



Colchester
Borough
Homes

**WORKING
TOGETHER
TO
ENSURE
QUALITY**

THE LEASEHOLDER GROUP

Joining the Leaseholder Group will give you the opportunity to look at Colchester Borough Homes Leaseholder Service in detail and work with us to make changes that benefit all Leaseholder customers.

What does the Leaseholder group do?

Members of the Leaseholder Group help shape and improve Colchester Borough Homes Leaseholder services and make recommendations.

The group will:

- Review the performance of the Leaseholder Service against the service standards
- Review comments, compliments and complaints about the Leaseholder Service
- Contribute to the development of information available to leaseholders regarding the service standards they receive
- Attend events to promote the work of the group
- Work with other landlords and external organisations
- Ensure that Tenants and Leaseholders are involved in monitoring of Colchester Borough Homes' local services and standards
- Promote and raise awareness of involvement opportunities with Colchester Borough Homes

What does a member of the group do?

You will be asked to review and make recommendations on services delivered. For example monitoring the performance of grounds maintenance and cleaning contract. This is achieved by attending meetings and comparing Colchester Borough Homes' services to other landlords and external housing organisations. You will need to read the minutes of the last meeting and look through the agenda. You will prepare for the meeting by reading through any papers you are sent so you can make your comments.

How much time is needed?

The Leaseholder Group meets at least 4 times per year and each meeting lasts about 2 – 3 hours. There will be opportunities to attend other tenant and leaseholder events throughout the year.

HOW TO GET INVOLVED

To join the Leaseholder Group or to find out more call the Resident Involvement Team on 01206 282851 or 01206 282461. Or if you prefer, fill in your contact details below and mail to our freepost address.

Your Details

Title First Name

Surname

Address

Post code DOB

Home phone Mobile phone

Email

Please tick one or more of the boxes below.

- I am interested in becoming a member of the Leaseholder Group
- I would like to know more about becoming a member of the Leaseholder Group
- I would not like to be a member of the Leaseholder Group but I would like to know more on how I can get involved with Colchester Borough Homes

Colchester Borough Homes welcomes and encourages applications from all members of the community.

Contact the Resident Involvement Team on 01206 282851 or 01206 282461.

BEING INVOLVED MEANS:

- You have access to free training and development courses
- You will be offered support and advice within your chosen area of interest
- We will use your involvement to shape the services we deliver
- We will regularly feedback the outcomes of your involvement back to you
- You will have your expenses including travel and child care whilst you are busy being involved, reimbursed
- You get free refreshments whilst you are being involved at meetings and events

To be eligible to be involved as a Leaseholder Group Member:

You need to be a current Colchester Borough Homes Leaseholder and not be in breach of any leaseholder conditions.



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