

Lansdowne Green Tenants & Residents Association (LGTRA)

Open Meeting Minutes

Date: Thursday, 04 June 2026 **Time:** 7:00 PM **Location:** Lansdowne Green Community Hall

Present: Angela Abdesalem (Chair), George Boateng (Treasurer), Marzieh Ansari (Secretary) Denise Brown, Neila Baiguzhanova, Jocelyn Chapman, Christine Mills, Vennessa Pencille, Mark Betz.

Apologies: Anne Fenne, Jim Levez.

In attendance: Jackie Pauley, Head of Region for London South, Southern Housing, attending online.

Welcome and Introductions

The Chair, Angela Abdesalem, opened the meeting, confirmed due notice had been given and that the meeting was quorate. Committee members were encouraged to attend regularly to represent their respective blocks.

Minutes Sign-Off

The minutes of the previous meeting (March 2026) were agreed.

Main Discussion Points:

1. Introduction

The meeting opened with introductions. Jackie Pauley introduced herself as Head of Region for London South at Southern Housing. She explained that her role covers housing management, lettings and anti-social behaviour teams across 11 London boroughs in South East London.

The LGTRA explained that questions had been collected from residents in advance and sent to Southern Housing.

2. Repairs, leaks, damp and mould

2.1 Leak at 25 Longley Court

A resident raised an urgent concern on behalf of the resident of 25 Longley Court. It was reported that the resident had experienced a leak from the flat above into her kitchen for approximately two years. The matter was said to remain unresolved and to be getting worse.

Jackie Pauley confirmed that she had taken the address and would look into the matter. She said Southern Housing could contact the resident directly or liaise through the person assisting her.

It was also noted that mould may be present at the property. Jackie agreed that the damp and mould team should be notified.

2.2 Ongoing leak, mould and balcony concerns

A resident reported a long history of repair problems, including leaks, mould, damaged ceilings, plaster and paint coming away, and a balcony issue which had reportedly been outstanding for several years. The resident also raised concerns about long telephone waiting times, missed appointments, lack of follow-up after surveys, and difficulty obtaining notes from Southern Housing.

Jackie acknowledged that the resident had not had a good experience. She agreed to arrange a follow-up call and to check the matter with the damp and mould team to ensure that the issues were joined up properly.

2.3 16 Sumner Court

A resident explained that a leak had been resolved, but the damage caused by the leak remained unrepaired. Concerns were also raised that inappropriate tradespeople had previously been sent to carry out repair works.

Jackie noted the address and agreed to ask for the matter to be checked.

3. Window replacement programme and scaffolding

3.1 Programme timetable

Jackie explained that Southern Housing is undertaking a three-year window replacement programme at Lansdowne Green. The scheme is currently in year two.

For the 2026/2027 financial year, the blocks listed for works were:

- Abbott Court
- Bean/Dean Court
- Sheldon Court
- Temple Court

The remaining higher-rise blocks are expected to be completed in the following financial year, 2027/2028.

Jackie explained that Abbott Court had reached the Section 20 consultation stage and that observations received during the consultation were being reviewed before the works could be scheduled.

3.2 Scaffolding removal

Residents raised concerns that scaffolding remained in place for too long after works were completed. Jackie explained that scaffolding cannot be removed until inspections

have been completed and Southern Housing's Clerk of Works has signed off the works. She also noted that there may be issues such as satellite equipment which need to be dealt with before scaffolding can be removed.

Residents asked whether there is a service level agreement requiring contractors to remove scaffolding within a set timeframe. Jackie said there was no fixed timeframe such as five or ten working days, but scaffolding should be removed once the required checks have been completed.

A resident reported that at Sudbury Court the scaffolding remained in place for approximately five months and was taken down very slowly. It was noted that the contractor's programme appeared to suggest a 12-week period per block: four weeks for erection, four weeks for window replacement and four weeks for dismantling.

Jackie agreed to raise the issue of Sudbury Court and ask why the removal was piecemeal and significantly longer than expected.

3.3 Missed opportunity to carry out other works

Residents asked why, while scaffolding was already up, Southern Housing did not also carry out guttering, balcony painting, window box works and related repairs.

Jackie said she did not know the answer but agreed to ask the relevant team.

3.4 Window quality and sign-off

Residents raised concerns about the quality of the new windows, including handles coming off, windows not opening or closing properly, and concerns that the windows may be inferior to the previous windows.

A resident of 16 Sumner Court stated that no one had attended internally to sign off the windows and that one handle had come off shortly after installation.

Jackie advised residents to report all defects, as Southern Housing and the contractor need evidence of the scale of the problem. She agreed to raise the concerns with the window team.

Residents also stated that sample windows shown by the contractor appeared different from the windows eventually installed. Jackie said this was the first time she had heard this specific concern and agreed to raise it.

3.5 Leaseholder costs and Section 20 concerns

Leaseholders raised concerns that they still did not know the likely cost per flat. It was said that estimated figures had been discussed informally, but residents had not received clear, concrete figures.

Residents also raised concerns about:

- whether the windows actually needed replacing in every flat;

- whether proper surveys had been carried out;
- whether ground-floor security had been properly considered;
- whether leaseholders had been pressured to sign forms before the Section 20 process was complete;
- whether the quality of the replacement windows justified the cost;
- whether the works would improve the value, security or energy efficiency of the properties.

Jackie stated that she would take these points away, speak to the relevant Southern Housing teams, and arrange for a response.

The TRA requested that Southern Housing carry out a mid-programme review of the contractor, the quality of the windows, the quality of installation, resident communication, and the overall service before further billing takes place.

Jackie agreed to take that request back to Southern Housing.

4. Cleaning, grounds maintenance, waste and communal areas

Jackie provided an update from Southern Housing's estate services team.

She said:

- estate services are normally on site at least twice a week;
- increasing visits could be considered, but would have cost implications;
- bin capacity is calculated using a formula linked to the number of homes and local authority arrangements;
- there are no current plans to increase bin capacity, although this can be reviewed;
- additional recycling facilities have been provided;
- an operative who had been on long-term sick leave has now returned;
- an operations manager is visiting Lansdowne Green every two weeks;
- there are three grounds maintenance staff on site daily;
- the estate services manager, Lauren, is on site twice a week.

Residents raised concerns about rubbish, fly-tipping, overflowing bins, broken or graffitied bin store doors, poor cleaning, poor planting, and the estate looking less well maintained than before.

Jackie explained that rubbish, cleaning, bin stores and grounds maintenance fall under estate services. Damaged doors should be reported as repairs. Graffiti should also be reported so that it can be removed or painted over.

Residents were asked to send specific details and photographs of problem areas, either directly to Southern Housing or through the TRA, so that the issues can be raised clearly.

4.1 Cyclical decorations

Jackie confirmed that the next cyclical decoration programme for Lansdowne Green is currently scheduled for the 2028/2029 financial year.

She explained that the usual cycle is around ten years. However, if a particular area is in very poor condition, Southern Housing may inspect it and consider whether earlier works are needed.

5. Anti-social behaviour, fire safety and communal safety

Residents raised concerns about:

- people gathering noisily in communal areas and gardens;
- parties and noise late in the evening;
- BBQs close to buildings;
- Lime bikes blocking exits;
- doors being wedged open with stones;
- items left in communal areas;
- letters being sent to whole blocks instead of individual residents.

Jackie confirmed that she also oversees the anti-social behaviour team. She advised that specific incidents should be reported so that they can be investigated.

Regarding Lime bikes, Jackie explained that residents may need to report them through the relevant bike company or app, as the operator may have tracking information and responsibility for removal.

Residents raised concerns about the insurance position if BBQs or other fire risks led to damage. Jackie said she would speak to Southern Housing's insurance team and find out where residents can access the relevant information. She also shared a fire safety link in the meeting chat.

Jackie explained that where combustible items are found in communal areas, Southern Housing may need to write to all residents if the owner cannot be identified.

If the item clearly belongs to a particular flat, Southern Housing should contact that address directly.

6. Parking and UKCPM

A resident raised a serious concern about the parking permit process after changing vehicles. The resident explained that they had applied for a new permit, received temporary codes, believed the correct code was displayed, paid for the permit, but later received three parking tickets. Debt collector letters had then been received demanding £170 for each ticket.

The resident explained that they are disabled and that the situation was causing distress.

Jackie apologised and confirmed that UKCPM is Southern Housing's parking contractor. She asked the resident to send the information either directly to Southern Housing or through the TRA so that Southern Housing can raise it with UKCPM as the contract holder.

The TRA explained that residents who have exhausted attempts to resolve parking matters with UKCPM or Southern Housing should send the evidence to the TRA Secretary so that the TRA can keep a record and escalate matters.

6.1 Visitor permits and scratch cards

A resident raised concerns about delays in obtaining visitor scratch cards and stated that they had been encouraged to move to the digital system despite wanting physical scratch cards. It was said that the full annual fee was still being requested, even though part of the year had already passed.

The TRA explained that parking has been a recurring issue for more than two years. It was noted that Southern Housing has a broad contract with UKCPM across many estates and that UKCPM's income appears to come from parking tickets rather than a direct payment from Southern Housing.

The Committee noted that Jim had been looking into alternative parking management options and costs.

A suggestion was made that the TRA could purchase a small number of visitor scratch cards for emergency use by residents. It was noted that this may be difficult to administer, but the idea could be considered further.

7. CCTV and service charges

Residents asked whether the estate CCTV system is working. It was noted that this has been raised repeatedly at previous meetings and that residents are still being charged for CCTV/security cameras.

Residents also raised concerns about service charge increases, including increases of around 30% or more, and questioned whether some line items are relevant or properly justified.

Concerns included:

- CCTV charges where the system may not be working;
- cleaning charges where the service is considered poor;
- items such as satellite dish costs or boiler-related costs appearing on bills;
- lack of clear actual expenditure statements;
- lack of audits or proper supporting information;
- increases in insurance and electricity charges.

Residents were advised that specific service charge disputes should be raised with Southern Housing's service charge team and, if necessary, through the complaints process.

8. TRA finances

The Treasurer reported that the balance in the TRA account, covering the period 3 April to 6 May, was approximately **£24,864.66**.

It was noted that the TRA had previously spent money on chairs, redecorations, a fridge freezer, coach trips and other events. The Committee invited residents to suggest appropriate ways to spend some of the funds for the benefit of residents.

Upcoming coach trips were discussed:

- Hever Castle – 8 August 2026
- Eastbourne – 30 August 2026

It was noted that coach costs have increased, with one coach costing approximately £950 and another approximately £1,400.

Residents were invited to send ideas for future activities, classes or events, including Pilates, dance, stretching or other community activities.

9. Legal clinic / affordable legal advice

A resident suggested that it may be beneficial to explore a legal clinic or partnership with organisations that provide legal advice.

It was discussed that some nearby advice centres and Citizens Advice services are often heavily booked. The meeting discussed the possibility of establishing an affordable legal service at the Family Centre or community hall, supported by qualified solicitors.

It was noted that this would not be a charity or free service, but the aim would be to provide affordable consultation fees and discounts for residents where possible. Further updates will be provided when available.

10. Actions agreed

No.	Action	Responsible
1	Investigate the long-running leak and possible mould issue at 25 Longley Court.	Southern Housing / Jackie Pauley
2	Arrange a follow-up call with the resident who raised leaks, mould, balcony and repair-service concerns.	Southern Housing / Jackie Pauley
3	Refer damp and mould concerns to Southern Housing's damp and mould team.	Southern Housing
4	Follow up on remaining leak damage at 16 Sumner Court.	Southern Housing
5	Ask why scaffolding at Sudbury Court remained for around five months and was removed slowly.	Southern Housing / Jackie Pauley
6	Seek clarification on whether contractors can be required to keep to the 12-week programme per block.	Southern Housing
7	Ask why guttering, balcony painting, window boxes and related works were not completed while scaffolding was already in place.	Southern Housing
8	Raise window quality concerns, including handles, sticking windows and lack of internal sign-off.	Southern Housing / window team
9	Consider a mid-programme review of the window replacement scheme, including contractor performance, product quality, communication and resident feedback.	Southern Housing
10	Residents to report all window defects individually so there is a clear record.	Residents

No.	Action	Responsible
11	Residents to send photographs and exact locations of poor planting, bin store damage, graffiti, rubbish or cleaning issues.	Residents / TRA
12	Southern Housing to check the insurance/fire safety position regarding BBQs and fire risks.	Southern Housing / Jackie Pauley
13	Resident with parking tickets to send all evidence to Southern Housing or through the TRA for escalation to UKCPM.	Resident / TRA / Southern Housing
14	TRA to continue collecting evidence of parking problems from residents.	TRA Secretary
15	Jim to continue looking into alternative parking management options.	Jim / TRA Committee
16	Residents to raise service charge disputes with Southern Housing's service charge team and complaints process where required.	Residents
17	Residents to send ideas for activities, classes and community events.	Residents
18	TRA to continue exploring the affordable legal advice proposal and provide updates.	TRA Committee

11. Any other business

Residents were reminded to provide their contact details and to send any further questions or evidence to the TRA Secretary.

The meeting closed with thanks to residents for attending and to Jackie Pauley for attending at short notice.

Meeting closed.