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A MESSAGE FROM YOUR LANDLORD

Hello again. This month we're looking at Residents' Associations: what they are, what they are intended for, and why we value them. We also look at how your feedback has brought our senior team closer to your communities.

WHY A RESIDENTS' ASSOCIATION MATTERS

We have recently been asked why we have Residents' Associations in our communities and if this means homeowners can no longer contact their landlord, so we thought it would be useful to share a short summary on this.

A Residents' Association gives homeowners and residents a shared, organised voice. Individually, it can be hard to raise concerns, influence decisions or keep track of what's happening across a development. Together, residents can raise issues constructively, share ideas and work with us and the managing agent on what matters most, from service charges and maintenance to communal spaces and social activities.

A Residents' Association can be formally recognised when it is set up and runs in line with its constitution. Once recognised, it gains formal rights, including the right to be consulted on major works and to request service charge information, so residents can take part in decisions early. A good association builds community too: it welcomes new residents, brings neighbours together and makes sure a wide range of views are heard, including from those who might not otherwise speak up. Every homeowner in a community with a Residents' Association is automatically a member.

It helps to know what a Residents' Association can and can't do, so everyone has the right expectations from the start.

A RESIDENTS' ASSOCIATION'S ROLE:

- / Gather and share homeowner views
- / Raise issues affecting the wider community
- / Meet with us and FirstPort
- / Once recognised, ask for service charge information and be consulted on major works

WHAT SITS WITH US AND FIRSTPORT:

- / Landlord decisions
- / Instructing contractors or FirstPort
- / Setting or changing service charges
- / Handling complaints and personal matters, unless you've asked your Residents' Association to act for you

If you have a personal concern, contacting us directly is usually the quickest way to get it resolved.

WHY WE VALUE THEM

At AHCL, we value Residents' Associations as much as homeowners do, which is why we helped set up the associations running across our developments today. An active, representative association gives us a clear, balanced picture of what members think, not just the loudest voices. That helps us spot issues early, test ideas and make better decisions about services and spending. When it is open, inclusive and run in line with a clear code of conduct, it becomes a trusted partner that helps hold everyone, including us, to account.

Whether you'd like to join the committee, come along to a meeting or simply stay informed, getting involved is one of the best ways to have a say in your community.

Check your Residents' Association noticeboard for details of committee members and the constitution.

YOU SAID, WE DID

Your feedback made it clear how much you value direct contact with our senior team. Recently, Tony Spotswood (Chairman) and David Hines (Chief Executive Officer) met the Residents' Association Committee at Chapters to hear first-hand what matters most to homeowners. They also visited Esprit to support homeowners as they discuss forming a new Residents' Association.

Tony and David look forward to more visits like these, getting to know our communities and the people who make them special.



Tony Spotswood
Chairman



David Hines
Chief Executive Officer

If you'd like to get in touch, please email us at AHCL.landlord@ahh.org.uk

You can also speak to your on-site community team, who will be happy to assist you in contacting us.