

Cheltenham Borough Council Housing Services

Leaseholder Panel – Meeting Minutes

Location: Hesters Way Community Resource Centre

Date: 8th October 2024

Present:

12 leaseholders (names withheld for privacy)

Also attending:

- Ellen Pollicott (Housing)
- Michelle Barnett (Housing)
- David Adams (Housing)

1. Welcome and Introductions

Ellen Pollicott, David Adams, Michelle Barnett welcomed members to the meeting. Some new prospective members attended this evening after receiving an invitation via a letter from CEO, Gareth Edmondson.

2. Checking over minutes from previous meeting and discussions

- Minutes had been distributed to all attendees of the first meeting.
- EP read through the minutes in the meeting and they were agreed with no changes.

3. Terms of Reference.

- Query whether a quorum of 5 might be too high if the panel experiences drop-off over time. Confirmed this can be changed in the future by making a simple request to the housing committee.
- Leaseholders can take the TOR away to look over before signing.
- By signing the TOR you are agreeing to become a leaseholder panel member.

4. Workplan for coming year

Our discussions showed a desire to look at:

- Going back to basics and looking at the lease to fully understand leaseholder and CBC responsibilities
- CBC Housing remit- what services are ours and what services are covered by council tax
- Service Charges- a deeper understanding when it comes to charges
- Common concerns for leaseholders: section 20s, grounds maintenance, planned works and asset management. How do we find out what is a common experience for leaseholders, including those not on the panel.

- 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. AOB

- Data sharing agreement: those who are happy to have their email address shared with other members have signed a data sharing agreement
- Next meeting: all members agreed there is still a need to meet more regularly than once a quarter at present.

4. Actions ahead of next meeting

- Panel members to read and sign the TOR ahead of the next meeting. If there are any queries, please contact ellen.pollicott@cbh.org.

Next Meeting

- Date: 26th November 2024
- Time: 6–7:30 pm
- Place: Hesters Way Community Resource Centre