



GETTING INVOLVED



What is Leaseholder Participation?



Why do South Lakes Housing and South Lakeland District Council want to work with leaseholders?



How do I become a member of the Leaseholder Forum?



What is the Leaseholder Club?



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I don't feel comfortable attending meetings, how else can I get involved?



Getting Involved

This leaflet explains how you can get help us to check our service standards and become more involved with the decision making.



What is Leasehold Participation?

It is a 2-way process involving idea and information sharing. It enables leaseholders to be involved with what work is happening within the company and to influence decisions. It also helps us to understand your needs.



Why do South Lakes Housing and South Lakeland District Council want to work with leaseholders?

By working together and listening to what you say, we hope to provide a better service for you both now and in the future.

**“We believe that the best way to improve our services is to
listen to our customers – *you*”**



How do I become a member of the Leaseholder Forum?

All leaseholders are automatically a member of the Leaseholder Forum. This means that you will automatically receive minutes of Leaseholder Club meetings, and be able to put forward suggestions for topics to be discussed at meetings.



What is the Leaseholder Club?

Leaseholder Club meetings are held quarterly in Kendal. The club is a consultative group formed to discuss and review policies and information associated with leaseholder management' and to give views to SLDC and to SLH's Board of Directors. The Leaseholder Club makes decisions on policies and strategy, agrees standards of service delivery and monitors performance.

South Lakes Housing invite speakers to present information on matters of interest. The following are some examples:

- Anti-social behaviour
- Service Charges
- Insurance

If you would like more information about how to get involved with the Leaseholder Club, please contact the Tenant Participation Team. (See contact details at the end of this leaflet)



What meetings can I attend? And where can I find out when the next meeting is?

Area Leasehold Meetings

These meetings are held every 6 months in:

- Ulverston
- Lakes (Windermere)
- Kendal

You will be given advance notice of when these will take place. These meetings are open to all leaseholders and are an opportunity to hear and discuss local issues, to make recommendations for environmental improvements and to hear and comment about the standard of the service.

Leaseholder Club Meetings:

If you would like to get involved in the Leaseholder Club Meetings, meeting dates, times and locations can be found on South Lakes Housing website – www.southlakeshousing.co.uk under the section marked **Leaseholder Services**. You can also check the South Lakes Housing newsletter that is released several times a year. This also has a page dedicated to useful tips and information for leaseholders.



Can I attend meetings for tenants too?

Yes. All residents of South Lakeland District Council estates can attend Area Discussion Groups, Residents Association meetings and Stakeholder conferences.

For further information on any of the above, please contact your local housing officer.



What if I can't easily get to meetings?

We will do everything we can to help you to attend these meetings.

We will pay your expenses, help you with travel arrangements and the cost of care for relatives and children who depend on you.

For further information, please contact the Tenant Participation Team. Their contact details are at the end of this leaflet.



I don't feel comfortable attending meetings, how else can I become involved?

Other ways that you can be involved are:

- Readers Panel – This panel has been established to ensure that our publications are easy to read and understand
- Editorial Team – This team produces the Newsletter and looks at other publications and the website
- Village / Estate Voices – Tenant/Leaseholders who represent an area or village
- Mystery Shoppers – Tenants/Leaseholders who test whether we are delivering a quality service
- Service Improvement Groups – These groups of tenants and leaseholders regularly meet to voice their views on their 'pet' subject, for instance repairs
- Focus Groups – These meetings are held now and again to let South Lakes Housing know what tenants and leaseholders think about a particular aspect of their service
- Estate Walkabouts – This is where members of staff and tenants check estates around the district. Keep an eye out for the programme and contact us if you would like to join in

If you would like to get involved with any of the above, please contact our Tenants Participation Team using the following details:

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