



# Tenant Participation Compact



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This document is available in large print, Braille and other formats on request.

It is also available in other languages on request. Please telephone the Tenant Participation Team on 01530 454605 or e-mail [housing@nwleicestershire.gov.uk](mailto:housing@nwleicestershire.gov.uk).



## **Part One**

# **An Introduction to Tenant Participation**

**1.**

# Introduction

The Tenant Participation Compact (Compact) is a partnership agreement between North West Leicestershire District Council (the Council) and its tenants and leaseholders.

The Compact is a result of significant work undertaken by a group of volunteer tenants, leaseholders, elected Members and officers; the Tenant Participation Working Group. The group first met in April 2008 and through numerous meetings, consultation and working together the new Compact was developed. The Council recognises the valuable role that tenants and leaseholders play by getting involved and working to improve our day to day services; shaping the future of the housing landlord service.

There have been many positive and significant changes in our housing services since we first published our Tenants' Compact in 2001. The Compact was updated in 2007, however to reflect a number of changes and achievements, the Landlord felt it necessary to review the existing Compact to ensure that we build on its success. It must also be noted that one of the Housing Service Priorities for 2008-2009 is 'Putting tenants at the heart of the Service'.

The Compact reflects our joint commitment to:

- Improve the quality of our housing services
- Provide new and better opportunities for tenants and leaseholders to get involved in setting service standards, monitoring our performance and in making decisions
- Offer a choice of daytime or evening meetings to appeal to a wider audience
- Develop working relationships based on mutual trust and openness
- Work for the benefit of our local communities and encourage pride in the area
- What we want to achieve in the future by working with you and other partners

Our Compact aims to:

- Meet the needs and priorities of the Council's tenants and leaseholders
- Reflect local circumstances such as the current level of involvement in the Council's housing services
- Make sure that tenants and leaseholders are actively involved in aspects of the housing landlord service
- Tenant Participation at the heart of the housing landlord service.

The Compact is divided into three parts:

**Part One** An introduction to Tenant Participation including details of the ways to get involved, codes of conduct, training, budget and tenant expenses.

**Part Two** Achieving targets and monitoring our performance.

**Part Three** Setting objectives for the next four years.

At the end of the Compact you will find signatures of key partners, which shows a joint commitment to ensuring the success of the Compact.

The Compact has been compiled using the Core Standards as identified in the 'National Framework for Tenant Participation Compacts', Office of the Deputy Prime Minister (2005).



## Vision Statement

Developing and implementing our Tenant Participation Compact is closely linked to the Council's Vision for a healthy population with high levels of employment and a variety of quality housing across the district.

The Council's purpose is:

"To promote the social, environmental and economic well-being of the local community, and to tackle inequalities, through sustainable best value services provided by or for the Council, and through local leadership, working with and influencing partners to realise our vision for the district".

However, we asked our group of volunteers to compile a statement specifying their vision by the year 2015. The following statement is a composite of their visions:

*"By 2015 we would like to see eco friendly houses on safe and well maintained estates with activities catering for everyone regardless of ethnic origin, age or disability, resulting in thriving sustainable communities and safe environments".*

To this end we will be proactive in our partnership with tenants, leaseholders and other customers in delivering an excellent customer focused housing service that positively contributes to sustainable communities, where people want to live and have a good quality of life.

The Tenant Participation Key Objectives, which can be found on pages 4F - 4G clearly demonstrate our commitment to ensure that tenants and leaseholders are actively involved in all areas within the Housing Landlord Service.

## Equality and Diversity Statement

It is important that the Council addresses equality and diversity issues and it recognises that society is made up of diverse groups and individuals from different backgrounds, abilities and interests.

We will provide services that are appropriate, sensitive and accessible to everyone. This does not mean, however, treating everyone the same, as different groups and individuals have different needs.

The Council will not tolerate any form of prejudice, harassment or discrimination either directly or indirectly against people or community groups on the basis of their race, gender, age, sexual orientation, disability, religion or religious belief, ethnicity, national origin, marital status or political persuasion.

We are committed to working with partners and communities to promote good relations and to combat prejudice, discrimination, harassment and negative stereotyping.

We will ensure that the crucial links between equality and quality are reflected through our SMART Plans (Specific, Measureable, Attainable, Relevant, Targets) and our policies and strategies.

Anyone breaching the above statement will be advised that:

- Their behaviour or language is unacceptable
- They must apologise immediately for their offensive behaviour or comments
- If the behaviour occurs at any meeting and they do not apologise and their behaviour continues they will be asked to leave
- They will be contacted within one week and given the opportunity to apologise in writing before the next meeting. It will also be stipulated that they must attend Equality and Diversity training
- If they refuse to apologise or attend training, they will be excluded from all future meetings

By appreciating diversity and equality we aim to eliminate barriers creating an environment where people from different backgrounds can work together harmoniously.

## Your Legal Rights

North West Leicestershire District Council owns your homes and is therefore your landlord. This section tells you about your Legal rights as a tenant.

### Housing Act 1985 Section 105

This Act states that the landlord must provide basic information to its secure tenants who are likely to be substantially affected by a matter in relation to housing management. Such tenants must be:

- Informed of the Council's proposals in respect of the matter, and
- Given a specific period of time to make their views known to the Council

The landlord must take into consideration, before making a decision, any comments or representation.

The landlord must consult you about managing, maintaining, improving or demolishing your home. This excludes consulting you about rent charges and service charges. The Council will, however, consult with both tenants and leaseholders on how and when rent rises and services charges are administered.

We must also consult you if a new programme of maintenance, improvement, demolition or a change in the practice or policy of the Council is likely to substantially affect secure tenants either as a whole or a group who form a housing estate.





### **Local Government Act 1999, Part 1 Section 3**

This Act introduced the concept called 'Best Value', where an authority must continuously try to improve services by consulting with:

- Representatives of persons who use or are likely to use the services provided by the housing landlord (tenants and leaseholders);
- Listening to such representatives;
- Making changes to the service based on what has been learnt.

To check we are fulfilling this requirement the Audit Commission regularly inspects the housing landlord services. When the Council is inspected, you can play a part in the inspection process. Inspectors want to meet with tenants and leaseholders to find out if we work with you and ensure we achieve 'best value' in our services.

### **Freedom of Information Act 2000**

This Act allows any person to make a request for information to a public authority. The person must be informed in writing:

- Whether the public authority holds the information requested;
- To provide the information to the person

However, a person may be denied the information if it is deemed not to be in the public's interest to disclose such information.

### **Data Protection Act 1998**

A person is entitled:

- To be informed, if they are the data subject, whether personal data is being processed.
- If this is the case, details must be provided of:

- the personal data of which they are the subject
- the purposes for which it is being processed
- the recipients to whom the data may be disclosed.

### **Right to Manage**

The Housing (Right to Manage) Regulations 1994 allow tenants' or residents' organisations to set up Tenant Management Organisations and to take on the responsibility for the day-to-day management of their estates. Before deciding to manage their estate, tenants will need to make sure it is the best option for them and their neighbours. Tenants should discuss problems and ideas with the council early on and find out what other options may be available.

The Right to Manage involves an Initial Feasibility Study to prepare for the setting up of a Tenant Management Organisation. If tenants vote in favour, an Approved Agency will carry out a Full Feasibility Study. The Tenant Management Organisation, with the help of their Approved Agency, will list the responsibilities, management and maintenance of the properties within a management agreement. This may take up to two years and will involve intensive training. At the end of the process tenants will be asked to vote on whether to proceed with the management agreement.

The Council will still own the homes and remains the landlord, but the Tenant Management Organisation will become a partner with the Council in providing services to the local community.

If you would like more information about the Right to Manage, please contact the Tenant Participation Team on **01530 454605** or alternatively you can visit the websites for the Department of Communities and Local Government or the Housing Corporation.



# Resources for Tenant Involvement

The Council is committed to Tenant Participation and we show this commitment through allocating financial and staffing resources. There is a dedicated Tenant Participation budget and for the financial year 2008/2009 we have committed £20,000 to supporting tenant involvement.

## This is used for:

- A start up grant of £200 can be paid to a Tenant and Resident Association (Tenant and Resident Association); however they have to fulfil the recognised criteria (page 27).
- An annual grant of £200 can be paid to a Tenant and Resident Association; again they too have to fulfil the recognised criteria. These grants help to cover general costs i.e. stationery or accountant's charges.
- The Council will pay a 50% contribution towards gas and electricity costs where Tenant and Resident Associations use Council owned premises to hold their meetings. Any water charges for such buildings are paid for by the Council.
- In such buildings the Council's maintenance section will cover repair costs in relation to plumbing, electrical work and replacing broken windows. The Tenant and Resident Association must take out the appropriate insurance cover; however the Council will make a 50% contribution towards such costs.
- The Council will cover the cost of internal printing in relation to Tenant and Resident Association minutes, flyers, newsletters and posters.
- The Council will pay for taxis, other travel expenses and child care allowances (at an agreed rate) if you wish to attend a Tenant Participation meeting.

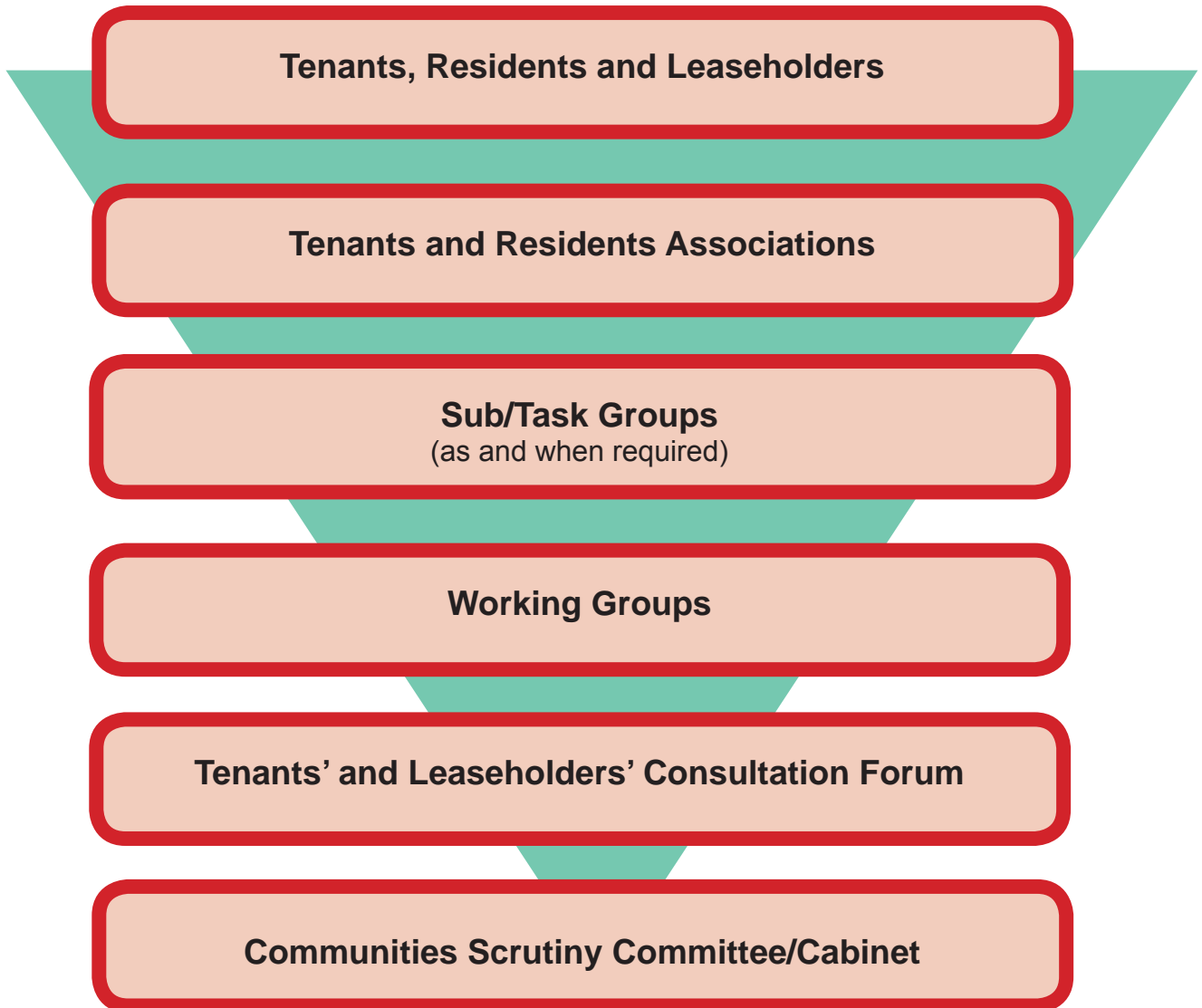
## Staffing resources include:

- Tenant Participation Officer - works across the District with tenants and leaseholders;
- Housing Officers - attend meetings, estate walkabouts and other events;
- Tenant Participation Manager – works on strategic Tenant Participation and attends meetings, when required;
- Senior Management Team and Head of Service - attend meetings where appropriate.

## External Funding

There are numerous external funding streams and recognised Tenants' and Residents' Association are encouraged to apply for such funding. The Tenant Participation Team will help complete funding applications and give advice to recognised Associations. Internal training is also available on obtaining a grant or other funding opportunities.

# Pyramid Diagram of Participation System



# How to get involved and influence your Housing Service

We will support and develop a range of opportunities and structures for involvement, but to ensure you get the best service you need to tell us about the things you want - the things we do right and the things we get wrong. How you get involved is up to you, but we want to hear from you and listen to what you have to say about the services you receive.

In addition to surveys and questionnaires, we have a formal Tenant Participation system that is designed to make sure that tenants and leaseholders are involved in all aspects of the decision making process. Meetings can be held during the day or evening, and we ask you about your other commitments. This will help to promote active participation across the whole community ensuring a wider audience. This is explained in more detail on pages 1H to 2I. However, not everyone wants to join formal structures so Tenant Participation is organised to give you lots of informal opportunities to get involved in ways that suit you. You can:

- write to us
- telephone us
- e-mail us
- fill in a complaint form
- fill in a compliment form
- visit the office
- take part in surveys
- 'have your say' – speak to us at fetes, fun days or conferences
- respond to questionnaires
- join in an estate walkabout with your housing officer and other tenants

These methods of involvement are just as important as attending meetings and may be more appropriate as they fit into your lifestyle.

To help you get involved we will:

- Provide taxis to meetings
- Pay other travel expenses
- Pay child care allowances (at an agreed rate)
- Give staff support.

We use various methods to promote Tenant Participation - website, flyers, newsletters; 'menu of involvement' form (completed at the tenant's sign-up appointment) and many more. We encourage tenants, at their first point of contact, to actively become involved in working with officers to improve the housing landlord service. Furthermore, we provide the necessary training, which empowers members to engage in active and meaningful participation.

If you would like any further information or would like to get involved, please contact the Tenant Participation Team on 01530 454605 or e-mail [housing@nwleicesteshire.gov.uk](mailto:housing@nwleicesteshire.gov.uk).

# The formal Tenant Participation Process

## Definitions Of Involvement

### Information

When we talk about information we mean:

- Informing tenants and other customers about the services that are available
- Informing tenants and other customers about the various options that are available as a part of the consultation process

Information is essential for consultation to be effective.

### Consultation

When we talk about consultation we mean:

- Seeking our tenants' and other customers' views about our proposals to improve services. We will listen to your views and then make a decision.

We will consider these views alongside other factors such as budget restrictions or legal obligations. However, if we are unable to use your ideas, we will explain why. Consultation is essential for participation to be effective.

### Participation

When we talk about participation we mean:

- Involving our tenants and other customers in decisions about their homes and communities, alongside elected members and managers within the Housing Division

### Monitoring and Review

When we talk about monitoring and review we mean:

- Asking tenants and other customers about the quality of the services they receive
- Reviewing those services with the assistance of tenants and other customers to make improvements.

The information received through monitoring and reviewing services, with tenants and other customers, provides important evidence in planning future service improvements.

### Working Together

When we talk about working together we mean:

- Interacting with our tenants and other customers in a creative and energetic atmosphere, to share and build on each others ideas and to develop new or enhanced ways of working.

Working together is the highest and most productive way of involving our tenants and other customers. By working together we are able to share ownership not only of the problem, but the solution. By working together we are able to create a true sense of partnership and of moving forward together.

# How to get involved

## - Our products

### Tenants' & Leaseholders' Consultation Forum

#### What it does

The Tenants' and Leaseholders' Consultation Forum (Forum) is the formal mechanism for involving elected representatives from all Tenant and Resident Associations across the District. The agenda is set by members and officers; however the Chairperson has to agree agenda items approximately ten days before the date of the meeting. The group meets on a monthly or bi-monthly basis and the meetings last for approximately two hours.

The Forum is responsible for recommending an appropriate course of action following previous consultations and monitoring of service delivery. Recommendations from the Forum are included in documentation taken to various Boards, including the Communities Scrutiny Committee and the Cabinet.

The first half of the meeting is open to any tenant or leaseholder who wishes to express their views or concerns in regard to an issue; however there is a 'closed session' for elected members when confidential items are considered.

#### Who could use this?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

#### What is it appropriate for?

Consultation  
Participation  
Monitoring and Review



#### Real Achievement

All strategies and policies are approved by the Forum before they are presented to the relevant Committee or Cabinet.

# Tenants' and Residents' Associations

## What they do

Tenant and Resident Associations are formal mechanisms for tenants and leaseholders to influence the housing services. There is a formal structure; Chair, Vice Chair, Treasurer and Secretary and groups are made up of tenants, leaseholders, residents, councillors, local police and officers. Any other agencies can attend meetings and respond to issues raised. Other members of the community are encouraged to attend meetings (owner-occupiers, private tenants or tenants of other social landlords). This helps the Association address community issues on their estate and promotes sustainable communities.

Tenants are in charge of running the Association meetings. At these meetings you can discuss issues that affect your community and talk to staff or representatives who will listen and take appropriate action. Each Tenant and Resident Association receives an annual grant from the Council provided they fulfil the criteria (outlined on page 27-28).

There are currently seven Tenant and Resident Associations across the District:

- Linford & Verdon Tenants' and Leaseholders' Association (established 1998)
- Willesley Tenants' and Residents' Association (established 2002)
- Ramscliff Tenants' and Residents' Association (established 1999)
- Riverview Tenants' and Residents' Association (established 2005)
- Greenhill Tenants' and Residents' Association (established 2000)
- Castle Donington Sheltered Scheme Tenants' and Residents' Association (established 2006)
- Hood Court Tenants' and Residents' Association (established 2007)

Most Tenant and Resident Associations meet between six and twelve times a year; however some Associations hold social meetings between formal meetings. A formal meeting can last for approximately two hours. Tenant and Resident Associations also send representatives to other groups, such as the Tenants' and Leaseholders' Consultation Forum. This ensures that members from across the District are represented in all areas of the Tenant Participation process.

## Who could use this?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

## What are they appropriate for?

Information  
Consultation  
Participation  
Monitoring and Review

### Real Achievement

Many of the Tenants' and Residents' Associations now hold informal meetings on a bi-monthly basis. These social gatherings allow tenants and staff to discuss, on a more informal basis, any issues that they might have, obviously over a cup of tea and a piece of cake.

# Repairs Working Group

## What it does

The Repairs Working Group is a vehicle for tenants and leaseholders to influence the housing repairs and maintenance service. Meetings are held on a monthly or bi-monthly basis and a commitment of approximately three hours each meeting would be required.

The group is open to any tenant or leaseholder who has expressed an interest in working with the Council in improving the repairs and maintenance service.

Members, officers and elected members work together to develop policies and procedures and also introducing good practice initiatives. All documentation approved by the Repairs Working Group is put forward for approval by the Tenants' & Leaseholders' Consultation Forum and the relevant Service Manager.

The group looks at home improvements through the Capital Programme, which includes work relating to Decent Homes Standard. A sub/task group will work with officers and contractors when Decent Homes works are being undertaken, including opportunities for involvement in the procurement process.

## Who could use this?

- Housing Maintenance
- Performance & Business Support

## What is it appropriate for?

Consultation  
Participation  
Monitoring and reviewing services  
Working together

## Real Achievement

Members have facilitated a positive change through working with officers. New policies, procedures and the Void Lettable Standard (a set standard for all empty properties), have all been produced through this group. The development of property void inspectors was also instigated by members, again proving to be very effective.





# Working Group

## What they do

Following the success of the Repairs Working Group, two further working groups are being developed to cover specific service areas; Housing Management and Tenant Participation. The Working Groups are vehicles for tenants and leaseholders to influence the housing landlord service. Meetings are held on a monthly or bi-monthly basis and a commitment of approximately two hours each meeting would be required.

The Housing Management Working Group will cover all areas in relation to Tenancy Management; allocations, estate management, anti-social behaviour, rent arrears and many others. The Tenant Participation Working Group will address Tenant Participation across the whole of the housing landlord service. A sub-group, working with officers, will monitor the performance of the services ensuring that tenants are involved in all decisions relating to the performance of the Housing Division.

The groups will be open to any tenants or leaseholders who have expressed an interest in working with the Council in improving that particular area of work or issue.

The new working groups will work in a very similar pattern to the existing Repairs Working Group. Members and officers will work together to develop policies and procedures and also introduce good practice initiatives. All documentation approved by the Working Groups will be put forward for approval by the Tenants' & Leaseholders' Consultation Forum and the relevant Service Manager.

## Who could use these?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy

## What are they appropriate for?

Consultation

Participation

Monitoring and reviewing services

Working together

## Real Achievement

The newly formed Tenant Participation Working Group, which includes elected Members and Officers, have worked together in developing this Compact

# Tenants' & Leaseholders' Conference

## What it does

This is an opportunity to engage with groups of tenants, leaseholders or other customers who would not normally get involved. A personal invitation about the event is sent to each individual tenant and leaseholder and is open to any tenant or leaseholder who wishes to attend.

The Conference is held on a yearly basis, usually on a Saturday and a different theme is chosen each year. This is relevant to tenants and leaseholders needs at that time and also taking into consideration feedback from previous Conferences.

Past Conferences have consisted of workshops and displays provided by various partners including the Police, Stephenson College and numerous other internal departments.

## Who could use this?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

## What is it appropriate for?

Providing information  
Consultation  
Participation  
Monitoring and reviewing services  
Working together

### Real Achievement

Two very successful Conferences have now been held in 2006 and 2007. The 2007 Conference included numerous displays; including Leisure Services and the Police. In addition there were four very successful workshops, which were very well attended. This event is now held on a yearly basis.



## Sheltered Scheme Representatives

### What they do

Each Older Persons' Service sheltered scheme will eventually have a resident scheme representative. This person will keep in regular contact with their neighbours about local issues and concerns, which they will then raise with the cleaning contractor and Housing Officer.

This person will meet with the supervisor from the cleaning contractor company on a monthly basis to report any concerns or aspirations affecting the cleaning contract, raised by their neighbours. A scheme representative would need to set-aside one hour each month to undertake this task.

The scheme representative is a useful contact for monitoring and consulting on any other issues regarding the service.

### Who could use this?

- Housing Management
- Older Persons Services
- Performance & Business Support

### What is it appropriate for?

Consultation  
Monitoring and reviewing services

## Talkback Panel

### What it does

The Talkback panel consists of tenants and leaseholders who wish to be involved, but not necessarily through the formal involvement mechanism i.e. attending meetings.

The Talkback is open to any tenants or leaseholders who have expressed an interest in working with the Council to improve services within the Housing Division.

Names are included on a database, along with that person's particular areas of interest and other useful information such as age, ethnicity and disability (if they are disabled). The database allows

the Council to contact those specific tenants or leaseholders who have expressed an interest in a particular area therefore promoting active involvement.

Members of the Talkback panel are invited to complete surveys, attend focus or sub groups. Both the editorial panel and the mystery shopping group are made up from interested volunteer members from the Talkback panel.



Who could use this?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

What is it appropriate for?

Consultation

Monitoring and reviewing services



### Real Achievement

We have successfully written to members of the Talkback Panel asking for their involvement in the new Working Groups. In addition, we have contacted members for their views in regards to changing the provision within the Council's Contents Insurance.



## Mystery Shopping Group

What they do

The Mystery Shopping Group of tenants and leaseholders regularly check how well the Housing Division is performing. Specific scenarios are created, which have included reporting a repair, claiming housing benefits and suffering from domestic violence.

The Mystery Shoppers record staff responses set against the Council's Customer Service Standards. The Mystery Shoppers also record issues in regard to customer care. A report is compiled following the shop, which analyses the data and the report is then presented to the Head of Service and Service Managers.

Feedback is given to the members of the Mystery Shopping Group and a Staff Action Plan is produced and monitored by both the group and future Mystery Shopping exercises.

Two or three meetings are arranged before the Mystery Shopping Exercise is undertaken, so a considerable amount of commitment is required from members. Eight to ten hours each quarter would be required from each member of the Mystery Shopping Group.

Who could use this?

- Older Persons Services
- Performance & Business Support
- Housing Maintenance
- Housing Management

What is it appropriate for?

Monitoring and reviewing services  
Working Together

### Real Achievement

The Housing Division have now undertaken two separate tenant-led Mystery Shopping Exercises, which have proven very successful and identified service shortfalls. Shortfalls are addressed within an Action Plan, which is completed before the next Mystery Shopping Exercise. Mystery Shopping Exercises are now undertaken twice a year.

## Tenants' Voice

What it does

The Tenants' Voice is a newsletter published on a quarterly basis and distributed to all tenants and leaseholders across the District.

Tenants' Voice contains local news and information and allows tenants and leaseholders to communicate with each other. It also contains the latest information about how you can become involved in different parts of the service. Tenants and leaseholders are actively encouraged to write articles.

The newsletter also has the potential for providing information about different parts of the housing service and as a consultation tool.

### Real Achievement

The first Tenants' Voice was published in April 2006 following consultation with our Tenants and Leaseholders in regards to their new newsletter. The Tenants Voice is produced by tenants and leaseholders for tenants and leaseholders. It is used to keep members informed and advise them of activities, events and meetings across this District. The newsletter is produced on a quarterly basis.

Who could use this?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

What is it appropriate for?

Information  
Consultation  
Monitoring and reviewing services

# Editorial Panel

## What it does

The Editorial Panel is responsible for producing and editing the Tenants' Voice newsletter (see above). Members meet on two or three occasions before each edition of Tenants' Voice is published, so a commitment of approximately six hours each quarter would be required.

The Editorial Panel consists of volunteers, who were originally identified from the Talkback Panel. The Panel welcomes ideas and suggestions for inclusion in Tenants' Voice from other tenants and leaseholders, Councillors and staff members.

## Who could use this?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

## What is it appropriate for?

Participation  
Working Together

## Real Achievement

The Editorial Panel consists of both tenants and leaseholders, who have specifically expressed an interest in this area. The group meet regularly to discuss issues for inclusion in the Tenants' Voice newsletter.



# Tenant Void (empty property) Inspectors

## What they do

In response to members of the Repairs Working Group, a team of volunteer Tenant Void Inspectors has been established.

The role of these Inspectors is to visit empty properties, prior to them being re-let, with an officer from the Council. The condition of the property is checked against the 'lettable standard', a standard written in conjunction with the Repairs Working Group, and any defects are reported to the maintenance section for the appropriate action to be taken.

Information collected from the Tenant Void Inspectors is included in the Performance Management monitoring process by senior managers and officers. The Inspectors also receive feedback on the recommendations that they have made.

Inspectors visit properties on a rota basis, but to undertake Tenant Void Inspector duties a commitment of approximately four hours each quarter would be required.

## Who could use these?

- Housing Maintenance

## What are they appropriate for?

## Monitoring and Review Working Together

### Real Achievement

This group has had an enormous impact on the Repairs and Maintenance Section. They have made numerous recommendations and these have been taken on board and implemented; white bath panels and toilet seats (on void properties), washing machine taps fitted (when plumbing work is required in the kitchen on void properties).



# Community Festivals and Events

## What they do

Being involved is not just about working together to improve the housing services; it is also about having some fun. A fun day or community festival is an ideal opportunity to engage with groups of tenants, leaseholders and other members of the community (owner-occupiers, private tenants or tenants of other social landlords), who would not normally get involved in the formal participation process. Such events help to build community cohesion and create sustainable communities.

Working together to organise social events that bring people together and promote involvement, for example events may include the use of a graffiti board, human bingo, prize draws or some kind of art work. Displays or stalls could be used to provide or obtain information.

Individual Tenant and Resident Associations also hold fun days and coffee mornings around the District. In addition, the Council holds an annual Tenants' Conference.

## Who could use these?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

## What are they appropriate for?

Providing information  
Consultation  
Monitoring and reviewing services

### Real Achievement

A Fun Day has recently been held by the Riverview Tenants' and Residents' Association. The event was very well attended and enjoyed by all sectors of the community from the Measham area.



# Village or Street Representatives

## What they do

Tenants who do not have a Tenant and Resident Association in their area can become a village or street representative and to do this they should:

- Collect six or more signatures from their tenant neighbours – this should be done each year. It is recognised that in some villages this target may be difficult to achieve – please discuss this with the Tenant Participation Officer
- Actively seek the views of their tenant neighbours
- Feed back information to their tenant neighbours

Tenant and Resident Associations elect representatives to sit on the Tenants' & Leaseholders' Consultation Forum; however, all Forum meetings now consist of an 'open session', which village or street representatives could attend.

Village or Street Representatives would need to allocate approximately two hours each month to undertake this role.

## Who could use these?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

## What are they appropriate for?

Consultation  
Participation  
Monitoring and Review  
Working Together

# Customer Satisfaction Surveys

## What they do

All tenants will receive a repairs satisfaction survey, following the completion of a repair, and other surveys periodically. This will allow the Housing Division to measure and monitor performance. Completing a questionnaire or a survey would take between ½ - 1 hour, this would depend on the contents of the survey or questionnaire.



Where a shortfall in service delivery is reported an investigation will be undertaken, the appropriate action taken and feedback given to the individual tenant.

The information received from tenants will be analysed, identifying any common themes that may be emerging and the information will be reported to the appropriate Working Group. The Working Group will work with the Service Manager to implement an Action Plan, which will highlight the necessary corrective action. The Project Plan will be monitored by the Working Group and the final outcomes will be reported through the Tenants' Voice under the heading of 'You Said – We Did'.

Who could use these?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

What are they appropriate for?

Consultation  
Monitoring and Review

#### Real Achievement

Numerous customer satisfaction surveys are now sent to tenants; repairs and anti-social behaviour surveys being but two. Surveys in regards to monitoring issues are entered into a quarterly prize draw, with the top prize being £100.00 in cash.

## Recruitment Panel

What it does

Tenant representatives, following specific training, are invited to take an active part in the interviewing processes when housing staff are appointed. This will only apply to specific roles within the Housing Division.

Tenants are involved at every stage of the recruitment process, including short-listing, setting interview questions and assessing candidates at the actual interview.

Tenants are provided with Recruitment and Selection training before they are invited to be involved in this process. If a member of the panel is selected, a commitment of two to three hours would be required, but this is obviously linked to staff turnover.

Who could use this?

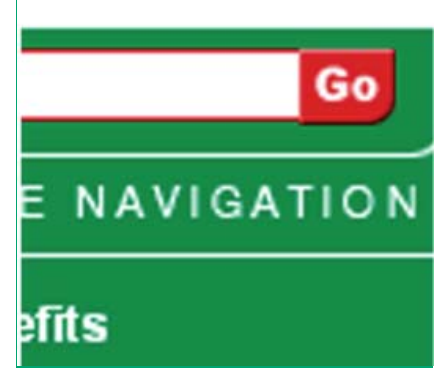
- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

What is it appropriate for?

Participation

#### Real Achievement

Tenants and leaseholders had specifically requested being involved in the recruitment of staff within the Housing Division. Twelve tenants and leaseholders received specific training from our Personnel Section and numerous members have now taken part in the recruitment process.



## Internet

### What it does

We will use the Council's website to consult with our tenants and leaseholders and monitor and review the services provided.

The Council's website provides useful information about the Housing Services available to tenants and leaseholders. This information is updated on a regular basis and any feedback received is included in the consultation and monitoring processes.

The internet is actively used to promote involvement and includes 'dates for your diary', which provides the dates of all Tenant and Resident Associations, working groups and all other meetings across the District.

### Who could use this?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy
- Housing Maintenance

### What is it appropriate for?

Information  
 Consultation  
 Monitoring and Review

## Real Achievement

More and more of our tenants and leaseholders are accessing the Housing website. The 'Getting Involved' section promotes all products offered for active and effective involvement and this has resulted in contact from numerous tenants and residents from across the District.

# Estate Inspectors

## What they do

It is essential that we are proactive in our estate management, creating sustainable communities where people want to live. To help in this process the newly created estate inspectors will assist officers in monitoring estates across the District. A 'traffic light' system will be in operation, which basically grades the estates and helps the Housing Division identify problems or areas that need specific attention.

Estate inspections will be carried out on a cyclical basis, based upon the past condition and popularity and reputation of the area. An Estate Inspector would need to commit two hours, on a monthly basis, to undertake specific estate inspections.

Any tenant or leaseholder can volunteer to take part in an estate inspection, on their own estate or other estates across the District. The idea is to rotate Inspectors between different areas; this will ensure that the highest standards are maintained across the whole District..

## Who could use these?

- Housing Management
- Older Persons Services
- Performance & Business Support
- Housing Strategy

## What are they appropriate for?

Consultation  
Participation  
Monitoring and Review

# Standards for Tenant Groups

It is important that the tenant groups are open, democratic and actively representing their members. The criteria and good practice, set out below, will help to ensure that such groups fulfil these requirements and are accountable. If an Association fails to comply with the specific criteria then the Association, having been given ample time to comply, will be formally de-recognised by the Council.

If you would like a copy of the recognised criteria listed below please contact the Tenant Participation Team on 01530 454605 or e-mail [housing@nwleicesteshire.gov.uk](mailto:housing@nwleicesteshire.gov.uk)

## Criteria For Recognising Tenants' And Residents' Associations

In order to become a recognised Tenant and Resident Association you need to:

- Adopt and adhere to a 'Constitution' as agreed by tenant representatives and the Council. This should include:-
  1. The name of the Association
  2. Details of the area the Association represents
  3. An open membership policy
  4. Clear procedures for meetings, including the Association's Annual General Meeting
  5. Ensure minutes are published or made publicly available
  6. Details of the role of tenants sitting on the Association's committee, i.e. Chair, Secretary etc.

7. Rules governing the election of tenants to the Association's committee
8. Rules for changing the Association's Constitution
9. Rules for dissolving the Association, if required
10. Audited accounts

- Have a minimum number of tenants on its committee (a workable number is five).
- Have a Chair, Secretary and Treasurer (or someone acting in these roles).
- Provide names and addresses of committee members; ensure this information is available to the Council and residents (the Association represents). Any changes must be reported appropriately.
- Holds at least two open general meetings a year.
- The Association shall meet at least four times a year and ensure that meetings are well publicised.
- Democratically elect a committee each year at an Annual General Meeting.
- Have a minimum level of support from residents living in the area, which the Association represents
- Adopt a Child Protection and Vulnerable Adults Policy
- Adopt an Equality and Diversity Policy.
- Have proper accounting procedures in place. This should include procedures for the authorisation of expenditure, a bank account with two or more signatories and the production of independently scrutinised accounts on an annual basis.
- Participate in specified training initiatives e.g. equality and diversity, treasurer training, child protection, etc.
- Encourage and sustain close liaison with the Council
- Proactively and regularly seek the views of Association members and the community it represents. Ensure members are involved in the consultation process over specific changes and/or developments.
- Elect two representatives to sit on the Council's Tenants' and Leaseholders' Consultation Forum. Representatives must be elected at the Association's Annual General Meeting. This will ensure information is fed back to each Association.
- Criminal Record Bureau (CRB) checks must be taken for all committee members and other members working with children and vulnerable adults.
- Adopt the Code of Conduct (below).
- Formal annual review, which will be incorporated in the Annual General Meeting.

### **Good Practice For All Tenant Meetings - Code Of Conduct**

The Tenant Participation Working Group compiled the following guidelines, which apply equally to all tenants, leaseholders, councillors and officers. These guidelines are issued to all Tenant and Resident Associations and facilitators of other working or sub Groups. If you would like a copy of the Code of Conduct please contact the Tenant Participation Team on 01530 454605 or e-mail [housing@nwleicestershire.gov.uk](mailto:housing@nwleicestershire.gov.uk).

## Recommendations

That all members adopt and adhere to the Code of Conduct

## Disclosure of interests

Individuals or their close relatives should not receive a personal benefit as a consequence of their activities or involvement.

## Values

Members are expected to respect issues in regards to confidentiality, equal opportunities and aims and values of the group or meeting.

## Conduct of Members

The list of 'ground rules' describes how members are expected to carry out their duties and conduct themselves at meetings:-

- It is not acceptable to interrupt another speaker;
- It is not acceptable to talk when someone else is speaking;
- It is not acceptable to make abusive or personal remarks;
- It is not acceptable to shout or behave in an aggressive manner;
- Any person wishing to speak must wait for the Chairperson/Facilitator's permission;
- Each person's opinion is of equal importance;
- Everybody is entitled to be heard;
- Show respect to other members, including those visiting;
- Once an issue has been decided by a vote it should be accepted by all present;
- Bad language will not be tolerated;
- No personal issues are to be discussed during the meeting;
- The Chairperson/Facilitator's decision is final.

## Confidentiality

Some items for discussion may contain confidential information about tenants, officers, members or the Council's business and we must respect that confidentiality:

- Members must treat specific agenda items as confidential
- Information concerning tenants, residents, leaseholders, staff etc., and those matters of the Council's business, which are defined as confidential
- Members should ensure that they do not breach Data Protection

## Equal opportunities

It is important for members to address equality and diversity issues and to comply with current legislation and good practice. By appreciating diversity and implementing equality policies, we aim to eliminate barriers to equal treatment for all groups and meetings.

Members should be aware of the Equality and Diversity statement and conditions that apply if the statement is breached. Further information can be found on page 5 of the Compact.



## Failure to follow the Code of Conduct

Members should recognise that failure to follow this Code of Conduct may be damaging to the work of the group or meeting, and that any alleged breach of the Code will be investigated by the Chairperson/Facilitator of the group.

Non-compliance could result in an individual being asked to leave the meeting, the Association being de-recognised or the Working Group disbanded. The Chairperson/ Facilitator would need to ensure that they redress the situation. The Tenant Participation Manager would also investigate the alleged breach, either:

- If asked to by the Chairperson/Facilitator
- The situation could not be resolved by the Chairperson/Facilitator
- Or as a result of a Corporate Complaint

If you are not satisfied with the explanation in response to your Corporate Complaint, then you can apply directly to the Local Government Ombudsman. Their contact details are: - Local Government Ombudsman Advice Team on 0845 602 1983 or 024 7682 1960 or alternatively you can write to The Local Government Ombudsman, PO Box 4771, Coventry. CV4 0EH

# Training for Tenants & Leaseholders

We provide an extensive range of training courses for both tenants and leaseholders; you do not have to be a Tenant and Resident Association member to attend these courses.

Each year, in consultation with the Tenants' and Leaseholders' Consultation Forum, a training programme is produced. This enables tenants and leaseholders to gain basic skills in numerous areas and recent sessions have included:

- Holding effective meetings
- First Aid
- Basic Book keeping
- Child protection
- Mystery Shopping and Void Inspectors
- Equality and Diversity
- Recruitment and Selection
- Shadowing

The courses are advertised in promotional material, which is included in the Tenant Participation pack (given to tenants at their sign-up appointment). Some courses are provided in-house; however external trainers are used for specific specialised training, for example First Aid and Child Protection.

We have provided previous training working in partnership with Stephenson College and the Council for Voluntary Services. Specialised training has also been provided by the Tenant Participation Advisory Service (TPAS) and if there is budget provision, we will consider sending tenants on courses organised by other organisations.

A specific amount of the Tenant Participation budget is allocated to training each year. Internal monitoring ensures that courses not only meet tenants' expectations, but as some courses are provided internally 'value for money' is also achieved. This monitoring information is fed directly into the Government Office East Midlands benchmarking data.

The Tenant Participation Team can provide further guidance in regards to our Training Programme, please telephone 01530 454605 or e-mail [housing@nwleicestershire.gov.uk](mailto:housing@nwleicestershire.gov.uk).

# Providing Information

The information the Council gives to its tenants and leaseholders will be:

- Clearly written, avoiding jargon (terminology) or abbreviations;
- Available in other formats such as large print, Braille, computer disks;
- Clearly written using plain language, avoiding racist, sexist or other biased languages;
- Timely – ensuring tenants have adequate time to consider issues before making decisions or comments;
- Honest, accurate and precise
- The officers name and contact number will always be provided.

If we fail to meet these standards you must contact us so that we can take the appropriate action to put things right.

Information will be distributed to tenants and leaseholders by:

- Letters
- Posters
- Leaflets
- Website
- Questionnaires and Surveys
- E-mail
- Meetings
- Officers

Where there is a need for specific consultation, the method of consultation will be determined by the specific requirements of the affected group of tenants and residents.

Minutes of meetings can be obtained from the Chairperson/Facilitator of the Association or group or the Tenant Participation Team on 01530 454605 or e-mail [housing@nwleicesteshire.gov.uk](mailto:housing@nwleicesteshire.gov.uk). Information can be provided in other formats if required.

# Associated Documents

The following policies or information can be accessed by means of the North West Leicestershire District Council website, by calling at our offices, contacting the Tenant Participation Team on 01530 454605 or e-mail [housing@nwleicesteshire.gov.uk](mailto:housing@nwleicesteshire.gov.uk)

- Audit Commission Inspection Report
- Tenancy Agreement



**Part Two**

**Monitoring & Measuring  
Performance**

**2.**

# Top ten targets

The Council, together with tenants and leaseholders have agreed these ten targets. These reflect what tenants feel are important to them and specific standards have been set for each target over the next four years. We will work together to develop new targets after 2012.

Standard	Target 2008/09	Target 2009/10	Target 2010/11	Target 2011/12	Officer responsible
Average re-let times	30	27	25	24	Senior Housing Officer
Amount of arrears for current tenants	£269,775.63	£231,236.25	£192,696.88	£179,850.42	Senior Housing Officer
Percentage of Emergency repairs completed on time (within 24 hours)	93%	97.10%	98.50%	98.60%	Responsive Repairs Manager
Percentage of Routine repairs completed on time (within 28 days)	91.30%	93.80%	96.00%	96.10%	Responsive Repairs Manager
Percentage of Urgent repairs completed on time (within 7 days)	86%	94.10%	96.50%	96.60%	Responsive Repairs Manager
Number of cases where advice casework prevented homelessness	65	70	75	80	Senior Housing Advisor
Number of tenants receiving training to enable them to actively become involved within the Housing Service	40	42	44	46	Tenant Participation Manager
Call response times within 30 seconds (Older Persons Service)	80%	82%	84%	87%	Development Officer
Overall satisfaction with service provided by Housing Reception	95%	96%	97%	98%	Senior Customer Service Officer
Gross yearly cost of Bed & Breakfast	£88,000	£83,000	£78,000	£73,000	Senior Housing Advisor

# Monitoring the top ten targets

Our Performance Officer collects regular information on our performance. We have developed Local Performance Indicators to reflect tenants' priorities and the needs of specific groups. Information is collected monthly, quarterly or sometimes yearly and measured against these Local Performance Indicators.



The Council works with tenants on monitoring and improving many of our housing services. A monitoring panel of tenants, leaseholders and officers will meet twice a year to monitor the Top Ten Targets. This will give tenants the opportunity to ask questions, suggest ideas and ways of making improvements to our performance, if we are not achieving our targets.

The findings will be presented to the Head of Service, Service Managers, the Tenants' & Leaseholders' Consultation Forum, the appropriate Board; Communities Scrutiny Committee and tenants and leaseholders.



# How we perform compared to other local authorities

The Council compares its performance against other Local Authorities to see how we are performing; this is known as benchmarking. This information allows tenants to get a true picture of how well the Housing Division is performing.

Our Performance Officer is responsible for collecting this information and feedback will be given to tenants and leaseholders at the Tenants' and Leaseholders' Consultation Forum.

We regularly compare, where possible, with other Local Authorities our:

- Rent collection and arrears
- Average time for empty properties to be re-let
- Satisfaction of all tenants with the overall housing service
- Responsive repair appointments – made and kept
- Number of homes that do not meet the decent homes standard

Where we find the performance of other organisations is better than ours, we will talk to or visit them. We will look at the way they operate their services and may incorporate the learning to help improve our services. We will fully involve tenants and leaseholders, when we work with other organisations, to continuously improve our services.



# Consultation And Tenant Involvement In The Housing Service

Core Housing Services	Information
Capital Investment and Asset Management (to include the Decent Homes work)	Vision
Performance Strategies and monitoring arrangements	Tenants' Voice
Neighbourhood issues that affect tenants or the management of the housing service	Leaflets
Tenancy agreements and conditions	Website
Developing housing policies, procedures and strategies	Business/SMART Plan
Day-to-day repairs, maintenance and voids	Posters
Arrangements for providing information, consultation and participation including allowances and incentives	Community Festivals/events
Monitoring and reviewing services, standards and targets for housing management	Tenants' & Residents' Associations
Budgets and finance	Tenants' & Leaseholders' conference
Allocations and lettings policy	Tenants' Handbook
Anti-social behaviour policy	Tenancy Sign-up Pack
Develop a training programme for tenants and leaseholders and monitoring training undertaken	Tenant Participation Information Pack
Monitoring and dealing with complaints and putting things right	Tenancy Conditions
Older Persons' Service	Displays
Equality policies and diversity issues	Tenant Participation Compact
Debt recovery procedures and money advice	Equal Opportunities and Diversity Policies
Leaseholder issues and charges	Tenants' & Leaseholders' Consultation Forum
Customer Care and addressing issues where services do not meet expectations	Presentation at Working Groups
	Top Ten Targets
	Housing standards and targets

<b>Consultation</b>	<b>Participation</b>	<b>Monitor &amp; Review</b>	<b>Working Together</b>
Tenants' & Leaseholders' Consultation Forum	Working Groups	Working Groups	Working Groups
Working Groups	Editorial Panel	Scheme Representatives	Editorial Panel
Scheme Representatives	Recruitment Panel	Talkback	Recruitment Panel
Talkback	Estate Inspectors	Mystery Shopping	Estate Inspectors
Tenants' Voice	Tenants' & Residents' Associations meetings	Tenants' Voice	Tenants' & Residents' Associations meetings
Community Festivals/ events	Tenants' & Leaseholders' Consultation Forum	Void Inspectors	Tenants' & Leaseholders' Consultation Forum
Website	Village or Scheme Representatives	Community Festivals/ events Village or Scheme Representatives	Village or Scheme
Estate Inspectors		Customer Satisfaction Surveys	
Tenants' & Residents' Associations meetings		Website	
Tenants' & Leaseholders' Conference		Estate Inspectors	
Complaints, Comments and Compliments Form		Tenants' & Residents' Associations	
Customer Satisfaction Surveys		Tenants' & Leaseholders' Consultation Forum	
Village or Scheme Representatives		Tenants' & Leaseholders' Conference	

# Monitoring the Compact

The Compact will be monitored by a Monitoring Panel, which consists of tenants, leaseholders and officers. The Compact will be monitored twice a year to ensure that we continue to deliver agreed expectations and meet tenants' needs and priorities. By regular monitoring we will be able to assess whether we are meeting our targets, and produce an action plan to address any shortcomings in service provision. The plan will be reviewed regularly until we reach a satisfactory performance.

The Monitoring Panel will assess and review:

- Top Ten Targets
- Housing Standards and Targets
- The Tenant Participation Compact
- Examples and development of good practice

Our overall performance will be presented to the Head of Service, Service Managers, the Tenants' & Leaseholders' Consultation Forum and the appropriate Board; Communities Scrutiny Committee, if required.

In addition, the performance information will be reported to members of other groups, including working groups and Tenant and Resident Associations

## Feedback

We aim to give the best service possible and get things right first time. However, we recognise that this does not always happen. If you find that we are not keeping to our standards, we need to know about it, so that we can take the most positive action.

You can make a complaint by phone, in writing, in person, by e-mail, the website or through your local Councillor. We will investigate your complaint and keep you fully informed during our investigation. We will acknowledge your complaint within two working days and respond fully within 10 working days.

However, it also helps if we know we are doing things well. Compliments can be made using any of the methods above and any compliment received will be passed onto the team or officer concerned so that they know you were pleased with the service. If you would prefer to complete a Complaints, Comments and Compliment form, then these are available from the Council offices.

## Our Standards and Targets

The table, on the following page, shows the standards and targets that will be collected and monitored by the Housing Division.

Monitored by the Council	Target 2008/09	Target 2009/10	Target 2010/11	Target 2011/12
Number of tenants attending training programmes	40	42	44	46
Minimum number of training courses held each financial year	5	6	6	7
Issues of Tenants' Voice distributed in the District each year	4	4	4	4
Amount of money spent on training and sending tenants on awareness raising events	£3000	£3100	£3200	£3350
Successful allocation of all annual grants to Tenant and Resident Associations	100%	100%	100%	100%
Successful allocation of start-up grants to new Tenant and Resident Associations	100%	100%	100%	100%
Percentage of Tenant and Resident Associations who have their accounts audited	100%	100%	100%	100%
Number of Tenant and Resident Associations that are satisfied with the support from their Tenant Participation Officer	90%	92%	95%	95%
Percentage of Tenant and Resident Association committee member posts and working group members posts held by women	Currently 75%	75%	73%	70%
Percentage of Tenant and Resident Association committee member posts and working group members posts held by men	Currently 25%	25%	27%	30%
Percentage of Tenant and Resident Association committee member posts and working group members posts held by people under 40 years of age	Currently 14%	15%	16%	18%

**Part Three**

**The Next Four Years**

**3.**



# Tenant Participation Objectives

In this part of the agreement we have listed what we want to achieve, working in partnership with our tenants and leaseholders, over the next four years. These objectives will be monitored in much the same way as other objectives within the Compact by the Monitoring Panel. They will be checked on a twice yearly basis to see that we are on target and, if not, we will have identified the shortcomings and can take the appropriate action. The findings will be presented to the Head of Service, Service Managers, the Tenants' & Leaseholders' Consultation Forum and the Communities Scrutiny Committee.

In 2012 we will carry out a full review of these objectives. If any of them have not been achieved, we will carry them forward to the next Tenant Participation Compact, if they remain appropriate.

## Hard to reach groups

The Housing Division recognises the communities we serve are made up of groups of people from a diverse range of backgrounds. We acknowledge that many hard to reach groups are under-represented in Tenant Participation across the District. Our aim over the next four years is to build up representation from these groups.

The talkback panel has enabled the Tenant Participation section to compile detailed analysis of tenants who have expressed an interest in becoming involved. This data will also allow us to identify hard to reach and under-represented groups, as their contribution is essential in providing an excellent housing service.

These are the groups we have identified as hard to reach and under-represented.

Group	Responsible officer	How are we going to do it?	Target dates
Disabled (in particular males)	Tenant Participation Officer Housing Officers	Set up and maintain a viable Disabled Group (using existing technology to assist in identification)	2008 to 2009
BME (Black and Minority Ethnic) Disabled plus females across all age groups	Tenant Participation Officer Housing Officers	Increase use of database to identify tenants in this target group.  Promote activities within existing groups or other methods of involvement. Raising awareness at fetes	2008 to 2009
Young people from 18 – 40 years old	Tenant Participation Officer Housing Officers	Use of data base to identify tenants in this target group. Menu of Involvement at sign-up to encourage involvement in existing activities	2008 to 2010
Young people aged under 18*	Tenant Participation Officer Housing Officers	Set up a local/area based forum.  Work with local schools to promote involvement and encourage the children of panel members to attend and take part.	2008 to 2009

\* This group includes those who are too young to have a tenancy, but may be future tenants of the Council.

# Tenant Involvement - Action Plan 2008 - 2012

Objectives	Who is responsible
To continue to develop tenant involvement in the selection of staff within the Housing Division	Tenant Participation Manager Senior Management Team
To continue to develop a Tenant Participation training programme; enabling tenants to have the necessary tools for active and meaningful participation	Tenant Participation Officer Tenants' & Leaseholders' Consultation Forum
To involve tenants in the development of performance monitoring and housing budgets	Senior Management Team
To develop and implement new and sustainable procedures for the support of Tenant and Resident Association fun days/events	Tenant Participation Officer Tenant and Resident Associations
To fully involve tenants in the review of any contract for day-to-day housing repairs and to make sure that tenants are fully involved in monitoring such contracts	Responsive Repairs Manager Tenant Participation Manager
To raise awareness of leaseholder issues and ensure they are involved in service improvements	Tenant Participation Officer
To continue to develop new ways of getting people involved in Tenant Participation; questionnaires, surveys, etc.	Tenant Participation Officer Housing Officers
To continue to develop new working groups covering specific housing services	Tenant Participation Manager
To monitor, develop and support the Repairs Working group encouraging wider participation	Tenant Participation Officer
To enable tenants to compare North West Leicestershire District Council with other landlords in the East Midlands	Senior Management Team Performance Officer

If you have any queries or would like further information on the above Action Plan, then please contact

<b>How we are going to do it?</b>	<b>Targets and target dates</b>
Continue to invite tenants to take part in the recruitment process	1 in 10 recruitments to a housing post will include a trained tenant representative as a member of the panel.
To work with the Tenants' & Leaseholders' Consultation Forum and external partners to develop further courses	On-going 2012
Arrange specific specialised training for members of the Tenant Participation Working Group	A sub-group of tenants, officers and elected members. To be in operation December 2008
Consult with Tenant and Resident Association members and Housing Officers	To be completed by March 2009
To include tenants in the contract renewal negotiations	At least one tenant to be involved in all new contracts.
Continue to invite leaseholders to take an active part in service improvements	On-going 2012
To compare with other landlords and adopt 'good practice' measures	On-going 2012
Use 'talkback panel' members to increase participation within the two new working groups	2008 to 2009
Develop a six month Work Plan, monitoring outcomes and ensure 'value for money'. Develop a sub-group to cover Capital Programme/ Decent Homes Work.	Work Plan to be completed by December 2008 Create a sub-group from active members of the Repairs Working Group

# The future

North West Leicestershire District Council will fully inform and involve tenants in discussions or plans about any future options concerning how tenants' homes are managed. Tenants have a say in the future of North West Leicestershire District Council, by being involved and working with us to continuously improve and sustain our services.

We will provide training and support, empowering tenants to make informed decisions about their homes and estates in the future.

# Thanks

Thank you to all the tenant and leaseholder volunteers, staff and officers on the Tenant Participation Working Group. Without your help, this document could not have been produced.



## ***Standing – front row left to right***

Councillor Roger Bayliss, Val Potter, Tina Roberts, Pat Guymer, Tracy Hodgkins, Jackie White, Denise Collins and George Potter.

## ***Standing – back row left to right***

Kath Whittaker, Sheila Sharpe, Christine Manning and Zoe Moore

Not shown (but part of the Working Group)

Michaela Cort, Councillor Derek Howe, Kath Flanagan, Andrew Wilson, Pam Pegg, Tom Robb-Ronald, Kate Nicholls, Joan Cox and Janet Preston



# Co-Signatories of the Tenant Participation Compact



Councillor Roger Bayliss  
*Portfolio Holder for Housing*

A handwritten signature in black ink that reads "Roger Bayliss".



Chris Lambert  
*Head of Housing*

A handwritten signature in black ink that reads "Chris Lambert".



Pat Guymer  
*Chair Tenants' & Leaseholders' Consultation Forum*

A handwritten signature in black ink that reads "Pat Guymer".



Jeanette Collins  
*Vice Chair Tenants' & Leaseholders' Consultation Forum*

A handwritten signature in black ink that reads "J. Collins".

# How to get in touch with us



## Write to us at:

North West Leicestershire Response  
North -West Leicestershire District Council  
Housing Division  
Council Offices  
Coalville  
Leicestershire  
LE67 3FJ



## Telephone:

01530 454545



## E-mail:

[housing@nwleicestershire.gov.uk](mailto:housing@nwleicestershire.gov.uk)



## Website:

[www.nwleics.gov.uk/housing](http://www.nwleics.gov.uk/housing)

## ■ Tenant Participation Team

Telephone  
01530 454605

## ■ Senior Housing Officers

Neighbourhoods	01530 454786
Sustainment	01530 454485

## ■ Performance Officer

Telephone  
01530 454508

## ■ Corporate Complaints

Telephone  
01530 454545

## ■ Main Switchboard

Telephone  
01530 454545

## ■ Repairs and Maintenance

Telephone  
01530 454635

This document was written by the Housing Section at North West Leicestershire District Council.

It is available in large print, Braille and other formats on request.

This document is also available in other languages on request. Please telephone 01530 454605 or e-mail [housing@nwleicestershire.gov.uk](mailto:housing@nwleicestershire.gov.uk).



## **OUR VISION**

North West Leicestershire will be a place where people and businesses feel they belong and are proud to call home

North West Leicestershire District Council,  
Council Offices, Whitwick Road, Coalville,  
Leicestershire, LE67 3FJ.

This document is available in other formats on request