

Leaseholder Services Working Group Report, May 2024

Items actively being pursued:

1. Results of the Leaseholder telephone survey that took place in February. No update according to the most recent report but update from Camden's Simon Rathborne may be provided before the Annual Meeting. If so, Carolyn Morgan will provide a verbal update.
2. Details of the IT project that Sean Scott mentioned at the March CLF and the implications for the correspondence management system. Meeting has taken place between Billy Byatt and Camden representatives. Report provided to Annual Meeting.
3. Output from the leaseholder service redesign project which CLF participated in on 1 Feb, 2024.
4. Justification for a c70% increase in buildings insurance costs recharged to leaseholders over the last two years. The matter has generated a Q & A between CLF and Camden's Simon Roberson.

Carolyn Morgan, with Update by Patrick Hagopian, May 19, 2024