HOUSING MANAGEMENT AND ALMSHOUSES SUB (COMMUNITY AND CHILDREN'S SERVICES) COMMITTEE
Wednesday, 1 July 2026

Minutes of the meeting of the Housing Management and Almshouses Sub (Community and Children's Services) Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Wednesday, 1 July 2026 at 11.00 am

Present

Members:
Steve Goodman OBE (Chairman)
Deputy Anne Corbett
Deputy Helen Fentimen OBE JP
Mercy Haggerty
Sandra Jenner
Deputy Ceri Wilkins
Philip Woodhouse
Tim McNally
Adam Hogg

Attended Virtually
Deputy John Fletcher

Officers:

Judith Finlay	-	Executive Director, Community & Children's Services
Peta Caine	-	Community & Children's Services
Bev Andrews	-	Community & Children's Services
Paul Barton	-	Community & Children's Services
Helen Chantry	-	Community & Children's Services
Liane Coopey	-	Community & Children's Services
Zoe Gayle	-	Community & Children's Services
Michael Gwyther-Jones	-	Community & Children's Services
Raymond Ozogolu	-	Community & Children's Services
Gregory Wade	-	Community & Children's Services
Jack Joslin	-	City Bridge Foundation
Julia Pridham (online)	-	City Bridge Foundation
Kelila Perry	-	Town Clerk's Department

The Chairman welcomed new Members to the Sub-Committee: Adam Hogg, John Griffiths and Tim McNally.

1. **APOLOGIES**
Apologies were received from Deputy John Fletcher* and John Griffiths.

**Attended the meeting virtually.*

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

Anne Corbett declared as a leaseholder on Golden Lane Estate.

3. **ELECTION OF DEPUTY CHAIRMAN**

In accordance with Standing Order 26, Deputy Ceri Wilkins being the only Member indicating their willingness to serve was declared Deputy Chairman for the ensuing year.

4. **MINUTES**

RESOLVED – That the public minutes and non-public summary of the meeting held on 13 April 2026 be approved as a correct record.

5. **OUTSTANDING ACTIONS**

Members received the outstanding action tracker.

RESOLVED – That the action tracker be noted.

6. **ALLOCATED MEMBERS TO THE CITY'S HOUSING ESTATES**

a) Appointment of Members to the City's Housing Estates

Members considered a report of the Town Clerk to determine the vacant Allocated Member position to the City's housing estates.

The following expressions of interest were noted:

- Tower Hamlets – Deputy John Fletcher
- Southwark – Deputy Ceri Wilkins
- Lambeth – John Griffiths and Mercy Haggerty

During discussion, Deputy Ceri Wilkins stated she had stood down from Hackney, leaving that position vacant.

RESOLVED – That,

- the following Members be approved to the various Housing Estates:
    - Tower Hamlets – Deputy John Fletcher
    - Southwark – Deputy Ceri Wilkins
- John Griffiths and Mercy Haggerty to agree which of the remaining vacant positions, (Hackney and Lambeth) they would be allocated.

<u>Matters Arising</u>

Members raised a number of queries about the role of Allocated Members. Officers agreed to circulate a note clarifying the expectations and remit of the role and additionally report back to the next meeting.

Members made the following points during discussion:

- It would be helpful to understand if Allocated Members were expected to engage with local Councillors.
- It would be helpful to disaggregate data according to each housing estate.

- Residents should be informed about the role once there was clarity around expectations and remit.
- There was a suggestion to hold a training session for Allocated Members.

Lead Officers would be matched to Allocated Members once the remaining vacancies were filled.

b) Golden Lane Estate Renewal Board update

Members received a verbal update from the Chair of the Golden Lane Renewal Board, during which the following points were made:

- The purpose of the Board was to provide scrutiny and help drive project delivery.
- The Board had identified a number of risks, the three key risks being communications, concerns about decanting, and leaseholder acceptance.
- The Board carried out a recent review of its performance, which identified:
    - The Board's achievements included developing as a group, gaining greater understanding and acceptance of the project, engaging with leaseholders, and initiating a communications strategy. A technical workshop was also held which provided residents with technical backgrounds the opportunity to meet with the project team.
    - Improvements were needed in regard to implementing the communications strategy, making better use of the action tracker, and undertaking deep dives into issues.
    - The Board's priorities moving forward were tenant and leaseholder engagement, communications, deep diving into decanting, and monitoring the identified risks.

A Member asked about meeting administration and how the Board's activities were communicated. The Chair and officers confirmed that the Board's meetings were clerked, and meeting summaries were published online.

7. **HOUSING MATTERS UPDATE**

Members considered a report of the Executive Director Community and Children's Services updating Members key issues currently being dealt with by the Housing Team.

Local Lettings Policy - York Way

A Member asked how the policy would help tackle homelessness. Officers responded that if existing residents moved into the new properties, the properties left vacant would be allocated through the usual lettings policy. Housing officers were working closely with homelessness officers to ensure a coordinated approach.

A Member read out questions from a resident of York Way regarding the prioritisation of existing York Way residents. Officers confirmed existing York Way residents would be prioritised subject to members agreeing the Local

Lettings Policy – York Way. Officers had been engaging with Islington and would circulate a joint letter to all residents in the ward about Islington's approach to letting their share of the nominations. All residents on York Way would be able to bid for Islington properties, in addition to the nominations agreement for City of London tenants.

Updated Pets Policy
A Member asked how the rule regarding the suitability of dogs would be implemented. Officers advised they were preparing internal staff guidance and there would be a decision panel. Officers would ensure that internal guidance would align with statutory guidelines.

Housing Services Recruitment Update
A Member enquired about the recruitment timeline. Officers responded that the Head of Housing Management would be appointed by the end of July and recruitment of the Head of Health and Fire Safety would follow. Officers noted that recruitment was a time intensive task and all new posts had to go through a workforce panel.

In response to requests from Members, officers agreed to provide a brief summary of job descriptions for each role and indicate front-line roles on the organigram moving forward.

A Member enquired about sickness across the housing team, stating it would be helpful to understand what proportion was related to workplace stress. Officers would include sickness data in the next report.

A Member stated it would be helpful to understand pressure points. Officers raised the issue of needing to recruit on a permanent basis, whereas Government funding was annual. The Member noted it would be helpful to have oversight of any proposals relating to this issue as soon as possible.

A Member thanked officers for adding extra resource to the Golden Lane Estate.

Local Lettings Update – Sydenham and Black Raven Court
A Member asked why there were still unoccupied properties given the long waiting list and lead in time and raised concerns about the process not starting early enough. Officers highlighted several challenges: Lewisham's initial delay in processing nominations; applicant's having pets; applicants with health issues requiring adaptations; and capacity issues. Officers assured Members they were working to remove blockers.

There was a discussion about the timing of remedial works. Members were informed that MgO board replacement works would not start until early 2027 and each floor would be released as works were completed. This would take approximately a year in total. Members stressed that the work needed to be expedited and requested a note from officers about how this would be done. Officers would report back to the Sub-Committee on progress. A Member

requested that residents receive information about what MgO Board is and the timing of works.

Members discussed the impact of funding issues on carrying out remedial works. The Chairman noted the need to make sure funding issues did not delay the work.

Members emphasised the importance of reviewing the lessons learned from Black Raven Court and ensuring the system allowed for scrutiny at every step of the process. Officers advised that a lessons learnt workshop will take place in September.

A Member asked if the parking rules could be relaxed. Officers would address this question outside of the meeting.

Asset Management Strategy Refresh Progress
A Member asked:

- How much money had been made available to the housing department from the Climate Action Strategy since its inception and how much had been spent.
- Were voids were regularly checked for issues such as leaks.

Officers would investigate these questions following the meeting.

Voids Process and Improvements being made
Members were informed that a contractor had assumed the voids work following Chigwell's suspension of service and two additional voids contractors were being onboarded.

In response to questions from Members, officers noted:

- The KPI for the voids process was 20-40 working days.
- Voids were now being managed through Civica.

Officers reminded Members that funding pressures at the end of the previous financial year led to some work being paused, which had a knock-on effect on void turnaround times.

A Member requested regular reporting on voids.

Housing Performance Update - April 2025 – March 2026
Members were informed that Tenant Satisfaction Measures data had been submitted to the Regulator of Social Housing.

Members observed a discrepancy between repairs performance data and concerns raised by residents. Officers acknowledged this feedback and advised that strengthened repairs data would be reissued as a result of the reanalysis of Chigwell data.

In response to a Member's questions, officers clarified that the data was repairs volumes per month. In a typical year, approximately 10,000 repairs would be raised with 7,000 to 8,000 being responsive general repairs.

Officers agreed to provide an update on Civica, including progress and planned work, and details about implementation challenges.

A Member enquired about the fire risk assessment measure. Officers clarified that the fire risk assessment programme included all high-risk buildings and any other buildings scheduled for that year.

A Member enquired about damp and mould cases. Officers noted that the statutory requirements for investigations was ten working days and access issues could cause delays. Officers were considering how to mitigate this issue by improving communication with residents. Members were also informed about the risk-based assessment system for prioritising damp and mould cases, which considered the characteristics of occupants, such as whether there were children.

Housing Complaints Policy – Housing Ombudsman Service Review
A Member stated it would be helpful if officers highlighted any policy updates in the reports.

RESOLVED – That Members:

- Approve the Local Lettings Policy for York Way Estate, noting that an Equality Impact Assessment has been completed and appropriate monitoring and review arrangements are in place.
- Approve the updated Pets Policy.
- Note updates on the following housing matters:
    - Housing Services Recruitment Update
    - Local Lettings Update – Sydenham and Black Raven Court
    - Access to Homes Policy – Update
    - Asset Management Strategy Refresh Progress
    - Housing Design Guide Update
    - Voids Process and Improvements being made
    - Housing Performance Update - April 2025 – March 2026
    - Pennington Choices Compliance Review
    - Housing Complaints Policy – Housing Ombudsman Service Review

8. **INSPECTION ACTIVITY AND HOUSING IMPROVEMENT STRATEGY**

Members considered a report of the Executive Director of Community and Children's Services providing an update on post inspection activity, including the introduction of the Housing Improvement Strategy, and seeking approval of the updated Housing Strategy (Years 2-3) Action Plan (the Action Plan).

A Member was concerned about the quality of KPIs in the Action Plan. Officers would consider the Members comments and explore how to further refine the KPIs.

Officers noted the following points in response to Member's questions:

- Officers had ongoing communication with the Regulator of Social Housing and another meeting was scheduled.
- The remaining Electrical safety inspections had been slow moving due to difficulties engaging tenants.

There was a discussion about the Housing Investment Board and the Housing Improvement Board. Officers explained that the Housing Investment Board was comprised of Members and senior leaders and provided oversight at a senior level. The Housing Improvement Board was a subset of the Housing Investment Board and was an officer-led group chaired by an independent housing expert designed to drive improvements. Both groups were internal and outputs flowed through to this Sub Committee and the Community & Children's Service Committee.

RESOLVED – That Members:

- Note post-inspection progress and continued engagement with the Regulator of Social Housing.
- Note and approve the updated Housing Strategy (Years 2-3) Action Plan.
- Note the development and submission of the draft Housing Improvement Strategy to the Regulator of Social Housing.
- Note that a structured programme of monitoring, governance, performance management and resident engagement is in place and progressing.

9. **TENANT SATISFACTION MEASURES 2025-26**

Members received a report of the Executive Director Community and Children's Services outlining the results of the tenant perception survey for 2025/26.

Officers apologised for any confusion caused by the four-star image in the Acuity report and acknowledged that this did not represent the results.

A Member raised the issue of data disaggregation, noting it would be helpful to see estate-level data.

A Member raised concerns about the size of the agenda pack more generally. The Chair and officers would discuss how to address this issue moving forward.

RESOLVED – That the report be noted.

10. **TENANCY AGREEMENT UPDATE AND CONSULTATION**

Members received a report of the Executive Director Community and Children's Services providing an update on the proposed changes to the City of London Corporation's Secure Tenancy Agreement and outlining the approach to tenant consultation.

Members were advised that, if the tenant consultation identified any significant concerns, officers would consider whether amendments to the proposals were necessary. Where officers recommended retaining any of the proposed

changes, the reasons for doing so would be clearly explained, including any legislative or operational requirements.

RESOLVED – that Members:

- Note the proposed changes to the Tenancy Agreement.
- Note that tenant consultation commenced on 22 June 2026 for a period of seven weeks.
- Note that a final version of the Tenancy Agreement and associated Tenant Handbook will be brought back to the Sub-Committee in September 2026 for approval.

11. **DCCS HEALTH, SAFETY AND WELLBEING CHARTER**

Members received a report of the Executive Director Community and Children's Services proposing the adoption of a DCCS Health, Safety and Wellbeing Charter.

RESOLVED – That Members note the draft DCCS Health, Safety and Wellbeing Charter for information prior to implementation.

12. **QUARTERLY FIRE SAFETY STATUS REPORT**

Members received a report of the Executive Director Community and Children's Services providing quarterly oversight of the status and outcomes of fire safety management in the City Corporation's social housing.

Officers noted the following points in response to Member questions:

- Residents were contacted about Person centred fire risk assessments and Residential personal emergency evacuation plans on an annual basis.
- The increase in high priority actions had arisen from the latest fire risk assessments.
- Officers were preparing to resubmit the building assessment certificate application for Petticoat Tower to the Building Safety Regulator.

A Member advised that Barbican residents had not received communications about Person Centred Fire Risk Assessments and Residential Personal Emergency Evacuation Plans. Officers agreed to look into this issue.

RESOLVED – That the report be noted.

13. **HOUSING OUT OF HOURS PROVISION UPDATE**

Members received a report of the Executive Director Community and Children's Services outlining recent service issues, interim measures in place to ensure continuity and resident safety, and the phased improvement programme being delivered.

Officers advised that the July 2026 newsletter would provide residents with information about the service. Communications to residents would align with the wider Housing Improvement Strategy.

RESOLVED – That Members:

- Note the actions taken to address recent service issues.
- Note the interim measures in place to ensure a safe and reliable service.
- Note the proposed timescales for delivering a more coordinated Out of Hours model.

14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
A Member asked a question regarding repairs and maintenance. The Chairman noted that this matter would be addressed in non-public session under item 20.

15. **HOUSING MAJOR WORKS PROGRAMME 2026-36**
Members received a report of the Executive Director Community and Children's Services providing an update the development of the Housing Major Works Programme 2026-36.

A Member asked about the embeddedness of the Golden Lane Estate Renewal Board. Officers responded that the Board provided scrutiny and oversight of the programme in its entirety, and officers reported to Board meetings.

A Member requested a report back on the Summer Roadshows. Officers explained that the roadshows were piloted in March and involved visiting estates to update residents on planned works and gather feedback. Residents were also encouraged to consider the creation of steering groups to help shape the programme. Officers reported good attendance and valuable feedback from residents. In response to a Member's question, officers confirmed that residents had provided feedback on financial implications. Leaseholders were informed about project timelines to give them an idea of when bills were likely to arise.

In response to a request from Members, officers confirmed they would advise Allocated Members when visits to their housing estates were planned and inform them of any outcomes from those visits.

RESOLVED – That the report be noted.

16. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
A Member submitted one question in advance about the guest flats on Golden Lane Estate, asking if bookings could be made for a single night rather than the whole weekend. Officers agreed to report back on this issue.

17. **EXCLUSION OF THE PUBLIC**
RESOLVED – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.

18. **NON-PUBLIC MINUTES**
RESOLVED – That the non-public minutes of the meeting held on 13 April 2026 be approved as a correct record.

19. **RECOMMENDATIONS OF POLICY, GOVERNANCE AND ADMINISTRATION REVIEW: THE CITY OF LONDON ALMSHOUSES**
Members considered a joint report of the Managing Director, City Bridge Foundation and the Executive Director Community and Children's Services.

20. **REPAIRS AND MAINTENANCE SERVICE UPDATE**
Members received a report of the Executive Director Community and Children's Services.

During this item the Sub Committee agreed to extend the meeting in accordance with Standing Order 39.

21. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no non-public questions.

22. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no other business.

The meeting ended at 1.09 pm

Chairman

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