

**Our ref:** SIP January 2011

**Your ref:**

**Please ask for:** Homeownership

**Telephone:** 01253 477906

18 January 2011

Dear

**Re: Homeownership Service Improvement Panel – re-arranged date**  
**Date: 19<sup>th</sup> January 2011 Time: 3.30pm**  
**Place: Coastal House, 17 – 19 Abingdon Street, Blackpool, FY1 1DG**

Tea & Coffee will be provided.

The objectives of the Service Improvement Panel meetings are to monitor the performance of BCH Homeownership and help identify and introduce value for money improvements. The meetings are not meant to act as a forum for individual complaints, although issues which affect your block or your estate can be raised at the end of the meetings during any other business and will be referred to the area of Blackpool Coastal Housing responsible. If you do have an individual issue you wish to discuss with Homeownership please contact us and we can arrange a private meeting.

A proposed agenda is attached, if you wish to have a topic added for discussion please contact me as soon as possible.

If you wish to attend please contact Homeownership and we will provide you with a copy of the previous minutes and copies of the documents to be discussed. These are also available to download from our web site

If you require transport please contact Homeownership 01253 477984.

Yours sincerely,

Mrs M Olley  
Homeownership Manager

## **AGENDA - Homeownership Service Improvement Panel**

- Health & Safety
- Minutes from last meeting and matters arising. Objectives of Improvement Panel agreement.
- Performance  
Summary of performance - report for discussion.
- Update on Customer Involvement Awards.
- Section 20 Notice of re-tender of contract for Grounds Maintenance, Block & Window cleaning & Caretaking services.
- Benefit News.
- AOB
- Dates of next meeting - Leaseholders are invited to suggest suitable dates and locations so that the opportunity to attend is available to the widest possible number of Leaseholders.
  - April 2011
  - July 2011