Shared owners question time meeting notes – hybrid meeting

Date: 29 September 2026

Purpose
To provide shared owners with an open forum to ask questions, receive answers to questions submitted previously and raise further questions.

Introductions
- Michael Duncombe – Customer and Community Engagement Manager
- Hugo Wray – Home Ownership Lead
- Anne Bijum – Director of Housing
- Emma Stone – Director of Housing
- Caroline Holt – Senior Community Engagement Officer

Attendees – 30 online, nine in person at Gateway House.

Discussion summary
- The meeting opened with welcomes and introductions.
- Questions submitted in advance were to be addressed first.
- The floor would then be open for additional questions from residents.

Key discussion points:

Shared ownership:

- Paying off the mortgage on the owned share does not remove the obligation to pay rent on the unowned share.
- Residents experiencing payment difficulties were encouraged to contact us for support.

Repairs, security and policy:

- Shared owners questioned the 20-day repair target, particularly for insecure communal entrance doors.
- Issues were raised at Willow Lodge, Wendover House and Bluestone Court, including broken locks, insecure entrances, delayed boiler or hot-water repairs and poor communication.

- Shared owners asked for repairs to be clearly triaged by risk and priority, with published response times and stronger compliance with service standards.
- We confirmed that customer-facing policies are reviewed with residents through scrutiny and Community Gateway arrangements.
- We are committed to having a Repairs and Maintenance representative at the next session.
- Accessibility concerns were raised about heavy communal doors – power-assisted or otherwise accessible options will be explored.

Involvement and Gateway Membership:

- Residents asked how policies are set, how decisions are communicated and how they can influence new or revised policies.
- We said that residents will have opportunities to contribute as policies from the two legacy organisations are aligned.
- Gateway members act as a resident voice, scrutinise policies, support decision-making and attend engagement events.

Managing agents, estate services and service charges:

- Significant concerns were raised about First Port, including service quality, grounds maintenance, contact arrangements and reported increases in management charges at Willow Lodge. There has been a 143% increase.
- Emma Stone offered to meet Willow Lodge residents separately with the Home Ownership team and to review whether alternative management arrangements may be possible.
- Residents at several schemes reported poor or inconsistent cleaning, grounds maintenance, bin-store conditions and window cleaning. It was suggested that residents had access the planned works so it could be monitored.
- Residents requested transparent planned preventive maintenance schedules showing contractors, attendance dates, frequencies and completed work.
- We acknowledged that grounds maintenance at Parkside had fallen below expectations and said the contract was being monitored.
- Standard block cleaning on the former-Thrive side is fortnightly. More frequent cleaning could be considered following consultation but would increase service charges.
- Residents identified possible errors and unexplained differences in service-charge statements, including duplicate charges and small calculation discrepancies. A Finance representative was requested for the next meeting.
- It was requested that a breakdown of service charges should be shared with shared owners.

Bins and environmental hygiene:

- Serious hygiene concerns were raised at Bluestone Court, Chalfont House and other blocks, including odours, flies, maggots and residents cleaning communal areas themselves.
- Anne Bijum committed to visiting Bluestone Court following the meeting.
- Emma Stone agreed to arrange for the bin-area steps at Flackwell House to be checked.
- Regular cleaning of communal food-waste bins could be introduced following resident consultation but would be service-chargeable. Removal of communal food-waste bins was also discussed.
- Contractors handling and disposal of contaminated wash water was raised as an environmental compliance concern at Yeatman Court. The contractors have a duty of care to dispose of the water used correctly as there is not any drainage.

Electric vehicle charging and group purchasing:

- We will investigate why promised electric vehicle charging points have not been installed and aimed to respond within 7–10 days.
- A proposal for group boiler replacement or other bulk repair arrangements for shared owners was supported in principle and will be raised with the Director of Repairs and Maintenance.

Staircasing:

- Hugo Wray explained that the process is broadly the same whether increasing ownership to 50% or 100%.
- It begins with a valuation request and an independent RICS valuation, followed by solicitor instructions and completion if the valuation is accepted.
- The indicative timescale is around three months, subject to mortgage, legal and other requirements.
- No specific incentives or concessions were confirmed during the meeting.

Lease extensions

- Shared owners can apply for a lease extension.
- Shared owners were advised to act before the remaining term falls below 80 years, when marriage value may significantly increase the cost.
- An independent RICS valuation is required and the resident pays the valuation fee even if they decide not to proceed.
- A typical extension discussed was 90 years, with an indicative process of around three months.

Compliance, fire doors and lifts

- Outstanding fire-door remedials and previous failed checks at Yeatman Court were raised as urgent compliance concerns.

- Yeatman Court stated that requested lift insurance certificates had reportedly remained outstanding since early 2025.
- Emma Stone committed to contact the Compliance team about both matters.
- A Compliance representative should attend future sessions – Community team to arrange.

Parking at Yeatman Court

- It was raised that letters had been received regarding changes to parking. Emma Stone confirmed that parking controls managed by UK CPM had been temporarily suspended because of technical issues with the Sippi app and were expected to restart imminently.
- Residents said they had not been informed about delays or suspension. Emma Stone agreed to seek an update and arrange communication to all residents.
- Concerns were raised about multiple vehicles at Yeatman Court, which should not be there, obstruction of access near electrical infrastructure and misuse of unallocated bays. Emma Stone agreed to pursue the matter with the Housing team for clarification of the owners and would follow up to address the issue.

Meeting format and communications

- The hybrid format was welcomed, but residents requested better technical preparation, clearer online-meeting etiquette and the right subject specialists in attendance.
- Future sessions should include representatives from Repairs and Maintenance, Finance and Compliance.
- Shared owner meetings are normally held three times a year. Dates for the next sessions had not yet been set and were expected to be published and communicated toward the end of the year.
- Questions and attendance information are normally requested 7–14 days before each meeting by using our messaging service CX feedback

Actions:

Action	Owner	Timing
Escalate insecure communal doors and long-outstanding repairs at Willow Lodge and Wendover House to the appropriate teams.	Housing - Emma Stone / relevant Repairs lead	Within the week
Ensure a Repairs and Maintenance representative attends the next question time session.	Community Team	Next meeting

Arrange a separate discussion with Willow Lodge residents and the Home Ownership team about First Port, service charges and management options.	Emma Stone/Hugo Wray	To be arranged
Investigate missing electric vehicle charging points and report back.	Emma Stone/ Development and Sales teams	Within 7–10 days
Look into the potential group boiler-replacement or bulk-repair scheme for shared owners. If there is enough interest a scrutiny could be arranged.	Repairs – boiler Community team – scrutiny if required	Before next meeting
Visit Bluestone Court to inspect cleaning and bin-store conditions.	Housing - Anne Bijum	Within the week
Review the Blackwell House bin-area steps and hygiene issue.	Estates team	Within 10 days
Follow up outstanding fire-door remedials and lift insurance certificates.	Compliance team	Within 10 days
Check the 2023 service-charge actuals and balcony complaint for the Bluestone Court resident and make contact.	Anne Bijum	10 -14 days
Obtain a firm update on Yeatman Court parking controls and communicate it to residents.	Housing	Within 7–10 days
Report the defective Yeatman Court bin-store lock.	Housing/ Emma Stone	Within 7 days
Explore publishing maintenance schedules and advance contractor attendance information.	Estates and Property teams	Ongoing
Invite Finance and Compliance representatives to future meetings.	Community Team	Future meetings
Dates for 2027 to be set and shared with shared owners	Community Team	December 2026

Outstanding items:

- Clarification of repair-priority categories, response targets and how security risks are treated.
- Breakdowns and verification of disputed service charges and management fees.

- Confirmation of First Port contract terms and the feasibility of alternative management arrangements.
- Dates and format for the next shared owner's session.
- Progress on accessible communal doors, planned maintenance schedules and resident notification processes.