

ACTION PLAN FOR THE LEASEHOLD MANAGEMENT SCRUTINY PANEL

Recommendation	Responsibility for Implementation	Deadline for Implementation	Estimate of Cost	How projects will be monitored
Develop Leaseholder Information Pack	R. Kober	October 2006	£3,000 (includes printing charges)	More informed leaseholders Reduction leasehold bill complaints
Publicise payment methods through the next Leaseholders Newsletter	R. Kober	September 2006	Within existing budget	Increased revenue
Produce leaflet explaining the leasehold bill	R. Kober	September 2006	£1000 (includes printing charges)	Reduction leasehold bill complaints
Produce leaflet explaining how service charges are calculated	R. Kober	September 2006	£100 (includes printing charges)	More informed leaseholders Reduction leasehold bill complaints
Review printed documents to ensure clarity of terms and language	R. Kober	September 2006	Within existing budget	Increase in knowledge on the part of the customer
Leaseholder Conference	R. Kober	October 2006	Within existing budget	Publicise the leasehold service Forum for leaseholders to share their views

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<p>Supporting Barking & Dagenham Leaseholders' Association (BDLA):</p> <ul style="list-style-type: none"> • An article in the Leaseholder Newsletter • Distribution of BDLA information / literature to leaseholders • Establishing regular meetings with council officers to discuss issues of concern and opportunities to improve the service to leaseholders • Establish leaseholders focus group 	R. Kober	<p>August 2006</p> <p>Ongoing</p> <p>July and ongoing</p> <p>August and ongoing</p>	Within existing budget	<p>Raise awareness of BDLA</p> <p>Raise awareness of BDLA</p> <p>Improve relationship with council and leaseholders</p> <p>Greater involvement of customers in service provision</p> <p>Improvements on consultative process</p>
Scope out IT requirements	R.Kober	August 2006	Departmental resources, however, amount unknown to date	IT specification