



Get Involved!
LJHA's Strategic Priorities:

- Relationship & Engagement
- Enhancing Our Homes
- Development & Growth
- Strengthening Our Brand
- Be Honest As A Business

Resident Involvement

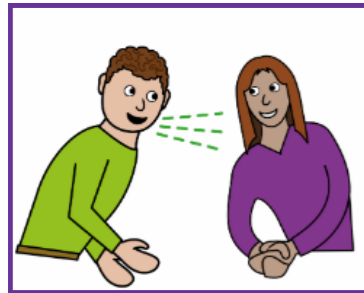
Resident Engagement Update Autumn/Winter 2020



Headlines



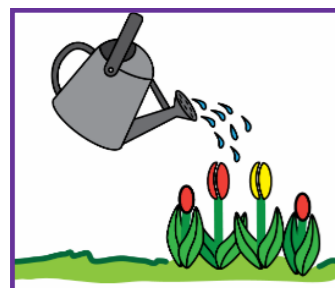
38 residents currently part of one or more of the engagement structures



16 Resident Ambassadors to be the 'eyes and ears' of block or street



Resident Consultative Group set up



Continued work of Hot Topic Groups for Gardening and Tenant Satisfaction Survey

Resident Consultative Group



Terms of Reference and Code of Conduct agreed



Each meeting to be attended by LJHA Board, Sub-Board or senior management representative.



Consulted on Housing Ombudsman Complaints Code and LJHA Complaints Policy



January 2021—Group training. Mark Grandfield, LJHA CEO will be attending.

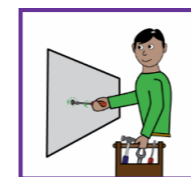
Hot topic groups



Gardening Group have identified resident priorities for the tendering exercise for a new contractor



Satisfaction Survey group have written a report with suggestions for LJHA after seeing the survey results.



New Repairs and Maintenance Group to be set up.

Queenshill Development



Meetings with residents to listen to questions & concerns



New Question and Answer box in Stonegate Way Reception