

**COMMUNICATIONS PLAN**

Implementation of New Leasehold Service Fees

	COMMUNICATION TYPE	AUDIENCE	TIMING	DISTRIBUTION	HOW
1	Briefing Document	Internal Staff	1 month & 2 weeks before implementation	Corporate Managers	Email Face to Face Briefings
2	Briefing Document	Members	1 month & 2 weeks before implementation	Member Briefings Committee Services	Email
3	Letter to Existing Leaseholders	Existing Leaseholders	1 week before implementation	Leaseholders Customer Services Team Corporate Managers	By Post and Email
4	Leaflet for New Prospective Leaseholders	New Prospective Leaseholders	On implementation date	Leaseholders Officers	Leaflet
5	Website	Leaseholders Public Members	On implementation date	Website	News article Specific section on website
6	Residents Newsletter	All tenants and leaseholders	Next and future editions	Tenants and Leaseholders	Post