APPENDIX

Workplan for Service Charter Review

19TH OCTOBER 2007	Identify all service Charters to be reviewed. Identify any new Service Charters which need to be developed.
	Identify Service Managers who need to be involved in review of Service Charters.
	Identify tenants and leaseholders, employees and other key stakeholders to be involved in consultation event, including representatives from themed forums.
	Identify venue and resources required for stakeholder event.
11TH NOVEMBER 2007	Managers undertake desktop review of Service Charters.
	Marketing to develop a range of housestyles for Service Standards production to inform basis for consultation.
NOVEMBER 2007 - STAKEHOLDER EVENT AND AFTER	Hold stakeholder event, as series of workshop style events with participants being able to choose from a range of workshops to participate in.
	Agree housestyle for leaflets and Service Charters.
	Draft Service Charters developed from consultation event
DATE OF TLC AND AFTER	Draft Service Charters presented to Forums and TLC for approval.
	Final versions to plain English and then print and launched to tenants and leaseholders generally.
	Marketing to arrange publicity for launch of new Service Charters