

Appendix 5

Dear Councillor

**RE: Local and Mayoral elections 2018**

I am writing concerning the forthcoming Local and Mayoral elections due to be held on 3<sup>rd</sup> May next year.

As we approach the pre-election period, there will be an expected increase in campaigning activity across the borough. During this time, we are conscious that the number of enquiries relating to our tenants and leaseholders is likely to rise as Members and candidates meet with local residents. We are keen to maintain a high level of responsiveness and should like to request your help in making sure we are able to do so.

The Members' Enquiry (ME) procedure, which forms part of the Member/Officer Relations Protocol, provides a framework which allows us to record and track enquiries to ensure Members are well served. This system is designed to ensure all Members can be assisted equitably and effectively in their casework, with high quality responses provided in a timely manner. On this basis I ask you to please use the ME system for all your enquiries.

To support us in providing a responsive service to residents, we would also ask Members to direct residents to make service requests where they have not already done so, before choosing to raise a ME. This will allow us to respond and address issues much sooner based on the relevant standards.

Social media enquiries will be fed into the regular Member Enquiry process. Social media enquiries with incomplete information will take longer to resolve. Personal information should not be relayed via social media.

We recognise that we may also receive additional requests from Members to accompany staff during visits to constituents. In normal circumstances, we do not have the resources to provide this level of support to all Members. Were it to be a request that we could support, such as an estate inspection, in the run to an election we would expect also to invite all Ward Members and possibly others to ensure being seen as even handed. We have a schedule of regular estate inspections and Ward Councillors and residents are welcome to participate.

To supplement the guidance issued by LBTH, we have developed a short guide to support Members in raising enquiries with THH on behalf of tenants and leaseholders. Please find included with this letter.

Yours sincerely,

[This draft letter is subject to amendment and consultation with LBTH's Corporate Director]