

Leaseholder Meeting Minutes

Date: 14.07.2026

Attendees: Leaseholder Panel- 8 members

Ellen Pollicott, community investment manager

David Adams- Leaseholder Manager

Jasmin Williams- Resident Engagement Officer

1. Website

The panel discussed improving the website to make it easier for leaseholders to access relevant information.

- A dedicated **Leaseholder** tile should be added to the homepage to improve visibility and access to housing services.
- Currently, the leaseholder page is difficult to find and can often only be accessed through a Google search or by going backwards from a page
- Once the website updates are complete, a direct link to the leaseholder page should be available so leaseholders can easily find resources such as the leaseholder handbook.

2. Tenant and Leaseholder Survey

The panel commented that the survey felt more focused on tenants than leaseholders.

- Officers explained that it is a **Tenant and Leaseholder Survey**, as stated in both the title and throughout the survey.
- The feedback from leaseholders was noted for future consideration, but we would like to encourage all leaseholder to complete the survey.

3. Leaseholder Survey – Section 20

David advised that he is hoping to carry out a separate survey relating specifically to Section 20 consultations.

- The current version will be used as a dummy run.

- Panel members confirmed they were happy to be involved in testing and providing feedback.

4. Tenant Handbook

The updated handbook was discussed.

- The handbook has been shortened and reformatted to align with digital accessibility standards.
- A question was raised about whether paper copies would still be available for those who require them. Officers confirmed this would be considered.
- Leaseholders to look through the condensed version (sent via email) and feed back by 28th July

5. Complaints Process

The panel raised concerns regarding the complaints process.

- Members reported receiving inconsistent responses from different officers.
- There were also concerns that the online complaints form appears to be aimed at tenants rather than leaseholders.
- Officers advised that while self-service is the preferred route for both tenants and leaseholders, it needs to be made clearer that leaseholders can also use these services. Officers will request a change to the website to make it clearer.

6. Local Government Reorganisation (LGR)

An update was provided on Local Government Reorganisation (LGR).

- Officers explained what LGR is and advised they expect to receive further information during the coming week. It is unclear what this will mean for housing services at this time.

7. Estate Maintenance and Ubico

The panel discussed ongoing concerns regarding estate maintenance.

- Members reported that grass cutting, weed spraying and tree maintenance are not taking place as frequently as expected.

- There was concern that Ubico does not appear to be attending every two weeks as previously advised.
- Officers acknowledged that similar concerns had been raised by several residents.
- Estate walkabouts are now published online and leaseholders were encouraged to attend.
- It was noted that new legislation and additional staffing may be contribute to improvements in service delivery going forward.

8. Major Works and Section 20 Costs

Leaseholders asked about previously discussed cost predictions for major works.

- It was agreed that Helen McEgan should be invited to a future meeting to discuss Section 20 consultations and expected costs.
- It was also noted that several contracts are due to end, and leaseholders should have the opportunity to provide feedback before new contracts are awarded.
- EP will speak with Helen McEgan to arrange a suitable meeting date.

9. Monkscroft Sheds

The panel discussed the ongoing issues relating to Monkscroft sheds.

- Residents need to receive an update regarding delays to shed allocations.
- A question was raised about whether leaseholders who do not currently have a shed included in their lease could purchase one.
- Concerns were also raised about paying towards shed works through the third Section 20 consultation when some leaseholders will not have access to a shed. It was confirmed that sheds were not included in the first section 20 and therefore there will not be a cost to leaseholders
- EP will discuss these queries with Sarah Hyde.

10. Waste Management and Fly Tipping

Members raised concerns about waste management and fly tipping.

- Fly tipping at Marsland Road, particularly within the car park, remains an ongoing issue.
- Frustrations shared that we are not doing enough to catch the people who do it.

11. Magnetic Gates

The panel requested an update regarding the future of the magnetic gates.

- Members asked what the long-term plan is for resolving the ongoing issues.
- Officers agreed to seek an update.

12. Next Meeting

- **Provisional date: 13 October**
- The panel would like **Helen McEgan** to attend as the first-choice speaker to discuss Section 20 matters.
- Estate cleanliness, fly tipping and the Ubico contract will also remain agenda items.

Action	Owner	Deadline
Add a dedicated Leaseholder tile to the website homepage to improve access.	David	TBC
Send a link to the leaseholder page is available once website updates are complete.	EP or David	Following website launch
Develop and circulate the Section 20 survey for panel testing.	David to develop, Jasmin to circulate	Completed 16.07.26
Confirm availability of paper copies of the Tenant Handbook.	David	Next meeting
Review the online complaints process and make it clearer that leaseholders can use self-service and submit complaints.	David	Next meeting
Provide a further update on Local Government Reorganisation (LGR).	Ellen	Next meeting
Investigate concerns regarding Ubico's maintenance schedule and service standards.	Jasmin	Next meeting

Inform leaseholder panel of estate walk about dates and investigate whether these can go on noticeboards.	Jasmin	Next meeting
Arrange for Helen McEgan to attend a future panel meeting to discuss Section 20 costs and consultations.	Jasmin	Before next meeting
Explore opportunities for leaseholder feedback on contracts due for renewal.	Jasmin	Ongoing
Discuss Monkscroft shed allocation delays and leaseholder queries with Sarah Hyde.	Jasmin	Next meeting
Investigate ongoing fly tipping issues at Marsland Road car park.	Jasmin	ASAP
Obtain an update on the long-term plan for the magnetic gates.	Jasmin	ASAP