

Thursday 27th November 2025
Minutes of the LGTRA Annual General Meeting
held at the Community Hall, Lansdowne Green

Attendees

A list of attendees has been taken for information and TRA records plus any apologies from committee members.

From Southern Housing only Jackie Pauley has attended virtually.

Welcome

Chairperson thanked everyone for attending the AGM.

Meeting Code of Conduct

The agenda, Code of Conduct and AGM procedures were outlined to all attendees at the meeting.

- Attendees shall conduct themselves in a reasonable manner at the meeting
- The chair will provide instruction on when questions can be raised to the panel and Southern Housing representatives.
- Please do not speak whilst others are speaking
- Where items cannot be resolved within 5 minutes of discussion then these will be captured as actions for Southern Housing/the committee to take away and revisit at the next committee meeting

Chairperson's update

The chair summarised that it has taken some time to resume back to usual LGTRA activity however the following have been achieved this year;

- LGTRA organised different activities in the Hall and distributed the time table. A copy of the timetable is appendix 1.
- LGTRA organised and funded a coach trip to Southend on 9th August and Winchester on 28th October for residents to attend free of charge. This has received positive comments from residents and will be revisited next year as an offer where funds permit.
- The online booking system for the Community Hall has worked smoothly and successfully. Booking numbers and revenue have remained steady compared with those of the previous year.
- Special thanks to Jim Levez for designing and printing the poster and distributing them in the estate..
- LGTRA has continued to work with Southern Housing to ensure that the Family Centre is being utilised. The Saturday School and Church group continue to be regular users, whilst Southern Housing have put on some ad-hoc activities.
- LGTRA has continued its oversight of Estate Lighting outages and repairs with Southern Housing.
- LGTRA continues to work towards increasing its membership, as the number of active block representatives turning up to committee meetings is dwindling to worryingly low numbers.

AGM Minutes 28th November 2024 - Approvals

The minutes from the November 2022 AGM have been previously approved by the LGTRA and Southern Housing. There were no further comments from this AGM's meeting attendees. Attendees were advised to contact the LGTRA should they wish to raise anything further in relation to the minutes.

Accounts

The vice chair provided a summary of the accounts for year 2024/25

- Accounts for financial year 2024/25 are **£1,777** in surplus, 31 March 2025. Closing balance is £20,900.
- Income increased to **£18,620** while in 2023/2024 the income was lower (£13,904). Receipts for Hall hire remain the main source of income The online bookings system is running smoothly.
- Expenditure has also slightly increased to **£16,843** while in 2023/2024 it was lower (£13,873) with gas/electricity (£3,605) and resident excursion/celebration/trip costs (£1,445) accounting for the lion's share.

Executive Committee Elections

Southern Housing representative Jackie Pauly thanked the committee for the work over the past year and accepted the resignation of the executive committee members.

The following members were subsequently elected to form the Executive Committee.

Chair: Angela Abdelsalam

Vice Chair: Jocelyn Chapman

Secretary: Marzieh Ansari

Treasurer: George Boateng

Deputy Treasurer: Denise Brown

Jackie explained that training is available via Southern Housing for each committee role where required.

End of Annual General Meeting

Open Meeting

Jackie explained that Southern Housing has five area housing managers and manages around 14,500 homes across 11 London boroughs. She confirmed that residents normally deal with Sarah Weller, who is the local link for general needs residents..

Questions for Southern Housing

The main issues/questions and answers are summarised below.

Question about windows:

The committee asked for clarity on which blocks will have windows replaced first, the order of works, and the overall timeframe for the replacement program.

Answer:

Jackie Pauley said there is currently no confirmed delivery schedule, though Sumner, Stafford and some Badon flats have already been completed, and previous information only listed blocks planned for 2026 without giving any timeline or order; she apologised for the lack of clear details.

Action:

Jackie will speak to the replacement team and provide a clearer timeframe and rollout schedule for the estate.

Question about Bike Sheds:

Residents raised concerns about the limited number of bike sheds on site, the existing waiting list, and the fact that although residents received a letter two weeks ago, a new notice was attached to the sheds 2–3 days ago stating that items must be removed. They also noted that Louise Bailey, who is responsible, has not responded to their concerns.

Response:

It was explained that the removal notices are **Tort notices**, which are issued when Southern Housing believes a shed is not being used, usually because there has been no communication from residents and no visible activity, so the assumption is that the shed has been abandoned. This is why the notice was attached despite residents receiving a letter.

Action: Residents are to email the secretary so that Southern Housing can investigate the issue and provide a response regarding why the TORT notice was issued.

Question about lack of communication:

Residents expressed long-standing concerns that actions raised at TRA meetings have not been completed for several years, with the same issues repeatedly appearing on action lists. They stated that communication and follow-up from Southern Housing—particularly from the area manager, Sarah Weller—has been poor, with little transparency, no updates, and many unresolved repairs, estate issues, and individual cases (including long call wait times, persistent leaks, and unresolved flooding caused by a leaseholder). Residents also highlighted that there is no consistent housing officer allocated to the estate, which makes it difficult to get support or accountability. They asked what structures Southern Housing has in place to ensure area managers follow up on actions and what support is being given to Sarah to manage workloads effectively.

Response:

Jackie Pauley acknowledged the concerns and stated that responsibility for ensuring actions are followed through now sits with her, as she manages Sarah and the other area housing managers. She confirmed she will speak with Sarah when she returns from leave on 8 December. Jackie emphasised that actions must be completed and should not remain unresolved for months or years. She clarified Sarah's remit—around 3,000 properties across Lambeth and Merton—and explained

that Sarah has a team of six housing officers and a tenancy sustainment officer. Lansdowne Green has been specifically allocated to housing officer Louise Bailey, though the service operates patchlessly to allow flexibility. Jackie confirmed she will review all action lists already provided, gather relevant information from other teams, and begin creating a structured action plan with realistic timelines. She committed to starting this work in the week commencing 8 December and reporting back in the week commencing 15 December.

Actions:

Residents with individual household issues, such as leaks or flooding, should send their name, address, and a brief description of the issue to the Secretary or Chair, who will forward the information to Jackie. Jackie will review the action list, consult the relevant Southern Housing teams, and begin drafting a structured action plan with realistic timelines. She will start this work with Sarah once Sarah returns on 8 December and will provide an update to residents during the week commencing 15 December. Jackie will also attend the February meeting with Sarah to report on progress and maintain continuity.

Question: Security/Waking Watch Charge at Bancroft Court

A resident from Bancroft Court reported receiving a letter on 23 October stating she would be charged for a security service, believed to be a waking watch, added to her service charge. She is unsure how long she has been billed for it and has been told she must wait until January for a response to her complaint. She noted that Lansdowne Green is brick-built with no cladding, so she does not understand why such a service would apply.

Response:

Jackie explained that waking watch services are usually linked to buildings with cladding risks, introduced as a safety measure after Grenfell, involving staff patrolling 24 hours to ensure safe evacuation. She stated she is not aware of any Lansdowne Green blocks requiring a waking watch and confirmed residents would definitely notice if a waking watch were present, as it involves staff physically on site. Jackie advised that the charge may be an error and asked for confirmation of the block and a copy of the letter so she can verify the situation.

Action:

The resident will send details of her complaint, including her door number, so the issue can be checked and resolved.

Question New Housing Officer Allocation

Residents asked whether Sarah Weller could be replaced, citing ineffective communication with the TRA.

Response:

Jackie Pauley confirmed that there are currently no plans to replace Sarah Weller.

Action:

Jackie will raise the residents' concerns with Sarah to obtain her account and perspective on the issues raised.

Question about surveying the age of the property:

A resident reported that the surveyor's visit highlighted incorrect information in Southern Housing's records about the age and condition of her kitchen and bathroom. She said essential replacements are being refused because she previously tiled the space herself, even though the fixtures are overdue for renewal. She stressed that necessary repairs should not be delayed due to tenant-made improvements and that surveyors should have accurate data.

Action:

Denise the resident will email the Secretary her address so Southern Housing can investigate.

Question about service charge for tenants and leaseholders:

Residents raised concerns that their service charges are inaccurate and inflated. Evidence submitted in May showed leaseholders being charged for items they should not pay for, including landlord utilities and boiler repairs, as well as disproportionately high cleaning costs. One resident received confirmation—after six months—that Southern Housing had made multiple errors. Residents want a clear breakdown separating leaseholder and tenant charges to ensure accuracy and fairness.

Action:

Jackie agreed that Southern Housing will review the issues, clarify what has already been investigated, provide a timeline for resolving the errors and ensure any overcharging is corrected.

Question about the danger from tree branches

Residents raised concerns about safety risks from overhanging and leaning trees around Tate Court. Fallen leaves make the ground slippery, and some trees lean dangerously over parked cars, creating risks of damage or injury. Despite repeated reports, only the tree near the family centre has been addressed, while other hazardous trees remain untreated, causing ongoing safety concerns, particularly in wet weather.

Action:

Southern Housing will investigate the tree safety concerns and provide a response to residents.

Question about the ladder left on the ground

Residents reported that a ladder has been left on the ground in Sumner Court, creating a safety hazard.

Action:

Jackie will investigate the issue and provide a response to the Secretary.

Question about damp and mould in Wallden Court

A resident reported issues with damp and mould in their flat, raising concerns about the health risks and the need for urgent attention.

Response:

Jackie referenced Awab's Law, which became effective on 27 October, highlighting the importance of addressing damp and mould promptly to prevent harm. She acknowledged that different types of leaks or water issues may require different approaches and that the cause of the damp needs to be properly investigated.

Action:

Jackie will check with the damp and mould team to investigate the issue and ensure appropriate action is taken.

Question about surveyor visits and damp/mould inspections

Residents asked how often surveyors visit to assess damp and mould, noting past delays and cases where underlying causes were missed.

Response:

Jackie explained that a specialist damp and mould team now manages all cases from start to finish. Awab's Law, effective 27 October, sets legal timelines for landlords to address these issues, overriding standard repair policies.

Action:

Residents should report damp and mould issues via the Southern Housing 0300 number so they are logged and tracked under Awab's Law.