

How the Leaseholder Engagement Panel will run

How we will work together

Section 1: Background and Purpose

The purpose of Leaseholder Engagement Panel is to improve the Royal Borough of Greenwich's service offer to leaseholders.

We will follow on from the work started as part of the Digital Listening Campaign in 2020 and incorporate learning from our engagement with leaseholders from 2020 to date.

We want to hear leaseholder's experiences to support and shape service improvements within the Housing and Safer Communities Directorate.

What is our shared vision for this panel

To improve the Royal Borough of Greenwich's service to leaseholders. Hearing, and acting on, leaseholder's experiences will ensure that priority areas are addressed and that changes are implemented

How will resident input help with our vision

By actively involving leaseholders in decision-making, the Royal Borough of Greenwich can build stronger relationships with residents, where everyone feels heard and valued in shaping services.

Service areas we expect to influence or change in Housing

Home Ownership

Repairs and Investment

Capital Works

Customer Services

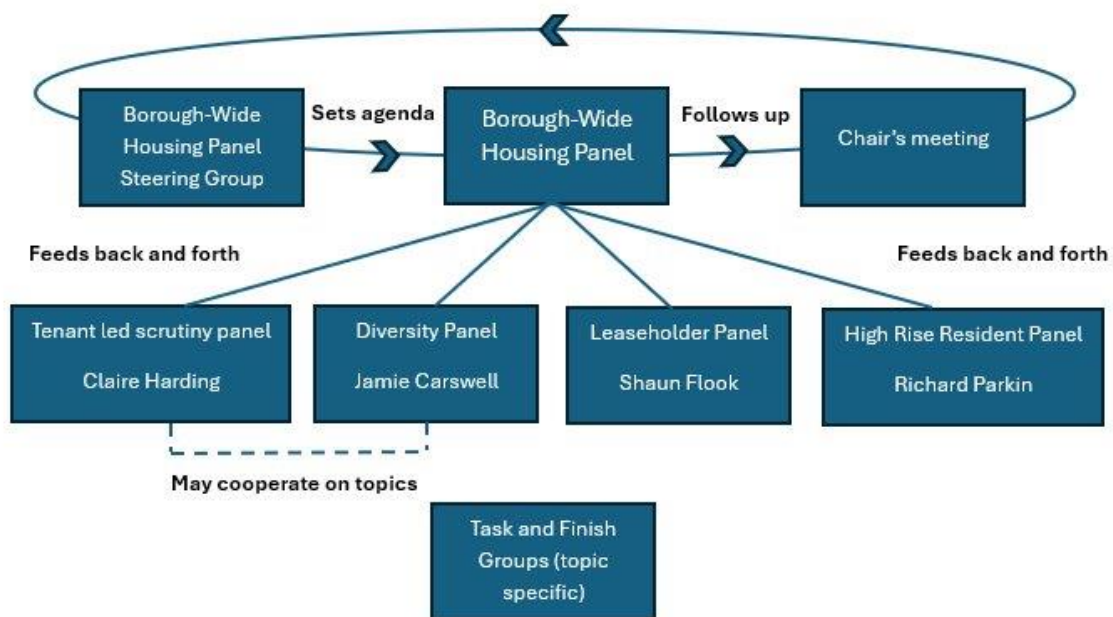
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How we will we measure our success

Running timely sessions with Leaseholders who will influence the topic areas. We will log changes made as a result. Minutes from the meetings will be uploaded to this webpage so that the wider leaseholder community can keep up to date with the changes and improvements that have been made.

Section 2: How the panel links with other groups

This structure chart of the engagement panels we run, shows how the Leaseholder panel links with and feeds into the other areas.



We have produced a wider policy on how we will engage with council tenants and leaseholders, and it can be found by visiting:

[View our housing policies and performance | Royal Borough of Greenwich](#)

Section 3: Membership

The meetings open to:

- Leaseholders from across the borough who have signed up to YourVIEW and have registered an interest in joining the panel. As this is a working group style meeting, rather than a full public meeting, the meetings will be managed so that a maximum of 12 leaseholders are in attendance at any one time. If a particular meeting proves popular than we will book places for registered leaseholders based on a representative spread across the borough as far as is possible.
- Leaseholders who are compliant with the terms of their lease
- Council staff
- Senior Accountable Officer Champion, Shuan Flook, Assistant Director of Housing Needs & Tenancy
- The Cabinet Member for Housing Management, Neighbourhoods and Homelessness.

We aim to have a diverse group of residents that reflects the Borough's communities. All members are expected to treat each other with respect and follow Equality, Diversity and Inclusion principles.

Section 4: Responsibilities

Members will be expected to:

- Be active participants; to attend meetings and promote meaningful discussion, share experience and information.
- Work collaboratively to improve services for leaseholders. 
- Maintain confidentiality.
- Treat people within the group with respect and adhere to Equality, Diversity and Inclusion principles.
- Read the Equality Impact Assessment for this panel meeting.
- Adhere to this Terms of Reference.

Officers will plan the sessions with the following responsibilities:

- Home Ownership Team to prepare presentations and information in advance of the meeting to give members time to read it.
- Home Ownership to service the meetings.
- To take on board any feedback and recommendations made by leaseholders and to report back on which can be progressed and any changes made.
- You Said, We Will format.