

Cheltenham Borough Council Leaseholder Forum

terms of reference

Contents

1. Purpose	1
2. Activities of the Forum	2
3. Membership.....	2
4. Equality, Diversity and Inclusion	3
5. Frequency of Meetings.....	3
6. Quorum and Decision-Making.....	3
7. Officer Support	3
8. Chairing of Meetings.....	4
9. Agenda Setting.....	4
10. Accountability.....	4
11. Recommendations and Follow-up	4
12. Training and Support.....	5

1. Purpose

1.1 The Cheltenham Leaseholder Forum (CLF) serves as the main consultative body representing the views and interests of leaseholders living in CBC-managed properties. The Forum works in partnership with Cheltenham Borough Council Housing Services (CBCHS) to influence policy, monitor performance and support the continuous improvement of leasehold services.

1.2 The Forum provides a structured space for leaseholders to raise issues, influence decisions and collaborate with CBCHS officers and service leads. It contributes to shaping policies and strategies that directly affect leasehold management, service charges, communications, building safety and major works.

1.3 Active participation from leaseholder representatives is essential to ensure meaningful engagement and reflect the diversity of leaseholder experiences in Cheltenham.

2. Activities of the Forum

The Leaseholder Representatives Forum will:

- Ensure leaseholders' views are considered in the design and delivery of services such as repairs, building safety and service charge management
- Provide feedback and input on policies, communications, and major projects affecting leaseholders
- Monitor the implementation of CBC's Customer Voice Strategy as it relates to leaseholders
- Serve as a sounding board for proposed projects, consultations and service improvements
- Support performance monitoring of leasehold services, including financial transparency and service charge breakdowns
- Promote equal access and inclusion, ensuring that leaseholders from all backgrounds can contribute
- Explore the use of digital tools to enhance communication and engagement with leaseholders
- Enable networking, knowledge sharing, and collaborative problem-solving among leaseholders
- Review relevant policy documents and provide comments on proposed changes, including through a virtual reading group process where appropriate

3. Membership

3.1 Membership is open to:

- Any leaseholder within the boundaries of Cheltenham Borough Council. Specifically, these are Leaseholders who hold a lease whereby Cheltenham Borough Council is the freeholder.

3.2 Substitute representatives may attend in the absence of a member for a single meeting. They will not receive ongoing correspondence unless formally nominated.

3.3 The Forum will be facilitated by the Resident Engagement Officer and the Community Investment Manager. They retain the authority to invite relevant CBC staff members to attend meetings where appropriate, where their expertise or responsibilities are directly related to specific agenda items.

3.4 Members agree to:

- Work collaboratively and constructively with others
- Attend induction and ongoing training relevant to their role
- Commit time to prepare for and attend forum meetings
- Support inclusive, respectful dialogue - always

4. Equality, Diversity and Inclusion

4.1 CBC and the Forum are committed to ensuring that leaseholders of all backgrounds have equal access to participate. Discrimination, harassment or prejudice of any kind will not be tolerated.

4.2 The Forum supports inclusive practices and seeks to reflect the diversity of Cheltenham's leasehold communities.

5. Frequency of Meetings

5.1 The Forum will meet six times per year. Meetings may be held virtually or in person, typically on weekday evenings or a time that is convenient for most forum members.

5.2 Scrutiny 'Bootcamp' sub-groups may be created to focus on specific projects or areas of concern (e.g. improving communication, service charges). These will report back to the full Forum where appropriate.

6. Quorum and Decision-Making

6.1 A quorum of 5 members is required for the Forum to take formal decisions.

6.2 If a meeting is inquorate, any recommendations will be noted and where necessary, ratified at the next quorate meeting or via email circulation, subject to agreement by the facilitators.

7. Officer Support

7.1 CBC will provide officer support, including:

- Organising meetings, facilitating the forum and distributing agendas/papers
- Taking and circulating minutes
- Supporting leaseholders to access meetings

7.2 Papers will be shared by email at least three working days in advance. Printed papers will be provided for every meeting.

8. Chairing of Meetings

8.1 The meetings of the Leaseholder Forum will be facilitated by the Resident Engagement Officer and Community Investment Manager.

9. Agenda Setting

9.1 Forum members will contribute to a rolling agenda plan informed by leaseholder priorities, officer proposals, and previous actions. The agenda will be compiled by the Resident Engagement Officer.

10. Accountability

10.1 The Forum may seek to reach decisions by consensus. Where votes are needed:

- One vote per leaseholder is permitted
- Only full members (not observers) may vote
- The Resident Engagement Officer, Community Investment Manager, or another designated member of Cheltenham Borough Council staff will support leaseholders in understanding the implications of decisions

10.2 Minutes and actions will be published on the CBH website and made available on request to any leaseholder.

10.3 Forum members are encouraged to share updates and feedback with their wider leaseholder communities.

11. Recommendations and Follow-up

11.1 Forum recommendations will be submitted to CBC's management team, relevant service team leaders or heads of department.

11.2 CBC will provide formal feedback within two months, either in writing or via officer presentation at a future meeting. The actions will be monitored by an action tracker, updated at the end of every meeting.

11.3 The Resident Engagement Officer will share the minutes of the meeting to Leaseholder Forum via email within five working days of the meeting taken place.

12. Training and Support

12.1 CBC will offer training opportunities to forum members covering topics such as:

- Understanding service charges and Section 20
- Building safety regulations
- Effective communication and meeting participation
- Equality, Diversity and Inclusion
- Scrutiny