

Item 5

REPORT TO THE CARLISLE SHADOW BOARD
MEETING TO BE HELD ON 25/2/02

Carlisle Housing Association
Proposed Tenant Participation Compact

For Decision

1. Purpose of the Report

- 1.1 To seek approval from the Carlisle Housing Association Shadow Board for the adoption of the Carlisle Housing Association Tenant Participation Compact set out in Appendix 1.

2 Report Content

- 2.1 The attached document represents an 'interim stage' policy with the full detail being discussed post ballot with the Carlisle and Rural Tenants Federation prior to implementation post transfer. The approach outlined is heavily influenced by the Tenants Advisory Group, which has a significant proportion of active tenant representatives within its composition. Therefore, in the view of your officers it is sufficiently robust to inform the offer document.

3. Recommendation

- 3.1 The Shadow Board is asked to approve the policy set out in Appendix 1.
- 3.2 The Shadow Board are asked to note the budget implications contained within the policy.

Paul Anson
Assistant Director

REPORT TO THE SHADOW BOARD
MEETING TO BE HELD ON 25/10/15

TENANT PARTICIPATION COMPACT

Proposed Tenant Participation Compact

For Decision

1. Purpose of the Report

1.1 To seek approval from the Carlisle Housing Association Shadow Board for the adoption of the Carlisle Housing Association Tenant Participation Compact set out in Appendix 1.

2. Report Content

2.1 The attached document represents an interim stage policy with the full detail being discussed post ballot with the Carlisle and Rural Tenants Federation prior to implementation post ballot. The approach outlined is heavily influenced by the Tenants Advisory Group, which has a significant proportion of active tenant representatives within its composition. Therefore, in the view of your officers it is sufficiently robust to inform the offer document.

3. Recommendation

3.1 The Shadow Board is asked to approve the policy set out in Appendix 1.

3.2 The Shadow Board are asked to note the budget implications contained within the policy.

Paul Anson
Assistant Director

CARLISLE HOUSING ASSOCIATION TENANT COMPACT

1. Introduction

- 1.1 This document is a revised version of the Carlisle City Council Tenant Compact 2001. It differs in that the City Councils Compact was written from the perspective of a statutory housing authority, which Carlisle HA is not. It has been amended by Carlisle Housing Association (CHA) to meet the needs of an RSL. In particular, it aims to reflect the formal links to governance that the tenant body has within the Carlisle Industrial and Provident Society Rules.
- 1.2 The Tenant Participation Charter below outlines the key principles underpinning the Compact.

2. TENANT PARTICIPATION CHARTER

- 2.1 Tenants have the right to full information.
- 2.2 Tenants have the right to consultation and participation in all aspects of housing management.
- 2.3 Tenants have the right to choose the pace and levels of participation.
- 2.4 Tenants have the right to a very real opportunity to influence the Association.
- 2.5 Tenants have the right to form representative groups, which Carlisle Housing Association will recognise and support.
- 2.6 Tenants locally, regionally and nationally have the right to independent resources.
- 2.7 Tenants have the right and opportunity to take part in training so they can effectively take part in the decision making process.
- 2.8 Tenants have the right of equality of opportunity.
- 2.9 Tenants have the right to complain about any aspect of the Association they are not happy with.
- 2.10 Tenants have the right to independent advice and support.
- 2.11 Tenants have an important role to play in monitoring performance.

2.12 CHA acknowledges the role leaseholders and owner-occupiers can play as important stakeholders and members of tenants and residents associations.

3. Purpose

3.1 This agreement, the CHA Tenant Participation Compact, recognises the key role of tenants in helping to improve services. It is only by asking people about their needs and involving them in decision-making about their homes and their neighbourhoods that Carlisle Housing Association can make improvements year on year. The CHA Tenant Participation Compact is a written agreement drawn up by tenants and CHA together which sets out:-

3.1.1 How tenants can get involved in local decisions about their homes and estates,

3.1.2 How CHA will help you to become more involved if you want to

3.1.3 What resources CHA will make available to Tenant Participation

3.1.4 How tenants are formally involved in the governance of Carlisle Housing Association

4. What we are trying to achieve

4.1 The aim of the Tenant Participation Compact is:-

4.1.1 To improve the service which CHA provides to its tenants (customers) by involving them in decisions which are made about the services, homes and estates.

4.1.2 To maximise tenant involvement

4.1.3 To give a transparent framework by which tenants and residents can be involved in the governance of CHA

5. Involving Tenants in our Service

5.1 Tenants and leaseholders can be involved if they choose to. It is not the CHA's intention to make people get involved where they do not wish to or have no interest in doing. Rather CHA will provide the opportunity for involvement for those who wish to. Every aspect of our service will be opened up to customer participation.

5.2 CHA will seek to open up these opportunities for participation to all tenants and leaseholders including older people, those in sheltered housing, young people,

ethnic minority groups and people with disabilities. To do this it will use a range of mechanisms:-

5.3 Tenants Advisory Group

5.3.1 CHA will:-

5.3.2 Invite representatives of the Carlisle and Rural Tenant's Federation and all tenants and leaseholders to meetings of Tenants Advisory Group (TAG); this will meet regularly to discuss key issues of interest (see terms of reference).

5.3.3 Ensure that representatives have the information and training they need to participate effectively. Training will be agreed by members of the TAG.

5.3.4 Develop a work programme with TAG and a clear timetable.

5.4 Terms of Reference for Tenants Advisory Group

5.4.1 The TAG will act as a key advice forum with the following broad remit :-

5.4.2 Monitor CHA's Repairs & Maintenance Programme

5.4.3 Monitor CHA's Capital Investment Programme

5.4.4 Monitor CHA's Allocations & Lettings Performance

5.4.5 Monitor CHA's Housing Management Performance

5.4.6 Comment on proposed RSL policies

5.4.7 Act as a forum for problem solving

5.4.8 Act as a forum for innovation and regeneration

5.4.9 Monitor Performance

5.4.10 Act as a sounding board to better help CHA meet the needs of tenants

5.5 Working with Carlisle & Rural Tenants Federation

5.5.1 CHA will financially support Carlisle and Rural Tenants Federation as an important second tier organisation.

5.5.2 A formal meeting will be held on at least a quarterly basis with the Director of CHA and representatives of Carlisle and Rural Tenants Federation to discuss

matters of interest to those representatives. In practice contact will take place on a more regular basis.

- 5.5.3 Feedback annually to the Federation performance progress against all major activities and programmes as requested.

5.6 Working with Each Tenants and Residents Group

- 5.6.1 CHA will:-

- 5.6.2 Send an officer to each meeting of local tenants and residents associations.

- 5.6.3 Report to each meeting the performance of major activities and programmes on which the groups require information e.g. lettings, maintenance, capital programmes, tenancy enforcement issues etc.

- 5.6.4 Meet annually, to discuss priorities for spending in each area.

5.7 Tenant Outreach

- 5.7.1 CHA has used a number of approaches to involve tenants and residents who are not involved in Tenants & Residents Groups and who do not wish to become involved in the formal participative structures. Some of these will be used in the future as and when appropriate:-

- 5.7.2 'Planning for Real Events' which identify local priorities

- 5.7.3 Questionnaire surveys both CHA and tenant led

- 5.7.4 Discussion groups

- 5.7.5 Study visits

- 5.7.6 Drop in sessions

- 5.7.7 Coffee mornings

- 5.7.8 Working parties

- 5.7.9 Circulate newsletters on CHA's services to all tenants and make it available in large print, on audio cassette, in Braille and in other languages where requested

- 5.7.10 Area based roadshows

- 5.7.11 CHA is committed to providing information on how it can help tenants become more involved in the decision-making process. CHA has actively recruited 4 tenant Board Members to its Shadow Board, which will ensure that tenants are

part of the decision making process, it should also aid in the positive involvement of other tenants and give a two way flow of information.

5.8 Involving Partners

- 5.8.1 CHA will consult voluntary and statutory organisations in order to maximise the involvement of individuals often excluded from tenant participation in particular those groups representing people with disabilities

6. Resources for tenant involvement

- 6.1 This section identifies those things which CHA will do to ensure that tenants have the support they need to:-

- 6.1.1 Set up new ways of getting involved
- 6.1.2 Maintain existing structures for tenant involvement.

6.2 Reasonable financial help.

- 6.2.1 CHA will:
- 6.2.2 Grant each recognised tenants and residents group £600 to cover all running costs (ie travel, child care, room hire, etc)
- 6.2.3 Give a grant of £2,500 to the Carlisle and Rural Tenants Federation to help with promotion of the Federation, administrative costs and other costs;
- 6.2.4 A budget of £3,000 will be made available - to which each recognised group may apply for a special grant to cover any additional projects/events not covered by their annual grant. A maximum of £500 will be available to successful applicants.

6.3 Facilities

- 6.3.1 CHA will:-
- 6.3.2 Develop a Tenants Resource Centre at their proposed future Head Office. A budget of £4,000 will be available to cover running costs of the Resource Centre
- 6.3.3 Assist the Carlisle and Rural Tenants Federation by making a computer available to the Chair.
- 6.3.4 Discuss with each group the best way to provide support services such as access to photocopying facilities, stationery, assistance with distribution of newsletters and promotional material.

6.4 Advice

6.4.1 CHA will:-

6.4.2 Support Tenant Participation projects

6.4.3 Provide community development support to community based projects where needed

6.4.4 Tenant Participation support will be provided through a team of Tenant Participation and Community Regeneration staff with CHA

6.5 Tenant Training

6.5.1 CHA will:

6.5.2 Provide an annual training budget for tenant training of £8,000

6.5.3 Support tenant representatives to attend training courses run by outside agencies;

6.5.4 Provide an annual training programme based on analysis of the training needs questionnaire circulated to TAG and all usual Tenant & Resident Groups

6.5.5 Provide joint training opportunities for staff, Board Members and tenants

6.5.6 Ensure adequate childcare provision, e.g. crèches or payment of caring expenses;

6.5.7 Ensure all venues have disabled facilities and that ground floor used as preference.

7. Governance

7.1 Each recognised tenant and residents group will nominate two representatives to form part of the membership of Carlisle Housing Association. These nominations will be registered with the Association.

7.2 Criteria for Tenants & Residents Groups

7.2.1 The purpose of this section is to promote the formation of active tenant and resident groups by meeting reasonable criteria for formal recognition by the CHA and the Carlisle & Rural Tenants Federation.

- 7.2.2 Any Tenant & Resident Group wishing to have a formal role in decision-making should meet these criteria:-
- 7.2.3 It should be based in a CHA tenanted area. In rural areas there may be individual properties in villages;
- 7.2.4 It should be properly constituted, with a constitution which lists the streets covered. The constitution should be reviewed every two years. A model constitution is available from CHA who will also provide advice and help on constitutional matters
- 7.2.5 Membership should be open to everyone in the designated area. The involvement of people from all age groups should be actively encouraged. It should hold regular meetings, the minutes of which should be made publicly available, for example by displaying in a community centre or other local venue; A committee should be elected at an Annual General Meeting. The minimum number of people (quorum) must attend the meeting to make the election and business of the meeting legal.
- 7.2.6 the accounts of the Group should be audited once a year and presented to the Annual General Meeting.
- 7.2.7 An equal opportunities policy, the practical benefits of which should be monitored annually by the Group and CHA.
- 7.2.8 In addition, Tenant & Resident Groups should be able to show that they are representing the issues and concerns of people in their areas and that the profile of the area is reflected in their membership.
- 7.2.9 CHA will assist new Tenant & Resident Groups who wish to become formally recognised.

8. Monitoring and measuring performance

- 8.1 The Tenant Participation Compact is a baseline from which tenant involvement in CHA will move forward and improve. CHA recognises that to ensure progress is made each year and that the compact continues to meet its aims and objectives we need to have some method of evaluating success and failure. A framework for evaluation of the compact will be agreed with Carlisle and Rural Tenants Federation.