

Cheltenham Borough Council Housing Services

Leaseholder Panel – Meeting Minutes

Location: Hesters Way Community Resource Centre

Date: 3rd June 2025

Present:

8 leaseholders (names withheld for privacy)

Also attending:

- Ellen Pollicott (Housing)
- Liam Pem (Housing)
- Julain Denslow (Housing)

1. Welcome and Introductions

Introduction from Liam Pem, new Resident Engagement Officer who will be taking a lead on the facilitation of the panel. He can be contacted on liam.pem@cheltenham.gov.uk

2. Julian Denslow

- The section 20 for fire risk assessment is just about procuring a new provider for fire risk, and the cost will only come if there is remedial work needed because of the first risk assessments.
- The group doesn't feel like it was very clear in their section 20 notice, they were expecting a cost associated with it.
- CBC is using a new framework procure, which will ensure value for money
- Leaseholders can now expect a ten year plan for their block/property with a rough estimate of costs for that time, which will help them to budget for the years to come
- We will only replace what needs to be replaced, that may be just a percentage for a fence for example

Questions arising:

- Can we question the costs? What is the mechanism for this? As well as the quality of works.
- Is there no longer an opportunity for challenging the annual charges? Are we not getting a break down of costs?
- Can leaseholders have more influence at the point of procurement so they understand the costs better?
- Where are we at with the stock condition survey so we understand when we might expect to receive the 10 year plan?
- Need to think about how we present the 10 year plan to leaseholders who are not part of the panel to ensure the information isn't worrying.

3. Terms of Reference.

- There is a need to update this now we have merged with Cheltenham Borough Council
- Liam will be introducing an action tracker from the meetings as a mechanism for keeping the forum updated on action progress
- Want mechanisms for leaseholders to ask questions- which the core group can raise.
- Agreed up to ten members with a quorum of 5 people. No need for co-optees
- Query training- ensuring people have the tools to carry out scrutiny work. E&D training would be important.

Tenant and leaseholder voice plan

- Please can leaseholders review the voice plan and raise any comments via email to Ellen at ellen.pollicott@cheltenham.gov.uk

4. Actions ahead of next meeting

- EP and LP to raise the questions from the session (see attached)

Next Meeting

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