

LMH Customer Involvement Strategy – ‘Our Customer Voice’ 2018/21

Table of Contents

1. Management Information etc

1. MANAGEMENT INFORMATION

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LMH Customer Involvement Strategy – ‘Our Customer Voice’ 2018/21

A. Introduction

Liverpool Mutual Homes (LMH) is a tenant led landlord, committed to effective, genuine and meaningful involvement and participation.

LMH puts customers at the heart of everything it does. Customers are involved in decision making at every level. The LMH commitment is to have effective, genuine and meaningful involvement and participation. LMH has an established history of customer involvement, based on values of trust, openness, mutual respect, honesty, partnership and equality of opportunity.

Customer involvement is fundamental to shaping excellent services and creating sustainable homes and resilient, prosperous communities. Customer involvement at LMH is continually evolving and developing. This flexible approach to customer involvement, ensures customers can participate and influence at a level of their choice.

LMH reviews its Customer Involvement Strategy at least every three years, in line with expectations in the regulatory standards and best practice in the sector.

In reviewing the existing Customer Involvement Strategy, consultation with customers started in Summer 2017. This was preceded by a Tenant Scrutiny Panel Review. This consultation, together with an implementation plan, will enable delivery of the Strategy from April 2018.

B. Aims of the Strategy

LMH aims are to:

- Sustain a genuine tenant led organisation and the benefits of customer involvement
 - Empower customers to shape the overall business strategy, policies and delivery
 - Embed responsibility in all teams for customer involvement to facilitate a breadth of opinion on the quality and value of LMH services
 - Maximise the use of technology to capture customer opinion
 - Listen, collect and act on customer views, including those socially isolated and harder to reach customers
 - Actively promote cohesion and community resilience across LMH neighbourhoods
 - Work with partners to enhance opportunities to bring positive change to LMH communities and regenerate LMH neighbourhoods.
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C. Rationale for Change

Rent reduction and the Government's welfare reforms mean that LMH like other social landlords must redouble efforts to achieve value for money services and exercise budgetary control. At the same time, modern, cost effective, and more instant customer feedback channels are emerging giving greater opportunities for customer involvement and empowerment.

In 2016 LMH's Scrutiny Panel, reviewed the operation of the current Strategy and made suggestions for enhancement. Their suggestions for increasing the number and ways in which customers can engage with LMH and achieve real outcomes and value for money have been incorporated into this Strategy.

The major changes in LMH's approach include a recruitment drive to bring in new volunteers to share their opinion in a way they choose; fewer formal panels replaced with task and finish outcome based projects; and an increased use of surveys and social media to capture and enable customer insight to shape LMH services.

No experience requirements or restrictions will be placed on those who wish to volunteer; training and capacity building will be given and customer volunteers will be supported throughout each project.

Customers who are able to attend meetings or events continue to form an important part of the Customer Involvement Strategy.

Actions:

1	LMH will work with currently involved customers to find their place in the new 'menu of involvement'.
2	Customers will be trained for each project to build their capacity to challenge and contribute.
3	All customers involved with LMH will be supported to understand their role and the standards of confidentiality required, before they embark on each project.
4	Customers who give their views will hear back to inform them what has changed as a result of their involvement.
5	Customers will be surveyed on their participation, giving LMH an opportunity to continually enhance involvement activities.
6	Staff will be trained in LMH's new ways to involve customers.

D. Role of 'Our Customer Voice' (Database)

LMH has invested in a database to capture and record customer involvement and opinion. It will also capture the impact and changes made as a result of involvement.

'Our Customer Voice' will grow and form a rich pool of diverse customers recruited for their expressed interest in involvement and participation. The data base will be available to staff who will be encouraged to add those newly interested in engagement and to ensure LMH has an ever-growing and diverse pool of customers, which can be drawn upon for involvement projects.

Actions:

7	Customer Involvement staff will be set targets to increase registration on the database to at least 10% of customers in the three years of the new Strategy.
8	A customer will be asked to participate at least once a year. Customers participating will have recent experiences as service users of that service.
9	Customer Involvement staff will record engagement outcomes in 'Our Customer Voice'.
10	LMH's Social Landlord Operations Committee will receive a report every six months on the delivery of the Customer Involvement Strategy and customer involvement activities.

E. Regulatory Assurance

The social housing regulator, the Homes and Communities Agency (HCA) suggests collective standards on involvement are included in its Tenant Involvement and Empowerment Standard (TIE). The TIE (updated 2017) is a cross cutting standard and applies also to other regulatory standards.

The regulator has an expectation that Boards will self-assess to gain assurance that Consumer Standards are being met. At LMH, the Social Landlord Operations Committee (SLOC) of the Board has responsibility to scrutinise Consumer Standard regulatory compliance.

The expectations in the TIE, including a summary of all regulatory Standards, can be found in **Appendix One**. This Strategy complies with and enhances the expectations in the TIE and explains how LMH will include the voice of its customers in:

- ✓ Policy and strategy development
- ✓ Performance monitoring and suggestions for improvement
- ✓ Setting collective and local standards and monitoring outcomes

This framework Strategy may be used to test compliance or enhance performance from a customer perspective with involvement, and other consumer standards and promises made to LMH tenants.

F. Annual Involvement Plan

Directors will annually consider their own business objectives and forward plans in teams and agree a plan of service/policy/performance reviews or improvement required, where customers will be engaged.

This enables LMH to pre-plan support from the Customer Involvement Team and other teams and to support assurance/compliance for the Social Landlord Operations Committee.

Involvement might be triggered from a variety of sources:

a) Internal Triggers to meet Regulatory Requirement on Involvement

- ✓ LMH already has a programme of Policy reviews. Policies are reviewed one to five yearly. If the Policies are customer facing, they will include an element of customer engagement, through a task and finish group in the review.
- ✓ LMH has already set standards for services. If/when these are reviewed, they will involve customer engagement through a task and finish group.
- ✓ The monitoring of Consumer Standards and performance will require customer engagement through a task and finish group, periodically, where day to day performance management systems cannot provide full assurance.

b) Consumer Standard Assurance

LMH believes it is already compliant with the regulatory Consumer Standards. Additional Consumer Standard assurance through customers will therefore concentrate on areas which are identified for review, refreshment or improvement. For example:

- ✓ **Tenant Involvement and Empowerment could be reviewed in three (or more) parts:** *customer care / choice / access / equalities; complaints; and customer involvement.*
- ✓ **Tenancy Standard could be reviewed in two (or more) parts:** *fixed / lifetime tenancies and policies on allocations / lettings / mutual exchanges / under occupation / overcrowding / voids.*
- ✓ **Homes Standard could be reviewed in two (or more) parts** *health and safety; and, repairs right first-time / repair budgets / improvements / decent homes.*
- ✓ **Neighbourhood and Community Standard could be reviewed in two (or more) parts** *ASB / nuisance / partnership working; and, estate management / caretaking / cleaning*

c) External Triggers

Some work is hard to plan and may impact on existing annual involvement plans, for example:

- ✓ New government policy direction or review of regulation
- ✓ Publication of good practice / ideas
- ✓ Benchmarking / Value for Money results of performance comparisons with other landlords

Action:

11	LMH will gain assurance from customers on the delivery of regulatory Consumer Standards in a planned way. This will be agreed at an annual planning meeting for customer involvement in March, led by the Executive Director (Operations).
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G. Menu of Involvement Opportunities

LMH's inclusive, formal and informal involvement choices for customers are:

1. Review
2. Comment
3. Connect
4. Influence
5. Decide

An explanation of these elements can be found in **Appendix Two**.

H. Capacity Building for Residents

For all projects, LMH will provide practical information and/or capacity building training to customers who engage with LMH, to upskill them to challenge LMH services. LMH has an inclusive stance on training and development.

LMH will ensure customers are aware of national and local standards, policies and any other relevant information in a proportionate way, prior to inviting their input. This will enable the customer to build their capacity to understand, challenge and increase their impact on service outcomes.

Appendix One

Homes and Communities Agency (HCA) Seven Regulatory Standards Summary

Consumer Standards

- ✓ **Tenant Involvement and Empowerment** – including customer care, complaints, choice, access, equalities and involvement
- ✓ **Tenancy Standard** – allocations, voids, lettings, under occupation, overcrowding mutual exchanges and fixed/lifetime tenancies
- ✓ **Homes Standard**– repairs, improvements, decent homes, health and safety, right first-time repairs and repair budgets
- ✓ **Neighbourhood and Community Standard** – ASB, Nuisance, Partnership working, estate management, caretaking, cleaning etc

Economic Standards

- ✓ **VFM Standard** – engagement in the VFM strategy, priorities and where efficiencies are spent
- ✓ **Rent Standard** – informing and consulting on the way rent and service charges are set
- ✓ **Governance and Financial Viability Standard** expects good governance and a healthy balance sheet and Board assurance of compliance with regulatory standards, code of governance and the law.

Example of Involvement as a cross cutting standard:

Repairs and maintenance is part of the Home Standard. LMH is required to consult customers on policies, performance, service standards which relate to new and existing delivery of services over time, to meet the Home Standard.

HCA Revised Tenant Involvement and Empowerment (TIE) Standard (July 2017)

For customer involvement, the Board expects to receive assurance in the following areas:

1.2 Involvement and Involvement

“Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:

(a) the formulation of their landlord’s **housing related policies and strategic priorities**

(b) the making of **decisions about how housing related services are delivered**, including the setting of service standards

- (c) the **scrutiny of their landlord's performance** and the making of recommendations to their landlord about how performance might be improved
- (d) the **management of their homes**, where applicable
- (e) the **management of repair and maintenance services**, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made
- (f) agreeing **local offers** for service delivery"

2.2 Involvement and Empowerment

"2.2.1 Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:

- a) supporting their tenants to exercise their **Right to Manage** or otherwise exercise housing management functions, where appropriate
- (b) supporting the **formation and activities of tenant panels or equivalent groups** and responding in a constructive and timely manner to them
- (c) the provision of timely and relevant performance information to support effective **scrutiny by tenants of their landlord's performance** in a form which registered providers seek to agree with their tenants - such provision must include the publication of an annual report which should include information on repair and maintenance budgets
- (d) providing support to tenants to **build their capacity** to be more effectively involved

2.2.2 Registered providers shall consult with tenants on the **scope of local offers for service delivery**. This shall include how performance will be monitored, reported to and scrutinised by tenants and arrangements for reviewing these on a periodic basis.

2.2.3 Where registered providers are proposing a **change in landlord for one or more of their tenants or a significant change in their management arrangements**, they shall consult with affected tenants in a fair, timely, appropriate and effective manner.

Registered providers shall set out the proposals clearly and in an appropriate amount of detail and shall set out any actual or potential advantages and

disadvantages (including costs) to tenants in the immediate and longer term. Registered providers must be able to demonstrate to affected tenants how they have taken the outcome of the consultation into account when reaching a decision.

2.2.4 Registered providers shall **consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny** of the organisation's housing management service."

Note:

The remainder of the TIE standard refers to management of customer access, complaints and equalities, all of which are cross cutting to other regulatory standards.

APPENDIX TWO

LMH Menu of Involvement Framework

1. Review

By shaping customer communication, LMH ensures information in customer facing publications, including the annual tenants report, quarterly e-newsletter, social media and website content is understood by tenants.

An **Editorial Panel** will support this customer focus. This will be convened at the request of the Communications Team and can be pre-planned. The Customer Involvement Team will recruit and bring together customers to meet the Communications Team and other teams involved in customer communications.

By understanding customer needs through comments, LMH can improve customer satisfaction, shape services and meet regulatory requirements to receive suggestions to improve performance.

LMH hear comments from customers at our customer service centre, through complaints and compliments, through our front-line teams and our STAR and other post-service surveys.

1.1 Annual Report to Tenants

Every year, LMH provides an Annual Report to Tenants. It looks back at the achievements in the previous year, against promises and priorities in the previous annual report. It looks forward and considers customer feedback and change. It sets out LMH priorities for achievement in the following year.

The report is available on line to all tenants where we hold an email address, linking to LMH website with copies available in offices and sheltered schemes.

Within LMH, the Communications Team lead and collaborate with the Business Support Team on the production of the annual report to tenants.

1.2 'My LMH' Newsletter

Within LMH, the Communications Team lead the production of the newsletter, with support from the Customer Involvement Team.

1.3 Social Media and the LMH Website

LMH uses the website, Twitter and Facebook to communicate information about involvement events, messages to customers about services and to gain feedback. Within LMH, the Communications Team lead the website content. This will include headline consumer and customer involvement performance and invite commentary from customers.

Actions:

12	The Editorial Panel, will support the development of the LMH annual report, newsletter and review of information on LMH website/social media.
13	The Customer Involvement Team will recruit and support the Editorial Panel to engage and shape customer publications and information.
14	The LMH newsletter and/or the website will share performance data, inviting comments from customers on improvement from customers.

2. Comment

From these, LMH get an early indication of the quality of LMH policies and procedures, when put into practice and what needs improving. LMH customer insight clarifies needs, expectations and aspirations. This supports LMH to inform, change and refine services.

2.1 Reactive Comments made by Customers

LMH gather information on service quality and what is important in the delivery of services.

The Customer Service Team and the Business Support Team **relay comments/complaints/compliments to the service manager**. A decision can be made jointly on any customer service review or further investigation through this strategy, as a result of comments received. LMH has a regulatory requirement to support customer monitoring of service standards.

LMH has a separate **Complaints Policy** to gather the views of customers. Where a customer has provided negative feedback, LMH will contact them to thank them for their opinion and let them know what we have learnt and how this has helped to change or enhance future services.

We share information on complaints and compliments with SLOC in a quarterly report this includes :

- ✓ Type of complaints reported and volume
- ✓ Stages which complaints reached and the timescales against targets
- ✓ Lessons learned and service changes as a result

We share our complaints in LMH's Annual Report

Actions:

15	The Customer Involvement Team can support service managers by bringing together tenants in a task and finish project, to review the service/policy or procedure etc. requiring change. (see 4.5)
16	The Customer Involvement Team and the Customer Service Centre are a key source of customer liaison; they will identify and encourage more customers to volunteer on the LMH Customer Voice Database.

2.2 Proactive Comments

LMH will be more proactive in seeking customer comment.

LMH believe social media and surveys can attract involvement from diverse customers, including the traditionally hard-to-reach younger people and homebound customers. Involvement and consultation can be promoted through visual content, graphics and videos in a customer friendly manner.

Information can be shared about anything LMH want to promote, from events and consultations, to service delivery systems, regeneration projects and even as a form of customer involvement on policy, performance and strategy issues.

2.2.1 Social Media

This is a growing and largely untapped approach to involvement. LMH recognise that **texting** to mobile devices and **social media** can reach large numbers of customers very quickly. This too will support the voice of diverse customers.

Using smartphones, customers can complete surveys quickly and anonymously. They can do the same in the presence of an officer on a tablet/device (post repairs surveys are a good example of this).

Social media's reach is huge. Social Media can reach large numbers of customers very quickly by simply asking for the subject area. What is good about this service? What needs improving?

Instant feedback and assurance might also include, for example, encouraging pictures to be taken post repair or communal service completion.

2.2.2 Surveys

These have the potential to target and reach many customers to gather opinion. Surveys can be on line, by phone and/or through social media/website.

Customer surveys are widely used at LMH to measure how well services are being delivered. LMH gather customer satisfaction:

- ✓ through our STAR satisfaction survey
- ✓ through post service satisfaction surveys on repairs or nuisance

Our Business Support Team share results, of customer surveys, with the service manager mutually agreeing action plans for improvement.

In the same way, managers wishing to gain more customer opinion on a service may invite customers to undertake a survey. Support for this to ensure quality of survey will be available to service managers from the Business Support Team.

If appropriate and within budget, incentives such as prize draws to encourage feedback will be used.

Actions:

17	LMH will review usage of technology for surveys to maximise opportunities to act on instant commentary. Involvement and consultation will be promoted through visual content, graphics and videos in a customer friendly manner.
18	Comments from surveys will be reviewed at team meetings, actioned. Customers will be informed of changes in service, as a result of their comments.
19	Service managers will work with the performance experts to construct short surveys which are targeted at customer views rather than scored. Results will include narrative which display customer opinion.

3. Connect

LMH undertake a series of events in LMH neighbourhoods, with local stakeholders and partners, for example: Impact days, Picnic in the Park and local events.

LMH will consider how to enhance conversations with customers, collect survey results, increase customers' participating in the Customer Voice, record feedback and outcomes from these events.

LMH digital exhibition vehicle will be used where appropriate as a mobile base for community consultation events.

3.1 Community Impact Days

LMH develops an annual programme of impact days in neighbourhoods with partners. For example these may be fun based activities or environmental clean ups.

3.2 Picnic in the Park

LMH delivers an annual free picnic in the park for LMH customers and the wider community. It is an outdoor engagement event that enables LMH to gather views from families and single people who live in our homes and communities, who generally don't engage in other forums but will come along to this fun event.

3.3 Local Events

Local consultation or partnership events provide LMH with instant feedback which enables LMH to identify and act swiftly to resolve any issues in an area.

LMH supports events which enable the community to get together in neighbourhoods which helps LMH and its partners to address the issues of LMH

customers and the community. Multiple customers with a concern about their neighbourhood/block of flats may be approached to participate in this type of one-off event.

Action:

20	LMH will be proactive and consider opportunities to gather customer opinion, connect on service issues and invite views about how LMH /partners could improve at Community Impact Days, Picnic in the Park and Local events.
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4. Influence

LMH value the time given by customers who volunteer regularly and will continue to engage with these formal panels, as follows:

4.1 Community Initiatives Fund (CIF), North and South Panels

The Panels of tenants and officers assess CIF applications (in the south and north of Liverpool) for community projects. Community projects support LMH to tackle local priorities, with local partners. Joint working between customers and staff ensures funding is linked to the delivery of LMH Corporate Plan and the Community Regeneration strategy priorities and objectives.

Examples of approved funding include:

- ✓ Projects reducing social isolation
- ✓ Initiatives to tackle enhanced community safety
- ✓ Activities for young people
- ✓ Financial or Digital Inclusion Initiatives
- ✓ Improving Health and wellbeing
- ✓ Access to employment or Training

4.2 Leaseholder Forum

LMH will set up formal engagement with Leaseholders to discuss issues pertinent to the quality of their services and the setting of service charges. Through this Forum, LMH will encourage Leaseholders to take an active role in monitoring the standards of service received where there is no other group considering these matters.

The matters discussed will be for leaseholders only with other panels dealing with wider service issues. Leaseholders are also encouraged to participate in our other ways to get involved.

This Forum may be on line, or a meeting.

Actions:

21	LMH will set up a Leaseholder Forum to engage on matters specific to Leaseholders.
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4.3 Positive Peoples' Platform (PPP)

LMH's PPP is the sheltered housing schemes focus group with representatives from all seventeen schemes. They discuss issues relevant to residents living in the schemes and give their views on LMH services.

The PPP has supported LMH to deliver initiatives to combat loneliness including social trips, the development of social committees, gardening projects, health and wellbeing initiatives.

4.4 Tenant and Resident Associations (TARA)

LMH supports the set-up TARAs with training and development and where possible providing meeting spaces for meetings and other events.

LMH supports TARAs to seek to remove barriers for customers through initiatives which support digital inclusion and economic inclusion.

For example, LMH support TARAs:

- ✓ With small grants to run their local centre and expenses for activities
- ✓ To access CIF grants.
- ✓ To run digital hubs to support local people into work/further education/training:
 - Offer basic training on getting on line and applying for bank accounts
 - Pulling together a CV
 - Interview skills
 - Job search and support
 - Accredited qualifications, for example Microsoft qualifications

LMH will draw on this local knowledge and invite TARAs to support them to give and gather comments to support wider community engagement.

Actions:

22	LMH will invite TARAs for commentary on policies/services/standards monitoring and make requests for TARAs to capture and feedback on the views from their community and will update the TARA constitution accordingly.
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4.5 Task and Finish Focus Projects

LMH task and finish projects will provide scrutiny of LMH services and forward plans.

A diverse group of customers from the Customer Voice who have recently accessed a service, or are on the waiting list for a service, will help us understand their experiences.

The project will generally be focussed on raising customer satisfaction of services, but might also be used to improve efficiency, develop new or existing

policies, review performance, enhance service standards, support the development of new services, or simply check that standards and promises are being met.

The LMH service manager will generally invite up to eight-ten customers from the Customer Voice for the project. In the build up to full delivery of our new strategy, we will use a mix of the skills of newly and at least one existing involved customer to ensure we are able to test and deliver this strategy.

Task and finish scrutiny groups on specific services may be:

- a) Face to face meetings of six to eight people
- b) E-commentary, eg on line forums or direct comments
- c) Tenant Inspector projects
- d) LMH may also use larger scale task and finish meetings, for example to test compliance with standards

a) Face to Face Task and Finish Groups

A typical approach for **meetings** might be one full day, or two -three separate one to two-hour meetings as follows:

- ✓ **Meeting One**, where the existing policy/promise/service/performance is explained, including any transactional data, performance data/trends, service promises/local offers and any emerging drivers/changes which are driving the project.
- ✓ **Meeting Two**, where opinions are discussed focussed on improvement. This may include discussions of any supplementary surveys which have been undertaken of customer opinions on the current service.
This might follow on, on the same day as meeting one.
- ✓ **Meeting Three**, where the service manager will discuss the changes summarised and the result of customer opinions.
This might follow on, on the same day as meeting two.

b) E Voice Task and Finish Groups

On-line forums are an area for development for LMH. The use of this methodology and available technology will be investigated,

On line task and finish groups can usefully draw in comments from interested customers and enable LMH to efficiently share back with those who have commented, the results of their influence.

LMH may decide to use the website or social media to instigate a closed on-line forum to encourage customer influence.

The opportunity to influence will be open for a specified period. LMH will target recruitment from the Customer Voice.

LMH may additionally invite on-line commentary on specific equality issues. For example, TARDIS (Tenants and Residents Disabled in Society) an independent disability group, may be invited to support LMH in reviewing the adaptations policy.

Action:

23	LMH will investigate their technology to set up closed online forums.
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c) Tenant Inspectors

Tenant Inspectors can offer practical support to LMH to reality check the services delivered and suggest areas for improved performance.

SLOC may commission the support of task and finish groups of tenant inspectors to scrutinise services from a customer perspective if performance concerns emerge or to give assurance in the delivery of consumer standards and services.

LMH staff may request tenant inspectors to support their own service reviews.

d) Large Scale Task and Finish Groups

LMH may use larger scale consultation with many of their involved customers on the same basis as face to face task and finish projects. This requires a large space to enable consultation on specific or multiple issues. For example:

LMH may use this method to check that Consumer Standard promises are being met, in one meeting.

Results of agreed actions will be fed back by mail/email/social media/website to those participating.

5. Decide

LMH is a tenant led, mutual housing association. Tenants are in the majority on SLOC and decide the delivery of LMH services in partnership with us:

5.1 Social Landlord Operations Committee (SLOC)

LMH's SLOC ensures Board assurance on matters of compliance and delivery of operational standards and promises.

SLOC has a majority of LMH customers on the Committee. Some SLOC members are also LMH Group Board members.

SLOC will oversee high level customer consultation related to regulatory obligations, including:

- ✓ change of landlord
- ✓ changes to governance which impact on the customer
- ✓ significant management changes
- ✓ stock disposal

SLOC will then report to the Board, who will consider the consultation results in making their final decision.

SLOC is the Committee which considers quality benchmarking of operational services impacting on the customer.

SLOC receives service reports on individual services for annual review. Service reports are accompanied by an action plan to further adapt and improve services. Annual report subjects include: equalities, complaints, anti-social behaviour, repairs and investment.

SLOC will challenge and review the comments in all reports and may reject consideration of reports where they feel there has been insufficient customer review, comment, connection or influence to agree the recommendations.

The outcomes and influence from customer involvement will be recorded and reported for all reports which come before this Committee.

Actions:

24	The outcomes and influence from customer involvement will be recorded and reported in all reports to SLOC as standard, including: <ul style="list-style-type: none">✓ the timescale for customer consultation✓ the methodology for engaging customers✓ the number of customers who commented✓ how feedback influenced the development of the report✓ examples of any changes as a result of customer engagement✓ suggestions which LMH feel unable to implement and why
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5.2 LMH Shareholders

LMH is committed to ensuring that all of its tenants and leaseholders have a say in how it moves forward. An integral part of this vision is LMH open membership shareholder scheme.

LMH encourage every tenant or leaseholder to purchase one share at a cost of £1 and have a say in important decisions on how LMH is run. LMH is a non-profit making charitable organisation, so shareholders do not receive any dividends for their share

Constitutional changes can only be made with the approval of LMHshareholders who are entitled to attend Annual and Special General Meetings, approve annual reports and accounts, vote on the election of LMH Board Members and agree changes to the Rules of the Association.

5.3 Tenant Management

LMH will consider such requests under the regulatory standard, when approached by a representative group of tenants.

The formation of tenant management organisations allows groups of tenants to take over a small suite or full range of services from their landlord. This requires intensive commitment by residents to manage functions in the place of their landlord.

5.4 Tenant Involvement in repair services, such as Commissioning repairs and sharing in saving made (tenant cashback)

LMH will consider such requests under the regulatory standard.

Tenants may offer to complete their own low-level repairs, in return for rent reduction or annual rebates on their rent. LMH are open to approaches from significant numbers of tenants which all trigger a review of the value/costs of their proposal by LMH.
