



Asset Management Panel

What we do

Tenants work in partnership with the Property Services Team to improve service standards for customers and are consulted on repairs and maintenance related issues.

What we expect from our members

Attendance at meetings every **six** weeks.

Examples of recent activities include:

- Work on contractor interviews and appraisals making sure companies that carry out repairs for LHT are of a good standard and perform effectively.
- Contribute to reviewing relevant policies that affect how the repairs service is delivered
- Decide on areas of LHT services that should be inspected.
- See how well LHT's repairs service is performing and make recommendations to the Property Services Team, if necessary.
- Work on Project Groups to improve LHT to improve specific parts of the repairs service.

“AMP has been a key part of LHT’s drive to consult with tenants on repairs and maintenance issues and has demonstrated how working together can improve the services LHT offers to its tenants”

Alan Brown – Chair AMP

More information

If you want more information, please contact us at LHTNorthResidentInvolvementTeam@symphonyhousing.org.uk or by phoning the Customer Service Centre on 0300 555 0131.

