

# Cheltenham Borough Council Housing Services

## Leaseholder Panel – Meeting Minutes

**Location:** Hesters Way Community Resource Centre

**Date:** 14 October 2025

### **Present:**

Leaseholder Representatives (6 attendees)

### **Staff Attending:**

Resident Engagement Officer, CBC Housing

Community Investment Manager, CBC Housing

### **Update from Housing Committee**

The leaseholder representative updated the group on discussions from the Housing Committee, including:

- Fire compliance – update on completed actions
- Anti-social behaviour
- Complaints – response expected within 10 working days
- Stock condition surveys – 70% complete. Work will begin on developing the planned maintenance strategy.

At the Committee meeting, the leaseholder representative provided feedback highlighting key focus areas:

- Repairs and maintenance
- Service charges and transparency of costs in plain English summary
- Major works – earlier engagement with timelines would be beneficial
- Communication – currently feels very tenant-focused

The representative confirmed willingness to raise additional issues on behalf of the leaseholder panel.

A leaseholder noted that there is a new Head of Cleaning.

**Action:** Leaseholders would find it useful to be updated on staff changes for those with whom they have regular contact.

## **Raising Observations**

One leaseholder raised an observation about the need to paint communal spaces and felt empowered by the process. A follow-up meeting will be arranged to discuss this further.

**Action:** The panel would like to promote this process more widely to encourage other leaseholders to engage. A communications piece will be developed as part of the wider communication plan.

## **Training**

The main training provider is TPAS, and suitable sessions are being monitored for the panel.

The Resident Engagement Officer is meeting with a neighbouring local authority to discuss best practice and has reached out to other local councils to build connections between leaseholder groups for idea sharing and knowledge exchange.

## **Next Steps for the Panel**

The panel is now well established, and thanks to member contributions, there is increasing insight into the leaseholder experience at CBC Housing. The group will now shift focus toward action.

## **Scrutiny Bootcamps**

Four sessions per year, each focused on one issue. Leaseholders and relevant service leads will review the topic, with actions agreed immediately.

### **Benefits include:**

- Reduced time commitment for leaseholders
- Greater focus on action
- Engagement with the right people
- Potential for wider leaseholder participation

### **Priority areas identified:**

- Repairs and maintenance
- Service charges and transparency of costs
- Major works – earlier engagement and clearer timelines
- Communication – improving leaseholder focus

The panel will decide the scope of scrutiny and who to invite to each session. The group agreed unanimously that this was a positive approach to move forward.

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## **Terms of Reference**

The Terms of Reference were reviewed and finalised.

### **Agreed changes:**

- Quorum set at five members
- Clarified wording to refer to “leaseholders where CBC is the freeholder”
- Agreement to hold four scrutiny bootcamps per year and up to two formal meetings

The group voted unanimously to approve the Terms of Reference.

**Action:** The Terms of Reference will be published on the CBC website.

## **Housing Repairs and Maintenance Policy**

The panel reviewed the new Repairs Policy, which was circulated in advance. Feedback will be shared with the service lead, and any resulting changes will be communicated back to the leaseholder panel.

## **Next meeting**

It was agreed that the next meeting would take place on Tuesday 2<sup>nd</sup> December 2025.