

TOWER HAMLETS COMMUNITY HOUSING

Members Enquiries - Policy

1. Statement of intent

- 1.1 THCH recognises the important role played by our Board members and elected representatives in advocating on behalf of their constituency.
- 1.2 Members enquiries will be replied to within 10 working days of receipt at THCH.
- 1.3 THCH will monitor the quality of our responses, the content of enquiries and our performance against the established timescale

2. Guidance

2.1 This policy includes enquiries from

- 2.1.1 THCH Board Members,
- 2.1.2 co-opted members of THCH Committees
- 2.1.3 members of the THCH Joint Area Resident Board
- 2.1.4 Members of Parliament for Tower Hamlets constituencies,
- 2.1.5 the Member of the European Parliament for Tower Hamlets,
- 2.1.6 Ministers of the Crown,
- 2.1.7 members of the Greater London Authority for Tower Hamlets,
- 2.1.8 the Mayor of London's Office
- 2.1.9 the Mayor of Tower Hamlets' Office
- 2.1.10 members of the Council of the London Borough of Tower Hamlets.

2.2 In circumstances when more detailed investigation is required a holding reply will be sent within 5 days of receipt and the enquiry response made within a further 15 working days.

2.3 This policy does not apply to matters specific to the individual member.

2.4 This policy will be reviewed every three years