



Following feedback we have received from leaseholders, Monmouthshire Housing Association will be sending all leaseholders an annual newsletter with your service charge bill. We will be doing this to ensure that you are kept informed about changes that may be occurring, to let you know what we have been doing in the previous year and to inform you of what we are planning for the future.

What have we been up to?

During the past year we have been working with our Tenant Scrutiny Panel to carry out a full review of our leaseholder service. This review involved leaseholders, alongside the tenants who make up the Scrutiny Panel, and looked at all areas of the service MHA provides. As part of the review a focus group containing only leaseholders has been set up and a survey was carried out to get some feedback from you.

As a result of the review we now have some recommendations from the panel about improvements that we could make to the leaseholder service. We will be looking at all of these recommendations in the coming months.

Some of the changes we have made so far include:

- Updated our contact details on the leasehold section of our website so that all enquiries are directed to our Customer Service team. This means that there is one central point of contact which makes it easier for you.

- Set up a Leaseholder Focus Group where we consulted leaseholders about the service during the review. We will be holding Leaseholder Focus Groups in the future so look out for details on our website **www.monmouthshirehousing.co.uk**
- Set up a Leaseholder Facebook page where you can join in discussions. If you would like to become part of the group, please let us know.
- Updated our website so that you can pay your service charge via the 'Leaseholder' section.
- Become part of a group of housing associations where our Service Charge and Leasehold Officer attends quarterly meetings to discuss and share best practice and experience.

In addition we entered into new contracts for communal cleaning, both internal and external, and grounds maintenance which started in June 2019 and August 2019 respectively.

What about next year?

Over the next year we will be busy looking at other ways that we can improve the service that we offer to you.

Some of the things we've got planned include:

- Reviewing and updating our leaseholder management policy.
- Planning and carrying out a leaseholder satisfaction survey. We are planning on doing this bi-annually when we send out your service charge bill. We will then share the results of the survey with you and advise of what we will be doing as a result.
- Reviewing the content in our leaseholder handbook to bring it up to date to include additional information that you may find useful.
- Incorporating a 'Frequently Asked Questions' section into the leaseholder section of the website.
- Updating your contact preferences to ensure that we communicate with you in a way that is convenient to you.
- To comply with data protection regulations, we will be setting up passwords on all leaseholder accounts to ensure that they are secure.

We have lots to get through over the next year and we look forward to keeping you up to date on progress. In the meantime, if you have any questions or queries please contact Toby Wales on **0345 677 2277** or email **toby.wales@monmouthshirehousing.co.uk**