

Meeting of Landlord Steering Group (LSG)

Wednesday 8 October 2025 from 2.15pm – 4.45pm

at Town Hall Warwick District Council (WDC) Offices

Draft Minutes

Present:

Terry Samuel (TS) Chair, Balwant Rai (BR) Secretary, Rebecca Dean (RD), David French (DF), Kam Gadhary (KG) Paul Hughes (PH), Aileen Rahilly (AR), Don Robbie (DR) Guest, John Warburton (JW) (Left during break).

1. Welcome and Apologies

TS welcomed all LSG members. TS welcomed guest Don Robbie to the meeting.

Apologies:

Emily Kelly, Anthony Kempster, Shera Payne, Kevin Tebbett and Richard Woodcock.

2. Approval of LSG Draft Minutes for Wednesday 18 June 2025

Approved unanimously.

NEW ACTION 1: BR to upload minutes to WDC website.

3. Chair's Diary. From June 2025

Included:

- Liaised with Tim Thomas (PropertyMark) and Alana Davies (NRLA) reference separate 'Legal Update' presentations at the next forum.
- Monitored delegate sign-ups on TicketTailor and analysed data.
- Updated two sketch plans of stall layout, sponsor banners, seating and AV arrangements.
- Contacted several potential stalls for the forum.
- Researched a light buffet at the next Landlord Forum (LF).
- Updated volunteer rota and time-table.
- Prepared PowerPoint presentation on 'Self-Managing Landlord Tips, Regular Visit Reports' for delivery at the next landlord forum.
- Submitted suggestions to the WDC Media Team for updating the LSG Promotional Video, including structure and visuals.
- Proofread and approved the press release and landlords' newsletter.
- Reviewed wording for LSG pull-up stall banners and new LSG tablecloths.
- Sent around 80 emails and made phone calls related to forum delivery (including last minute issues), partnerships, media and volunteer coordination.
- Contributed to negotiations with Coventry City Council (CCC) about partnership. Forming a partnership declined by CCC.
- Prepared Chair's Diary, LSG meeting agenda slides and content for this LSG meeting.
- Supported administrative planning for LSG emails including documents and emails to LSG members. Updating 'Procedures for Organising a Landlord Forum'.
- Suggested a topic and content for a sponsor's forum presentation. Chasing forum sponsors for their presentation topics.
- Suggested minor improvements to the 'Risk Assessment'.
- Liaising with Kris at the Media Team about updating WDC website LSG/Forum pages.
- Wrote two articles for publication:
Join Us at Our Next Landlord Forum This Autumn!
'Leamington Spa Student Landlords. Preparing for Change.'

TS also outlined his proposal for additional LSG roles to replace the LSG Vice-Chair role.

4. Matters Arising

ACTION 1 CARRIED FORWARD: BR to update LSG membership on WDC website.

Action completed July 2025.

ACTION 2 CARRIED FORWARD: BR to circulate updated telephone contact list to LSG members.

Action completed August 2025.

ACTION 3 CARRIED FORWARD: BR to upload minutes to WDC website.

Action completed August 2025.

ACTION 4 CARRIED FORWARD: AR to update Risk Assessment and Volunteer Agreement for the next meeting. Attachments 3a and 3b: Proposal: Adopt Risk Assessment and Volunteer Agreement.

Updated version shared in pre-meeting materials. AR stressed it is live document and can be updated as risks identified or change.

TS Proposal: Adopt with minor amendment.

PH seconded. Passed unanimously. Action completed.

ACTION 5 CARRIED FORWARD: PH to explore the possibility of arranging a free recycling period for obsolete fire extinguishers, in light of the large number needing disposal due to recent changes in licensing regulations.

PH advised empty extinguishers can be taken to HWRCs free of charge. For full extinguishers landlords can contact manufacturer.

NEW ACTION 2: PH to announce at the Forum.

ACTION 6 CARRIED FORWARD: PH to report on Landlord Guidance progress.

PH advised the document was produced and reviewed in collaboration with Stratford District Council (SDC). Following SDC leaving the LSG, references to SDC have been removed.

NEW ACTION 3: PH to upload onto the WDC website.

ACTION 7 CARRIED FORWARD: PH to contact Kris in the Media Team to explore the viability of holding an online event by gauging landlord interest, via an additional question in the QR code forum feedback and/or through a targeted email. PH to report findings at the next meeting.

Draft, 'Landlord Forum Research Survey'.

AR advised the current feedback from Landlord Forums is subject to selection bias. Kris has compiled a simple survey to distribute after the Forum to the landlord list. AR advised Rugby's recent evening event was well attended. The aim of a survey would be research into landlord preferences.

TS would not be able to assist with evening face to face events. Morning face to face events may not allow set-up time. He reminded members about the poor delegate attendance at previous online events during COVID. He suggested confirming the feasibility of proposed actions before adding them to the survey, such as checking whether there was a suitable venue that could host an evening landlord forum or who would volunteer to organise and run an online event.

DR advised landlords may be unlikely to respond as many are processing impact of RRB.

AR to update wording removing reference to morning session. To delay sharing till summer 2026.

NEW ACTION 4: AR to bring forward to next meeting.

ACTION 8 CARRIED FORWARD: TS to update Landlord Steering Group Terms of Reference (LSGTOR).

TS advised changes. For example, removal of references to SDC, inclusion of new logo and slogan, adding LSG Application Form update, risk assessment and volunteer agreement and new roles and rationale to replace the LSG Vice-Chair.

TS Proposal: Adopt updated LSGTOR

KG seconded. Passed unanimously. Action completed.

ACTION 9 CARRIED FORWARD: TS to consult Kris in the WDC Media Team on developing a QR code digital stall holder profile.

ONGOING ACTION 5: TS to consult Kris.

ACTION 10 CARRIED FORWARD: TS to consult Kris in the WDC Media Team about developing the LSG WDC website pages.

TS showed an example of LSG member's testimonial, for inclusion on WDC website.

ONGOING ACTION 6: TS to consult Kris.

NEW ACTION 7: TS, JW, RD and DF agreed to write 150 words for testimonials by next meeting.

ACTION 11 CARRIED FORWARD: BR to contact/book requested stalls and research other stalls.

BR said 22 stalls were booked. Action completed.

ACTION 12 CARRIED FORWARD: BR to contact and confirm sponsors.

Scheduled for next week. Action ongoing.

ACTION 13 CARRIED FORWARD: BR to contact Don Robbie for forum technical support.

BR has contacted DR. Action completed.

ACTION 14 CARRIED FORWARD: BR to contact SYDNI Centre regarding cost of light buffet and to report back.

BR has contacted and informed PH and TS. Cost agreed and in place for next forum: Wednesday 22 October 2025. Action completed.

ACTION 15 CARRIED FORWARD: BR to contact and confirm forum speakers.

Scheduled for next week. Action ongoing.

ACTION 16 CARRIED FORWARD: BR to confirm SYDNI Centre booking.

Confirmed. Action completed.

ACTION 17 CARRIED FORWARD: AR to liaise with Kris on QR code/hyperlink to feedback.

AR has liaised with Kris. KG advised link open.

NEW ACTION 8: AR to liaise with Kris and ensure closed in advance of forum.

ACTION 18 CARRIED FORWARD: BR to request Kris to handle video/photography, coordinate publicity, update website link, circulate information to landlords and produce the Landlord Newsletter.

NEW ACTION 9: Kris is on a training day, so BR and Stuart Smyth to take photographs and send to Kris next day. Landlord Newsletter has been received by Landlords and Letting Agents.

ACTION 19 CARRIED FORWARD: TS to seek volunteers to support various activities at the next forum.

TS circulated a list of items/tasks to do on the day and those able to assist, added their names to the form.

NEW ACTION 10: TS to continue to develop volunteer list and roles for next forum.

5. Landlord Newsletter Article

TS presented his Autumn 2025 Landlord Newsletter Article: 'Leamington Spa Student Landlords. Preparing for Change'.

DF suggested, let the Renters' Rights Bill (RRB) come into effect first. JW supported this view. TS and DF discussed tenancy commencement dates.

NEW ACTION 11: Item to be revisited at the next meeting.

6.LSG Lead Organiser Roles

TS said these roles were agreed at last meeting. Members are invited to take on roles that reflect their abilities and availability.

TS spoke on allocation of new Lead Organisers' Roles.

He added additional role for virtual forum, if adopted.

TS supplied a form for members to add their names, if interested.

PH suggested all members should be informed.

ONGOING ACTION 12: TS to ask LSG members to take on further roles at the next meeting.

7. Councillor Jim Sinnott's Visit to Landlord Forum

TS said that at the last meeting, members agreed, as a first step, to bring ideas for WDC to consider. Cllr Sinnott is keen to discuss this further.

TS presented some ideas.

AR sought clarification re use of term 'penalties', as it creates confusion with fixed penalty notices. TS confirmed LSG to discuss further.

PH advised that Local Authority will require they are cost-neutral.

TS said they can set a mechanism to award landlords.

PH commented there is already accreditation available and it is difficult to get an EPC of A or B as houses are quite old.

TS mentioned setting up a task group to compile and share.

PH Proposal: Discuss further, before responding to Cllr Sinnott.

KG Seconded. Passed unanimously.

NEW ACTION 13: PH to draft a response to Cllr Sinnott, that ideas are being discussed.

ONGOING ACTION 14: All to discuss ideas at next meeting.

8. Landlord Forum on Wednesday 22 October 2025 at SYDNI Centre

TS outlined the forum programme.

KG raised there will be two presentations on RRB.

TS replied Tim will make a presentation on energy efficiency housing standard

TS mentioned stall holders will be requested to put their leaflets in the swag bag, not on chairs.

RD advised Sheldon Bosley Knight will be at the reception desk to collect stall holders' leaflets.

PH raised a requirement for three-foot high tables or boxes for the screen.

PH suggested a back-up system of laptop and speakers' presentations.

It was agreed that TS's laptop to be used for this.

NEW ACTION 15: AR to liaise with Kris in the WDC Media Team to close the QR code.

NEW ACTION 16: BR to email SYDNI Centre about 3ft high tables/boxes for the screen.

NEW ACTION 17: BR contact speakers for the presentations and to send LF programme.

NEW ACTION 18: BR to send reminder email to sponsors and stalls.

NEW ACTION 19: BR emails SYDNI Centre about small tables and speaker water bottles.

NEW ACTION 20: DR to display QR code/feedback form during break.

NEW ACTION 21: PH obtain from SF1 for SYDNI Centre on Wednesday 22 October 2025:

- Large projection screen
- Small table (PH to supply)
- Name badges
- Banners
- Tablecloths
- Two hi-vis jackets

NEW ACTION 22: BR to bring to forum 'This Way' posters and pens for registration.

NEW ACTION 23: TS to bring to forum:

- Stallholder notices for tables
- 'Reserved' seat labels
- Updated stall layout plans
- Buffet signage
- LSG stall leaflets: Double sided LSG application form etc.
- Forum volunteer list sign-in sheets
- Reception desk instructions
- Volunteer agreement/risk assessment forms
- Stallholder feedback forms

9. Financial Update

PH advised sponsors, DR sound hire and SYDNI Centre's invoices were not yet paid, so financial update is incomplete, however £775 is in credit balance.

10. WDC Volunteer Engagement Policy and Procedures

TS said that regarding 'Expenses': 'In principle Volunteers should never be out of pocket for expenses incurred'. PH to investigate WDC expenses policy for LSG volunteers at meetings, forums and approved activities and report back to meeting.

TS referred to WDC policy.

PH replied he had identified a discretion and will seek guidance from HR.

TS requested it be carried forward to the next meeting.

PH commented that it is unique for the Chair to come from Devon.

NEW ACTION 24: PH will look into policy in more detail and report back at next meeting.

11. Warwick Council Update

PH advised that 370 Additional Licenses completed and 570 still to be awarded. New Standard Housing Officer to start soon.

One hundred HMOs are on suspect list. AR mentioned we are establishing which are operating without a licence and those that are not HMOs.

PH added there are about 800 empty homes that could be brought back into use.

Empty Homes Survey had been distributed and responses collated.

PH advised that AR is working on MEES investigation and enforcement.

Members discussed fire door risk assessment policy. PH advised landlords can complete their own, if they feel competent.

12. Future Meetings

TS Proposal: To agree future meeting dates and forum venues.

Proposed dates were approved unanimously (See end of minutes).

NEW ACTION 25: BR/PH to confirm availability and provisionally book venues for forums and meetings.

13. A.O.B.

PH and AR jointly raised the issue that the LSG membership list had led to allegations that WDC may not act fairly, because some letting agents are members of LSG.

TS replied, he felt the Landlord Steering Group Terms of Reference covered this.

NEW ACTION 26: Agreed to discuss further at the next meeting.

TS explained the reasons for the number of attachments with the agenda. PH suggested these attachments could be sent once for reference, rather than every time.

AR suggested Teams could be used to host files rather than sending them as attachments.

TS said he would follow his current practice, as these documents are very useful for reference purposes and can be viewed at a later stage.

Meeting closed at 4.55pm.

Future LSG Meetings and Landlord Forums

LSG Meeting:

Wednesday 28 January 2026. 2.15pm – 4.45pm at Ground Floor, Building 1, Saltisford Office Park, Ansell Way, Warwick CV34 4UL

Landlord Forum (SYDNI Centre):

Wednesday 13 May 2026. 12.30pm – 4pm at the SYDNI Centre, Cottage Square, Sydenham, Leamington Spa CV31 1PT

LSG Meeting:

Wednesday 17 June 2026. 2.15pm – 4.45pm at Ground Floor, Building 1, Saltisford Office Park, Ansell Way, Warwick CV34 4UL

Landlord Forum (SYDNI Centre):

Wednesday 21 October 2026. 12.30pm – 4pm at the SYDNI Centre, Cottage Square, Sydenham, Leamington Spa CV31 1PT

LSG Meeting:

Wednesday 27 January 2027. 2.15pm – 4.45pm at Ground Floor, Building 1, Saltisford Office Park, Ansell Way, Warwick CV34 4UL