Leaseholder Focus Group Meeting

Minutes of Meeting
28th July 2026

		Action
	In Attendance Attendance: Miss I Kalisz, Miss K Young, Road, Mr C Nsofor, Ms Henson-Webb, Mr B Reilly, Mr J Clarke & Mrs Y Doyle, Mrs R Craddock, Mr M Smith, Mr A Lewis, Mr C Jursa, Mr I Burgess, Mr R Scarrot	
1	**Welcome** KB completed Introductions and Terms of Reference along with housekeeping	
2	**Apologies** Mrs M Riley & Miss E Palmer	
3	**Terms of Reference** KB ran through the terms of reference. Advised that she had completed the Agenda for today's meeting but reminded everyone it is their meeting and would welcome Items for the next meeting.	
4	**Minutes of last Meeting** A request had been made at the previous meeting for a clear breakdown of responsibilities between: • Estate Services • Caretaking services • Grounds maintenance services. KB handed out Information that was provided for low-rise and tower block caretaking duties which was discussed in depth. Members raised concerns that caretaking and cleaning standards were not meeting expected service levels despite the duties listed in the service standards. Clarification was provided that: • Weeding on pathways should be carried out by caretakers. Grounds maintenance is responsible for other external maintenance tasks. • Caretakers are expected to record completed work through photographs and service monitoring systems. • Residents reported several outstanding estate issues that they felt had not been addressed, including: • Overgrown ivy. • Weeds on pathways and service roads. • Poor cleaning of communal areas. • Cobwebs, dirt, animal fouling and litter in communal areas. • Broken glass and untidy garage areas. • Lack of lighting in some locations. Members raised concerns were raised that caretaking and cleaning services were not being delivered in accordance with the published standards and that residents were often carrying out cleaning themselves. Residents from several blocks reported similar issues, suggesting concerns were widespread rather than isolated to one location.	•

	It was agreed that a formal complaint would be raised on behalf of the Leaseholder Focus Group by KB regarding the perceived poor performance of Estate Services, cleaning and grounds maintenance An update on the planned ventilation works at Chiltern, Malvern and Pennine was requested previously. No update was available at the time of this meeting due to planning and regulatory issues. KB to follow up. Previous queries regarding insurance valuations remained outstanding, with clarification still being sought from the insurance department regarding: • Reinstatement valuations. • How often insurance valuations should be reviewed. KB will follow this up with the Insurance Team at SCC.	
5	**ASB, Community Safety and Resident Concerns** KB shared statistics provided byThe Community Safety Team demonstrating enforcement activity, including: • Two possession cases awaiting court hearings. • Cases involving: o Abuse of neighbours. o Abuse of staff. o Drug-related activity. o Persistent nuisance behaviour. • Suspended possession orders relating to: o Drug activity. o Loud music and noise nuisance. • Three closure orders linked to drug activity. • Twelve evictions during 2025/26 due to: o Serious antisocial behaviour. o Drug activity. o Closure order breaches. o Abuse of neighbours. o Serious tenancy breaches. KB advised residents were encouraged to report all incidents of ASB so that cases can be formally investigated. KB highlighted the importance of providing evidence was emphasised, including: • Diary sheets. • Photographs. • Audio recordings. • Video evidence. KB gave examples of types of ASB reported - members raised a number of concerns including: • Noise nuisance. • Loud music. • Frequent visitors causing disturbance. • Drug use and suspected drug-related activity. • Unauthorised people gaining access to communal blocks. Smoking of cannabis within communal areas. • Littering and misuse of communal spaces. • Individuals searching through refuse bins and leaving mess behind. • Criminal damage and vandalism. • Littering and misuse of Concerns were raised about whether sufficient action can be taken against leaseholders or occupiers of leasehold properties who cause ASB. It was explained that: • Complaints involving leaseholders are investigated. • Appropriate action can be taken where evidence exists. • Any enforcement action must be in accordance with the terms of the lease. JC commented that historically some ASB cases involving leasehold properties had taken many years to resolve.	

6	**Leaseholder Satisfaction Survey** KB proposed putting together a Leaseholder Satisfaction Survey with the input of Leaseholders and asked for ideas on how to do this and what questions should be asked. KB asked for email feedback on what is working well, what is not working well. JC suggested more frequent Leaseholder Meetings as feels 3 months is too long to wait for updates/answers from points/concerns raised. KB suggested perhaps a short meeting from 6 weeks today to recap on any actions required. KB to arrange for 8/9/26	
7	**Key Outcomes of Leaseholder Participation. -You said, We did.** KB recapped on previous outcome such as creating new posted to increased attendance/email invites which worked. JC raised about the electronic notice boards recently installed which need to be updated with relevant posters/information.	
8	**Any Other Business** JC suggested more frequent Leaseholder Meetings as feels 3 months is too long to wait for updates/answers from points/concerns raised. KB suggested perhaps a short meeting from 6 weeks today to recap on any actions required. KB to arrange for 8/9/26. Also wished to know who guest speaker is prior to the meeting so questions can be raised and answers provided at the meeting. Members suggested someone from Estate Services attends the next full meeting. To utilise the meeting on the 8th to compile questions to put forward. KY wanted to know when her block would be repainted – KB advised would find out. CJ – Asked about the Gas Safety Certificate – KB clarified that no legal obligation to provide us a copy unless you are subletting the property and then as a landlord it is required. JC also stated it could void their own insurance if valid Gas Certificate not in place. MS – raised issue with the lifts at Malvern constantly breaking down. KB advised would make surveyor aware. KB also advised that residents should be issued a message when lifts are out of service which MS was not aware of, KB would check to ensure his contact details are held. IB – raised issues with bins not being put away properly once emptied. KB confirmed would notify Estate Services Team. RC – raised query when flooring will be replaced as current trip hazards there. KB advised would look into this. Also asked about redecoration. Also mentioned number of Section 20s received but no work ever seems to take place. KB explained that contracts could be citywide so have to issue all notice to everyone and may not necessarily intend work will be carried out at their block.	
9	**Date and Time of the next meeting** 8th September 2026 – Time TBC Full Meeting 3rd November 2026 – 5pm to 6pm	