How meetings are run

- Agendas will be agreed with the Chair and uploaded to this page a week before the meeting.
- Where possible items on the agenda will be timed.
- An appointment must be booked to ensure adequate staff is available to discuss individual issues during the half-hour before the meeting.
- If you have an issue, fill out an issue form before or during the meeting so that HOST can formally record the issue. You can download the Issue form by using the link on the right.
- The issue form will be dated and signed by the leaseholder and staff member.
- The leaseholder will have a copy of the issue form - which states when and how the leaseholder will be contacted with a response to their enquiry.
- A list of individual issues raised (minus the full address) and the outcome/progress will be published with each set of leaseholder forum minutes.
- Please contact the Home Ownership Services Team, within reasonable time before the meeting, if you require information that needs to be prepared in advance.

Issue forms have been implemented for the following reasons:

- To deal with individually raised issues, this will provide the Leasehold Service with adequate time to respond to the issues.
- Other attendees have informed SBC that they are not interested in individual issues, which take over the meetings.
- There is not enough time to listen to individual issues.
- Issues raised will also enable us to set future agendas.
- Because your views are important to us.