

Consultation and information

We value the input of our leaseholders in shaping and influencing the delivery of the services we provide to you.

Our Leasehold Services Officer is responsible for the services we provide and managing our consultation process.

There are a number of ways you can get involved and have your say in the service we provide to you.

- ★ Residents' Associations
- ★ Housing Strategy Panel
- ★ Residents Reading Group
- ★ Leasehold Customer Service Panel (LCSP)

We actively encourage all residents and leaseholders to get involved. There are lots of ways that you can get involved and have your say, including:

- ★ Open meetings for leaseholders throughout the year
- ★ Meetings with groups of lessees or individuals as required when we are undertaking major works
- ★ Feedback forms issued with your *Leasehold Annual Statement*. We welcome constructive comments regarding both charges and service provision
- ★ Interviews at our offices or at your home, if you have difficulties getting to our offices
- ★ Surveys to monitor the services you receive

Leaseholders' Annual Forum

All leaseholders are invited attend the *Annual Forum*.

Themes include whatever the *Leaseholder Customer Services Panel* (LCSP) considers most relevant at the time.

The LCSP also elects *Panel Members* at the *Annual Forum*. *Panel Members* stay on for a two-year period.

The LCSP and the *Annual Forum* provides lessees the opportunity to discuss matters with individual members of staff from PHP.

PHP Board of Directors

There are 15 members on PHP's Board, consisting of:

- ★ 5 Councillors from all political parties
- ★ 4 tenants and 1 leaseholder
- ★ 5 independent people with professional skills to help run the service

The role of the Board includes:

- ★ Scrutinising the effectiveness of PHP
- ★ Monitoring the performance of PHP
- ★ Drafting the constitution for PHP
- ★ Agreeing the *Annual Delivery Plan* with the Council
- ★ Approving the budgets
- ★ Agreeing policies and making decisions on financial matters
- ★ Making sure that PHP is run lawfully and ethically

It is the Board's job to ensure that PHP runs independently from Poole Borough Council and is effective in delivering excellent services.

***At Home*: Your Magazine**

The *At Home* magazine is delivered direct to your door every quarter.

Each issue is full of the latest news and information, affecting you and your neighbourhood.

Inside you'll find:

- ★ Competitions
- ★ Kid's Page
- ★ DIY advice from 'Mend-It-Mike'
- ★ Readers' Stories
- ★ Leaseholder News
- ★ Your Letters



If you've got an idea for an article - maybe you, or someone in your neighbourhood has done something to benefit the community that you would like to tell us about - please call our Communications Officer on 01202 264436 or e-mail enquiries.php@poole.gov.uk.

YOUR stories, YOUR estate, YOUR home...

...YOUR magazine