

Resident Involvement At Carlisle Housing Association

New proposals

Why do we need to change the current arrangements?

Changes in demands placed on the sector by the Housing Corporation

Forthcoming inspection by the Audit Commission
Guidance from CHA Board

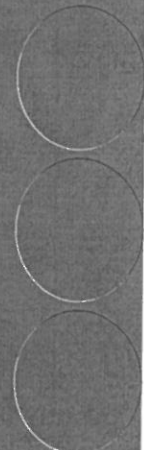
The Riverside review of resident involvement
To refocus on what will benefit the majority of tenants
The relationship with the Tenants Advisory Group and
Carlisle and Rural Tenants federation

To review what we need to achieve 5 years after the stock transfer process

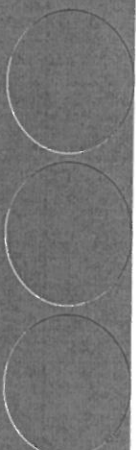
Resident Involvement: the challenges ahead

- To improve overall tenant satisfaction with the service
 - To develop a new resident involvement strategy in consultation with tenants
 - To promote and develop a menu of involvement opportunities
 - To focus on CHA tenants as customers
 - To work in partnership with other key stakeholders in order to increase engagement opportunities for tenants and service users
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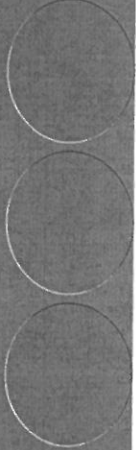
Tenant representation on the Board

- Restructuring of current arrangements
 - Aim to enhance existing tenant Board membership on the CHA Board
 - Ongoing training provided to all Board members
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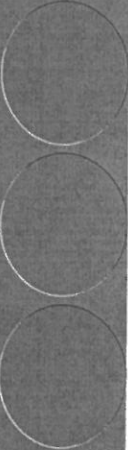
Tenants cooperatives / management organisations

- CHA will continue to support The St Martins Tenants and residents Association (SMART), tenant management organisation (TMO) in Brampton.
 - CHA will continue to provide the SMART committee with the necessary training and support as deemed appropriate.
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Individual tenant empowerment

- **Tenant Inspection** to be initiated
 - Recruitment of tenant volunteers already underway
 - Training to be provided for all new tenant Inspectors
 - To involve tenants in **patch inspections**
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Resident involvement in policy decisions

- CHA will continue to support the **Riverside Group Tenants Federation**
 - The Federation are used by Riverside as a consultation group to examine a wide range of group policies
 - CHA will continue to ensure that there is local representation on the Federation
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Wider consultation groups

- CHA aim to expand their role of the **tenant's panel**
- The new **tenants resource centre** will become more widely used
- With support from Riverside, CHA will set up a **service users group** for the purpose of information and research.
- **Leaseholders** will continue to be invited to meet with CHA officers on an annual basis
- CHA will continue to support **Neighbourhood Forum** meetings as required on invitation from the Local authority.

Community regeneration groups

- **The CHA Regeneration Approval Group** meet on a quarterly basis in order to appraise and approve Community Investment Fund Applications
- **The CHA Development Group** consists of Board members Tenant representatives and CHA Managers and meets on a monthly basis to consider and approve a range of different CHA development projects.

Focus groups / working groups

- The CHA Repairs and Improvements Liaison and the CHA Grounds Maintenance Monitoring Group meet on a monthly basis to review service provision and monitor performance in relation to responsive repairs, improvements and grounds maintenance. These groups will be reviewed in order to provide a stronger focus on the main priority issues for CHA tenants.
- CHA will continue to meet with the Botchery Regeneration Working Group which is made up of a group of volunteer tenants, residents and Councillors from the Botchery estate, whose role is to work in partnership with CHA to deliver regeneration on this estate.

Tenant and resident groups

- CHA will continue to provide support and / funding for tenant and resident groups that meet the recognition criteria.
 - Current groups include:
 - BRATS (Belah Residents and Tenants)
 - Longtown District Tenants and Residents Group
 - MAD (Making a difference in Petteril Bank)
 - Warwick Bridge Tenants Group
 - Shaddongate Residents Group
 - CURA (Currock and Upperby Residents Association)
 - TRAMP (Tenants and Residents of Morton Park)
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