Help us to improve our services to council leaseholders.

We are looking for leaseholders to join a service improvement group which looks in detail at the work of the various teams who provide services to council leaseholders and others who pay service charges to the council.

Members of this group work with senior council officers and service partners to discuss current performance and think about how services can be improved. The group considers the full range of services provided to council leaseholders including;

- the administration and collection of service charges, ground rent and charges for maintenance and improvement works
- support and advice relating to service charge bills and statements
- advice and collection of service charge arrears
- signposting those experiencing financial difficulties to support agencies
- administration of the leaseholders insurance scheme
- provision and management of major works to leasehold properties
- issuing section 20 notices relating to major works to leasehold properties.

In addition members of the group work with senior officers to plan and develop any leaseholder surveys or mystery shopping exercises relating to the leasehold services team. The group also analyses the results from this work and identifies areas for improvement.

If you are interested in joining this interesting group we would like to hear from you. You don’t need any previous experience or knowledge – just an interest in improving leaseholder services and making Croydon a better place for everyone. When you contact us, we will explain then how the group works, answer any questions you may have and discuss any training you feel you may need.

The group is part of the formal resident involvement framework and has a ‘terms of reference’ setting out how the group operates. Residents are asked to apply for membership as meetings are not open to all. Members will be asked to make time to look at any information sent out in advance of meetings and commit to regular attendance. It is expected that there will be no more than four meetings a year and these will usually happen in the evening, in central Croydon.

If you are interested in becoming a member, or would like more information, please contact one of the resident involvement team on 020 8726 6100 or email us at getinvolved@croydon.gov.uk.