

Information for leaseholders and shared owners

19: Getting involved

Thirteen is committed to involving customers to scrutinise services and performance, consult on policy and strategy development and provide assurance of compliance with the regulatory consumer standards to the Leadership Team and Board.

Thirteen has a Customer Involvement Framework which provides a flexible, adaptable, value for money approach designed to support the delivery of our Strategic Plan objectives, and business priorities.

There are a number of ways to get involved with shaping the services Thirteen offers. If you're interested in getting more involved please speak with your Leasehold Coordinator.

