

EastendHomes

PETITIONS POLICY

1. STATEMENT OF INTENT

- 1.1 EastendHomes will formally respond to petitioners and investigate issues raised taking action as appropriate including review of procedures and services provided.
- 1.2 Local Boards will be notified of any petitions, where they are responsible for the provision of services to their estates.

2. DETAIL

- 2.1 EastendHomes will only accept for consideration petitions signed by 10 tenants or leaseholders from the Estate.
- 2.2 All sheets of signatories to a petition must be clearly headed with the matter being petitioned on.
- 2.3 EastendHomes must receive original copies of a petition for it to be considered.
- 2.4 Lead petitioners will be informed within 10 working days of receipt if petitions are not acceptable.
- 2.5 All petitions will be logged and their progress monitored.
- 2.6 A summary of any accepted petitions, their outcomes and proposed resulting action will be reported to the next appropriate meeting of the local board or where appropriate to the main board of EastendHomes.
- 2.7 Following consideration by the Board the lead petitioner will be contacted and advised of the outcome of the petition and proposed action.
- 2.8 EastendHomes will liaise with other agencies, e.g. the Police or the Council, where their involvement is necessary to resolve the issue or to direct resources.