

**Living in Hackney Scrutiny Commission****9th February 2026****Item 4 – Services for Leaseholders, Freeholders & Shared Owners**

Item No

**4****Outline**

The Living in Hackney Scrutiny Commission is keen to understand the key roles, responsibilities and obligations of the Council and leaseholders, freeholders and shared owner (homeowners) and what support and services homeowners can expect.

This discussion is seen as timely given that a draft Homeownership Services Charter is currently in development, which aims to set out the roles and responsibilities of the Council and homeowners and the support and services homeowners can expect.

Services for the homeowners was also suggested as a topic of interest by residents who responded to the Overview & Scrutiny annual work programme survey.

**Report(s)**

- Item 4a. Report from Housing Services
- Item 4b. Draft Homeownership Services Charter

**Invited Attendees****Housing Services**

- Cllr Guy Nicholson, Deputy Mayor & Cabinet Member for Housing Management & Regeneration
- Helena Stephensen, Acting Director Tenancy & Homeownership Services
- Dan Hicklin, Head of Homeownership (Service Improvement & Customer Services)

**Resident Liaison Group**

- Steve Webster & Zara Shoorvazi, Resident Liaison Group Co-Chairs

**Action**

Members are asked to consider the written information provided and ask questions of those in attendance.