

EastendHomes

PETITIONS POLICY

1. STATEMENT OF INTENT

- 1.1 EastendHomes will formally respond to (paper) petitions and e-petitions received, investigate issues raised and take appropriate action, including review of procedures and services provided.

2. DETAIL

- 2.1 Only petitions signed by ten or more tenants, leaseholders or freeholders who pay for estate services, and who are from an EastendHomes estate and that is addressed directly to the Association, will be considered as a petition under the terms of this Policy.
- 2.2 Petitioners must provide their name, home address and, if available, email address on the petition or e-petition. Signatories from the same address or duplicate signatories will only be accepted once.
- 2.3 EastendHomes will not accept under the terms of this policy a paper or e-petition that:
- asks the Association to consider something which is outside its remit or responsibility (for example, matters which are the responsibility of central government or a local authority),
 - is not the appropriate channel for raising an issue - for example, a complaint (since there is a separate procedure for this),
 - includes information which may be protected by a legal restriction, including an injunction or court order to be disclosed,
 - includes content which is potentially libellous or false,
 - includes material which is potentially confidential, commercially sensitive, or which may cause personal distress or loss to an individual,
 - includes language which is offensive, intemperate, or provocative. This not only includes obvious swear words and insults, but any language to which people reading it could reasonably take offence,
 - includes the names of individuals, or information by which they may be identified,

- includes statements which amount to advertising,
 - are a joke or include nonsense content.
- 2.4 All pages of signatories to a petition must be clearly headed with the matter being petitioned on.
- 2.5 EastendHomes must receive the original petition or an electronic copy of an e-petition for it to be considered.
- 2.6 The first signatory will be taken to be the lead petitioner unless the original petition identifies another signatory as such.
- 2.7 Petitions will be acknowledged to the lead petitioner within five working days of receipt.
- 2.8 Where the petition does not meet the criteria for consideration under the terms of this Policy, the lead petitioner will be informed within fifteen working days of the initial receipt.
- 2.9 A response detailing the lead officer and proposed timescale for a full response to the petition will be sent out within fifteen working days of initial receipt. A summary of all petitions received and responses sent will be presented to Service Review Committee.
- 2.10 All petitions will be logged in a central register and their progress monitored.
- 2.11 Responses to petitions will be communicated to the lead petitioner only. Other methods of communication may be considered as appropriate.
- 2.12 If a lead petitioner is dissatisfied with how their petition is dealt with they may appeal to the Managing Director. An appeal can only request a review of the process and not the decision(s) or outcome(s) of the petition. The lead petitioner must appeal in writing stating how they feel the petition was dealt with unsatisfactory.
- 2.13 The lead petitioner will be informed of the outcome of the appeal in writing within 10 working days of the appeal being received.
- 2.14 EastendHomes will liaise with other agencies, e.g. the Police or local authority, where their involvement is necessary to resolve the issue or to direct resources.