

Date 24 June 2013

Your reference

Our reference HASC/LS/GL

Enquiries to Geraldine Littlechild

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Hi

Myself and my colleague Cheree Collins are currently looking at the information available for leaseholders on Camden's website.

We want to improve the quality of information available and would like to establish a small focus group of leaseholders to help us with this. It won't be necessary to attend meetings but will involve looking at our website and reviewing draft information which we'll send to you by email in short bursts.

We think you can help us by telling us:

- What you think of the information currently available. Is it easy to find? Is it easy to understand?
- What's missing? Should we include any other information? For example: more detail about how service charges are calculated and a plain English explanation of your lease.
- How should we prioritise the information that's on our website? We want to make sure the most useful pieces of information are easily accessible.

We've been looking at other websites to establish different layouts for you to look at and tell us which you prefer.

If you're interested in helping us and can spare some time over the next 3-4 months we'd be pleased to hear from you. We want to get started within the next 2 weeks so if you want to participate please confirm by emailing leaseholderservices@camden.gov.uk and include your full name and leasehold property address. Please mark your email for the attention of Geraldine Littlechild and place 'Website Review' in the subject heading.

We look forward to hearing from you.
Many thanks.

Geraldine Littlechild
Finance & Income Manager

Cheree Collins
Project Officer