidy. • Poor workmanship. • Lack of respect for residents. Security Members discussed: • Tailgating and unauthorised access. • The new door entry/IP intercom system. • Concerns from residents without smartphones. • Reliability of the new system. • Continuing security issues despite installation. Building Maintenance Members discussed: • Ventilation. • Damp and condensation. • Bathroom extraction systems. • Proposed ventilation improvements. • Fire safety implications. Insurance Members queried: • Building insurance valuations. • How reinstatement values are calculated. • Whether future regeneration proposals affect valuations.	Obtain an update from the surveyor regarding planned ventilation works at Chiltern/Malver/Pennine Obtain clarification regarding insurance valuation methodology
6	<u>Future meetings - Feedback & Future Priorities — Open discussion on what leaseholders want to focus on next.</u> Members suggested future agenda items including: • Leasehold Reform changes. • Better Queensway regeneration updates. • Finance representatives. • Estate Services management. • Craig Jones (Operations) as a future guest speaker.	

	Suggestions were also made to: • Hold informal online drop-in sessions. • Improve communication between meetings. • Issue summary bulletins highlighting actions from previous meetings. • Encourage greater attendance through improved promotion.	
7	<u>Key Outcomes of Leaseholder Participation. -You said, We did.</u> Produced a hybrid focus group meeting with improved attendance.	
8	<u>Any Other Business</u>	
9	<u>Date of next meeting</u> Tuesday 28th July 2026 agreed, however time to be confirmed.	

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