

Cheltenham Borough Council Housing Services

Leaseholder Panel – Meeting Minutes

Location: Hesters Way Community Resource Centre

Date: 28th Jan 2025

Present:

5 leaseholders (names withheld for privacy)

Also attending:

- Ellen Pollicott (Housing)
- Rebekka Mann (Housing)

1. Welcome and Introductions

Ellen Pollicott welcomed member and wished them a happy new year

2. Access to the building for meetings

- It was raised that the front door to the resource centre was locked after 6pm, EP to find out if this can be delayed. If members arrive after that time, there is access to the building from the carpark behind.

3. Review and confirm last meeting minutes

- The group looked through and approved the meeting minutes from last time.
- A few concerns were raised about the last meeting, which EP has taken on board and will aim to address. EP thanked the group for their honest feedback.
- It was agreed that we will still like Michelle Barnett to attend every other meeting.

4. Review of the leaseholder handbook

- EP used AI to make a shortened version of the handbook as it is 44 pages long. This is not an official document and should purely be used for reference when thinking about matters relating to leaseholders.
- The currently leaseholder handbook is way out of date. It is too wordy and repetitive and full of jargon. The group would like it to be written in plain English
- EP is aware the handbook is due for renewal and will make sure the panel is involved in the process.
- The group queried when this is given to leaseholders. For example, when buying on right to buy or when purchasing from a previous owner.
 - Communication- a starting point could be to work together to update the leaseholder section of the CBH website to include links to handbooks and contractor contacts

- There is work to be done around the “leaseholder experience” and how they perceive they are treated. An agreement that this is also linked to transparency and the quality of communication

4. Points of interest from the handbook

- **Cleanliness:** The leaseholder group would like to understand more about the communal space cleanliness. EP informed the group a scrutiny review has recently been completed on cleanliness, and she will provide the link to the website. We can also invite the service lead in to speak with the group.
- **Leaseholder promise:** query whether there has been opportunities for leaseholder feedback, including the annual leaseholder survey as listed.
- EP suggested everyone continue to look through the handbook and identify any questions/concerns. We will also look through the handbook in smaller sections

5. Housing Committee

- EP explained the governance structure at CBC. The leaseholder REP attends the CBC housing committee monthly (which is live streamed if anyone wants to watch from home)
- Councillors and senior staff from the council attend the meeting to receive the update from the leaseholder panel.

6. Actions Arising From Meeting

- **Section 20-** The group feels this is a priority to understand and would like to do this first. EP to invite someone along to the next meeting to thoroughly explain sections 20s.
- **Cleanliness:** EP to invite Jason Peters to a session to discuss cleanliness
- **Leaseholder handbook-** EP to invite Matt Ward along to speak about the updated handbook
- **Workplan-** EP to set the intention for the next 3 meetings, with what will be discussed.

Next Meeting

- Date: TBC
- Time: 6–7:30 pm
- Place: Hesters Way Community Resource Centre