

Resident involvement and liaison processes

As a young dynamic Consultancy, echelon offers solutions that not only meet our Client's aspirations, but are innovative in the market that we work.

The echelon team are passionate about delivering an excellent service and to continually improve and raise the quality of the core services that we and the Construction Industry offer to our Clients.

echelon are committed to involving Residents in all aspects of the services we provide.

We assist Clients by developing ways in which they can engage with their Residents to deliver services and products that meet their needs and aspirations and enable Clients to demonstrate to the Audit Commission that they have listened and consulted with a diverse customer base.

We offer a range of services to encourage and support Resident Involvement with a particular emphasis on end to end involvement in the Procurement, Implementation and delivery of Asset Management related projects.

- Facilitating Resident 'Hearts and Minds' Workshops
- Facilitating Scoping Workshops
- Supporting Resident Focus Groups
- Guiding and mentoring Residents through the Procurement Process
- Providing knowledge and support to Communication Groups
- Resident Inspector Training
- Providing access to all aspects of training.

In addition, we have developed a standardised approach to developing resident handbooks and resident liaison processes for the delivery of all construction and maintenance services.

Using proven techniques we are able to create bespoke solutions for clients based around best practice.



Facilitating a Resident's 'Hearts and Minds' Workshop

“ *Its great to see Residents are involved in procurement processes at the first stages and empowered to have their say and assist in providing much needed service improvements.* ”

Lesley Barnard, Standards Advisor

If you require any further information, please contact

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