

**Camden Leaseholders' Forum 2023-24 (19 March 2024)**

ACTION	OFFICER /ORGANISATION RESPONSIBLE	COMMENTS SUPPLIED BY SERVICE	COMPLETED
<b>March 2024</b>			
<p><u>Leaseholders' Forum Sub-Groups</u></p> <p><u>Major Works Working Group Update</u></p> <p>To discuss with the Head of Capital Works issues relating to lack of detail about increase service charge bills, not knowing what the increase was for, as there was no breakdown. As well as the request to see a breakdown of details of the major work done on their behalf. Head of Repairs agreed to take these issues away and discuss with the Head of Capital Works.</p>	<p>Head of Repairs/Head of Capital Works</p>		

<p><u>Leaseholders Services Update</u></p> <p>To present the process plan to the Forum meeting in May which would also provide information of the medium-term things that could be done, as well as provide some indication of what the long-term road map would look like.</p> <p><u>Telephone Survey</u> Leaseholders to pass any feedback they had on the telephone survey to either the Vice Chair Patrick Hagopian or Carolyn Morgan</p> <p><u>Cabinet Advisor on Improving Services for Camden Leaseholders</u></p> <p>That the Forum Vice Chair write to the Leader of the Council endorsing the recommendation for the appointment of Deputy Cabinet Member for Leaseholders role.</p>	<p>Head of Leaseholder Services and Housing Income</p> <p>All leaseholders</p> <p>Vice Chair Leaseholders Forum</p>		
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<b>May 2024</b>			

**ENDS**