

APPENDIX 1

WORKING TOGETHER
A TENANTS COMPACT FOR WINCHESTER

Dear Tenant (s)

Tenant Participation (TP) Compact

We are pleased to endorse this updated copy of Winchester City Council's district-wide Tenant Participation Compact, which demonstrates our commitment to working more closely together.

This Compact is the result of twelve months work by tenants, staff and elected members who have worked tirelessly, reviewing and updating it, using examples of good practice from other Local Authorities and Housing Associations, and guidance leaflets produced by the Tenant Participation Advisory Service (TPAS), a national organisation dedicated to tenant involvement.

The ultimate aim of the Compact is to give you a greater say in the way Housing services are delivered and new opportunities for involvement. You will find in this Compact an Action Plan showing you how we plan to improve tenant involvement over the next two years, and a list of ways in which you can become involved. We have also given you an indication of the level of involvement and a star rating to guide you on your time commitment of how you wish to be involved.

This Compact has been formally agreed by elected members of the City Council's Cabinet, with advice from the City Council's Housing Performance Improvement Committee.

The Compact is a constantly evolving document, which seeks to address effectively tenants' issues and representation. It will be reviewed on an annual basis to ensure that it is kept up to date and continues to deliver the level of involvement that you want.

Our thanks go to the enthusiastic and dedicated tenants, elected members, and staff whose efforts have produced this Compact.

If you would like to find out more information about tenant involvement, we have included a Contact section, together with a list of publications and other organisations at the end of this document including the Tenant Participation Sections Freephone number 0800 716987.

This Compact is available in large print, braille, audiotape and translations in other languages. Please contact us to request copy.



Bob Merrett
Director of Health &
Housing

Cyril Gilbert-Wood BEM
Chair of TACT
Afternoon Group

Bryan Whitfield
Chair of TACT Evening
Group



Councillor Dominic
Hiscock
Cabinet Portfolio Holder
for Housing

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Cabinet Portfolio Holder for Housing, and the Director of
Health and Housing*

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Our Vision

The Council will promote and enhance its landlord services to the highest quality. This will provide value for money to tenants, with an assurance that all services will be delivered within the principles of 'Best Value'. Services will continue to improve, and where possible be responsive to tenants' needs.

To achieve the Vision

Tenants and the Council will:

- Share values
- Be honest and open
- Consult
- Listen
- Work together
- Deliver

What is this Compact?

This Compact is an Agreement between Winchester City Council and its tenants. It explains how the Council and tenants are working together to ensure that tenants are involved in decisions affecting their homes and communities and how tenants can become involved. It sets out standards for ways of working together.

In this document "tenants" means tenants and leaseholders, "the Council" means councillors and staff. Other terms used in this document are explained in the Jargon Buster at the end.

How was this Compact produced?

A working party consisting of tenants, staff and councillors was set up to monitor and review the Compact that was signed in September 2000. The Working Party has worked over many months reviewing and updating the Compact using examples of good practice from other Local Authorities and Housing Associations, and guidance documents from TPAS and the Office of the Deputy Prime Minister (ODPM).

This Compact is a working document which will be reviewed annually by the Tenant Participation Compact Monitoring Group.

What will the Compact achieve?

The Compact is designed to ensure that the Council becomes more answerable to tenants, by letting tenants know who is responsible for decisions and how those decisions are made. Tenants are being invited to get involved in housing matters and to tell us their areas of concern. The Council and tenants will work together to look at ways of measuring success, and find areas where performance can be improved.

What has the Compact achieved?

Below are some examples of what the Compact has achieved, which have come about as a direct result of the Compact signed in 2000:

- Improvements to the Tenancy Conditions
- A complete review of the Tenants Handbook resulting in a new and improved version
- Involvement in Best Value Reviews such as Estate Management, Rents and Arrears, and Property Services including repairs.
- The recruitment of more tenants for TACT to make it more representative of the area it covers.
- An increase in the number of Tenants Associations.
- The setting up of the Rents & Business Planning Forum, giving tenants involvement in the rent setting and business planning processes.
- The setting up of The Property & Contracts Forum giving tenants involvement in the full range of property-related services provided for them, including day to day repairs, planned maintenance, cleaning contracts and gas servicing.
- Involvement in the monitoring of the repair service delivered by Serco, the Council's principal term maintenance contractor.
- A review of how garages are managed including the garage tenancy conditions, which is being undertaken by the Rents & Business Planning Forum.
- An extra member of staff to help with Tenant Involvement.
- Involvement in monitoring the Tenant Participation Budget which is presented to TACT annually.
- Extra influence in the decision making process with tenant representation on Housing Performance Improvement Committee and Cabinet (see the Tenant Participation section below for more information).
- Increased training opportunities through partnership working with Hampshire Training Group, a group of Local Authorities and Housing Associations that work together to provide cost effective training for tenants.

- Regular meetings with the Portfolio Holder for Housing to discuss current housing issues.

For details of improvements to Tenant Involvement over the next two years, go to Appendix 3 - Tenants' Compact Action Plan 2004-2006 and to find out the Aspirations of the Compact go to Appendix 4.

Making the Compact Work

A. The role of tenants

Tenants acknowledge their responsibility in playing their part in the Compact, which is for the mutual benefit of the Council and all tenants. Tenants will work towards the success of the Compact by:

- Abiding by their Tenancy Conditions with particular reference to The Tenants Responsibility which can be found in Section 3, pages 3.3 and 3.4 of the Tenants Handbook.
- Reading the Tenants Handbook and making use of the information contained in it to help resolve problems arising on our Estate or in our homes.
- Respecting the Council in the performance of its duties.
- Co-operating with and respecting the Council's contractors who work on the Councils' behalf for our mutual benefit.

In addition to the above points every tenant has the right to:

- Access relevant papers or background information (excluding those of a confidential nature), in order to make an informed decision on services provided for them.
- Be involved in the decision-making process concerning Housing Services, working in partnership with the Council.
- Decide on what level or stage to be involved and the level of responsibility to take on.
- Have their views recorded to reflect a true, accurate measure of their needs and to ensure there are no misunderstandings.
- Indicate at what level, stage, or by what method they wish to be consulted or involved.
- Establish a tenants group

For further information on how you can become more involved, at what level and the time commitment see 'Options for Involvement' on page XXXX. If you would like further information on tenant involvement, or would like to contact the Tenant Participation Section, TACT or a Tenants Association see 'Further Information and Contacts' on page XXXX, and 'Other Organisations' on page XXXX.

Remember that tenants have statutory and legal rights – one of the most important is the right to be consulted.

B. Tenant Participation

Tenants have achieved extra influence as a direct result of the Compact. TACT has formal representation on the Council's Housing Performance Improvement Committee (HPIC). It can add its comments to all housing-related reports being presented to the HPIC and Cabinet and give its views when housing-related reports are discussed. Its role at these meetings is to represent the interests and views of all tenants.

In addition TACT:

- writes and presents its own reports,
- is invited to be involved in 'task and finish groups', and informal and formal working parties, organised by the Council to discuss housing related issues in more depth.

Tenants agreed the current structure for tenant involvement in 1995. (See Appendix 1). As part of this review the structure has been updated to include the changes in the Council's committee structure and the improvements to tenant involvement brought about by the Compact. (See Appendix 2)

The Council and tenants support the principles of developing tenant involvement and consultation in ways that meet the needs of individual tenants and groups, consistent with Government expectations. Work will continue to examine new opportunities taking into account any costs to ensure that proposals are appropriate to the resources available.

In line with the Best Value principle of continuous improvement, an action plan has been put together outlining goals for achievement to develop and improve tenant involvement (see Appendix 3 and 4).

There are lots of ways and opportunities to become involved, from sharing views and information to meeting other tenants, attending focus groups, or going to Council committee meetings. These are shown below with an indication of the level of involvement and a star rating to guide you on the time commitment.

C. Options for Involvement

<i>The Options</i>	<i>Star Rating</i>	<i>Level of involvement</i>
Conferences and training events	*	Information Participation
Letters, Leaflets, Customer Care Cards and Questionnaires	*	Information Consultation
Social Events	*	Information

Focus Groups	*	Information Participation
Information Sharing Sessions in Sheltered Schemes	*	Information Consultation Participation
Best Value Review Groups	**	Information Consultation Participation
Estate Inspections (Walkabouts)	**	Participation
Local Groups and Local Agreements	**	Information Participation
Tenants Associations	**	Information Consultation Participation
Black and Minority Ethnic (BME) User Group	**	Information Consultation
Newsletter Working Party (ConTACT and Houseproud)	***	Participation Decision
Tenant Association Representatives	***	Participation
Property & Contracts Forum	***	Information Consultation Decision
Rent and Business Planning Forum	***	Information Consultation Decision
TACT	***	Information Consultation Decision
Task and Finish Groups (Council initiated)	***	Information Participation Decision
Housing Performance Improvement Committee	***	Information Participation

Star rating

- * Low level of commitment – letters, questionnaires, focus groups, and occasional contact with tenants and the Council.
- ** Medium level of commitment – irregular meetings and occasional contact with tenants and the Council.
- *** High level of commitment – regular meetings with tenants and the Council.

The Options above are a general guideline to your involvement. The Council recognises that many may not want, or be able to get involved in the ways mentioned. You can still get involved by:

- letter writing
- using the telephone
- fax or electronic mail (email)
- a home visit
- reading Houseproud and ConTACT
- completing surveys and questionnaires

The level of involvement is a matter of individual choice.

D. The Councillor's Role

Councillors are responsible and accountable for policy and strategic decisions and ensuring legal requirements are met.

A Councillor will (either individually or through Council systems):

- Consult, communicate and address the needs of tenants when policies are amended and developed.
- Be honest, listen and be non-judgemental when approached by tenants for a change of housing strategy.
- Provide feedback when information regarding any issues has occurred.
- Be supportive, strengthening links with tenants to promote close understanding of local community issues and the implementation of the Compact.
- Support an equal opportunities policy.

E. The role of Council staff

Council staff at every level will work to ensure the success of the Compact by:

- Constructively responding to tenants needs and wishes when they develop and deliver housing services.

- Developing better working relationships with tenants and leaseholders.
- Working in a flexible way to adapt to the needs of tenants.
- Allowing additional time, where possible, when tenants are being consulted on housing services and policies.
- Arranging meetings and training events between tenants and the Council to assist and help develop the relationship.
- Arranging meetings at locations and times that will attract more tenant involvement.
- Putting into action the policies of the Council.

F. Equal Opportunities

Some groups of people often do not get a chance to have their say. Everyone should have an equal opportunity to get involved. This includes older persons, younger residents, lone parents and residents of minority ethnic groups and people with disabilities and this Compact is intended to encourage the involvement of these groups.

This involvement can be at a very local level – on the local estate, or on a wider level looking across all housing services. It is a matter of individual choice.

The Council is committed to Equal Opportunities and strives to involve everybody. This is demonstrated by:

- TACT Afternoon and Evening meetings – to ensure that as many people as possible can attend a meeting.
- A Black and Minority Ethnic User Group.
- Free transport to and from meetings.
- Child care and carer allowances.
- Information Sharing Sessions at Sheltered Schemes.

For further information on Equal Opportunities see Sections 1.3 and 10.6 of the Tenants Handbook and Support for tenants below.

Core Standards

These are agreed levels of service or support. All tenants will have the opportunity to be involved in reviewing these standards and monitoring performance.

1. Support for tenants

The Council recognises that it needs to make funds available from tenants' rents held in the Housing Revenue Account to support and maintain tenant involvement. In

addition Central Government has made extra funds available through a Housing Subsidy. This money will also be spent on the Tenant Compact. From these extra funds and the Tenant Participation budget, the Compact will make the following resources available in consultation with TACT.

- A dedicated full time Tenant Participation Manager, a Tenant Participation Officer, and other staff, Council-wide as required.
- Financial support for recognised tenant groups including an annual grant, and start up grants for new groups.
- Facilities including the access to meeting rooms, photocopying and stationery.
- Access to support for typing and distributing meeting notes, agendas, and local newsletters.
- A reasonable payment for out of pocket expenses for attendance at meetings, which will include transport costs, for example bus fares, reimbursement of mileage to and from meetings, car parking tariffs; childcare and caring expenses.
- Taxis to meetings, for those who do not have access to transport.
- Access to an annual budget for:
 - Books and publications.
 - Room hire to hold meetings.
 - Membership and *free* independent advice from The Tenant Participation Advisory Service (TPAS) – as well as voluntary organisations and other public bodies.
 - Membership of other tenant-run bodies such as Tenants and Residents Organisation of England (TAROE).
 - A range of options available to encourage more tenants to get involved at levels to suit their needs and issues.
 - Any other reasonable requests for support as agreed by TACT and the Tenant Participation Manager.
- Access to training identified by TACT, Tenants Associations, including free training sessions organised through Hampshire Training Group, (a partnership of Local Authorities and Housing Associations dedicated to providing cost-effective training for tenants).

Full information on:

- the resources including money and staff time available to implement tenant involvement policies,
- which Council staff have responsibility for tenant involvement,
- what resources are available to support training for representatives and groups of tenants to maintain tenant involvement,

- any other housing matter requested, so long as it is publicly available and releasing information does not break confidentiality under the Data Protection Act 1998.

2. *Standards for Information*

The style and content of all written material should be easy to understand and available to everybody. If this is not the case, then tenants are encouraged to challenge this by contacting TACT or the Council. The same challenge is open to tenants when verbal and visual presentations are given.

All information about housing services will be in plain language, timely and relevant to tenants' needs. Individual tenants will receive information on issues that directly affect them. This information will be provided on request wherever possible in large print, other languages, Braille and on audio-cassette.

The Council will provide information on:

- Housing Management - including present and future capital works, for example new build and major improvements contracts.
- Housing strategies, policies and procedures, business plans, housing investment options and plans.
- Other relevant services.
- Best Value review; planning, developing and implementing; monitoring and reviewing performance and setting service standards and targets.
- This Compact including support for local agreements.
- The Council's Black and Minority Ethnic (BME) Strategy

3. *Standards for TACT Representatives*

TACT is the formal district-wide tenant and leaseholder consultative forum, which is made up of tenants that are representative of the area where they live, as well as individual tenant volunteers, councillors, and senior officers. They meet every month and work in partnership with the Council to improve the housing service for all tenants.

As a district-wide tenant and leaseholder consultative forum, with a formal role in the decision-making process, a number of core standards have been agreed to ensure that tenants are wherever possible representative of the area where they live. These core standards are listed below and need to be followed for a tenant to become a TACT representative who is recognised by the Council, and a member of the TACT group.

TACT representatives should:

- Be either a tenant or a leaseholder of the Council.

- Be nominated and supported by a minimum of six local residents in the area that they live (who must be either a tenant or a leaseholder of the Council) on an annual basis.
- Comply with the Council's confidentiality policy at all times.
- Where possible encourage tenants to contact the Council direct. There may however be occasions when they may need to represent tenants' views and concerns to the Council on the tenant's behalf.
- Where requested act as an advocate for local people in their area.
- Not use their position of influence to raise issues relating to their own tenancy or lease. These issues must be dealt with through the normal channels available to all tenants.
- Attend a minimum of four Tenant Association meetings in the area they represent every year.
- Attend a minimum of six TACT meetings every year.

TACT representatives, who comply with the standards set out above, and wish to be part of the Council's decision-making process, are entitled to full support from the Council.

The Council will work in partnership with TACT representatives and assist them in every possible way to help them achieve these standards.

The Council will conduct an annual review to ensure that the above standards are kept and assess how best representatives can be supported in their role.

4. Standards for Tenants' Groups

Support and encouragement will be provided to set up tenants groups across the district, meeting the needs and interests of local people.

Tenants will be encouraged to make links with other tenants organisations or residents groups on estates to share knowledge, allow wider consultation and jointly resolve common issues.

The current structure for involvement has been reviewed, to take into account different levels of participation, and to ensure a means for formal and informal groups and individual tenants to feed into the decision making process. The revised structure can be seen in Appendix 2.

Where groups have a formal role in decision-making, either local to an area or district wide, they should be able to show that as far as is reasonable they are democratic, accountable and have the following:

- A written constitution approved by the Council and TACT.
- An Equal Opportunities statement.
- Yearly democratic elections of Officers (Chairman, Secretary, etc).

- Regular meetings which are minuted and publicised.
- A level of attendance, approved by the Council, that demonstrates a commitment to involving local tenants.
- A means of feeding back information to members of the group, local tenants and TACT.
- Two tenant representatives that have been nominated and elected by the group every year to join TACT and pass on the concerns of their group.

Recognised groups will be encouraged to undertake an annual review to check that the group is complying with the above standards.

5. *Standards for Meetings*

Meetings are one way in which the Council and tenants can share information and work together in the decision making process. Each meeting should:

- Be publicised effectively and in good time
- Be organised at times and venues to suit most tenants.
- Have an agenda giving details of what will be discussed at the meeting.
- Have a Chairman who conducts the meeting properly and ensures that all attendees have an opportunity to speak.
- Have minutes, or meeting notes, with a clear action plan to deal with matters arising.

Arrangements should exist for reporting the outcome of the meeting to tenants, TACT and to the Portfolio Holder for Housing.

Don't worry if you are finding it difficult to meet any of the Standards for Tenants Groups and Meetings set out above just give the Tenant Participation Section a call on Freephone 0800 716987 and we will do all we can to help. We can give you help and advice on:

- Organising your meetings.
- Producing Agendas and minutes.
- Producing leaflets and poster to publicise your meetings.
- Delivering your publicity material.
- Increasing the number of tenants that attend your meetings.
- Producing a newsletter by putting articles together, arranging meetings for you to discuss the design with our Design & Print Section, and printing the number of copies you need.

TACT and Tenants Associations can also give help and advice, and will attend a Tenants Association meeting to lend support if asked. Contact details can be found on page xx.

These are just a few ways in which help and support is available. For other ways see Support for Tenants on page XXXX.

6. *Standards for Housing Services*

Tenants can play an important role in the delivery and improvement of housing services. Tenants will be consulted and can be involved in the decision-making processes in the following areas:

- **Developing the Council's housing policies, strategy and business plan**

Tenants will help develop and influence housing policies through groups such as TACT, Property & Contracts Forum, The Rents and Business Planning Forum, the Housing Performance Improvement Committee, Cabinet, Task and Finish Groups, and informal and formal working parties as appropriate.

- **Drawing up the Council's capital and renovation programmes**

Tenants will be involved and consulted about capital and renovation programmes through the Property & Contracts Forum and TACT. Tenants will be individually consulted about schemes affecting their property. Tenant Associations, and Houseproud may also be used for consultation on individual schemes.

- **Budget, finance and rent setting**

Tenants will be involved in, and influence budgets, finance and rent setting through the Rents and Business Planning Forum and TACT.

- **Anti-Social Behaviour policies**

The Council, together with the TACT Co-optees will consider these policies, through the Housing Performance Improvement Committee and Cabinet.

- **Management of Housing Services**

Cabinet and the Housing Performance Improvement Committee, together with TACT Co-optees will consider the policies for all the housing management services including estate management, void repairs, improvements, tenant participation, rent collection, leasehold matters, sheltered housing services, environmental works and tenancy conditions.

7. *Standards for Monitoring Performance*

The Compact and the Action Plan set out the aspirations and targets for the Tenant Involvement service. For tenant involvement to work it is necessary to monitor, evaluate and measure its success. This can be achieved by use of National and Local Performance Indicators.

The Performance Indicators used to measure the success and effectiveness of the Compact and Tenant Involvement are follows:

National Performance Indicators (these are required by the Government)

- satisfaction of all tenants with the overall services provided.
- satisfaction of all tenants with opportunities for participation in management and decision making.

As part of our commitment to continual improvement a postal survey will be sent to tenants which will include the above indicators. This survey will be carried out every three years in accordance with Government guidelines and the results will be fed back to all tenants using Houseproud (the Council's tenant newsletter)

Local Performance Indicators

Tenants Groups

- The number of tenants' organisations recognised by the Council.
- The percentage of tenants /leaseholders covered by a recognised tenant group.
- The number of newly formed tenants' groups recognised by the Council in any one year.

Support to Tenants' Groups

- The number of tenants attending training courses or seminars arranged by the Council.
- The level of tenant satisfaction with the training courses arranged by the Council.

Structures and processes

- The number of tenant and leaseholder representatives on Housing Performance Committee and Informal Member/Officer Groups.
- The percentage of Housing-related reports that are presented to TACT and have a TACT comment before they are presented to Housing Performance Improvement Committee and Cabinet.

Communication

- The number and percentage of tenants responding to surveys
- Number of editions of the tenants' newsletters issued in the year

In addition to the National and Local PI's listed above there are a number of other ways to monitor the Compact and tenant involvement. These are as follows:

- Setting clear standards and targets for tenant consultation and involvement.
- Formal consultation and survey of tenants.
- Monitoring and assessing the outcome of consultation and surveys to find out whether or not change has resulted.
- Assess performance against other Housing organisations.
- Have a system in place, to address dissatisfaction or non-compliance with the Compact. See Monitoring and Dealing with Complaints and Disputes below

- Monitor all complaints of services.
- Monitor and evaluate the Best Value Reviews.
- The Council also has a legal obligation to report on performance, which will involve regular inspections of Council services by independent inspectors.

Monitoring and Dealing with Complaints and Disputes

There must be a regular check on how well tenant participation arrangements are working. The Government's Framework emphasises the need for internal complaints and disputes procedures that can be started by all parties (tenants or the Council) covered by the Compact.

Types of Complaints

All complaints relating to compliance with the Compact will be dealt with by the Council's Complaints Procedure. These may be about the lack of consultation or participation. They could include specific comments (for example the Council changing heating without consultation), or general (the Council is not supporting tenants associations as agreed in the Compact), or any complaint about a Tenants Group or TACT. Publicity contained within the Tenants Handbook, and the leaflet 'How to Complain' will ensure tenants are fully aware of this procedure.

Review

Each month the Tenant Participation Compact Monitoring Group will receive a report detailing all complaints that specifically relate to the Compact.

- If the group takes the view that a series of complaints, or failures have amounted to a breach of the Compact, then the Tenant Participation Compact Monitoring Group will register this complaint with the Director of Health & Housing.
- The Director will reply to these concerns within 14 days. If the Tenant Compact Monitoring Group is not happy with the situation, they can take this to the next meeting of TACT.
- At this stage if it is not resolved, then it will be taken to Housing Performance Improvement Committee for discussion and recommendation.
- If the Tenant Participation Monitoring Group is still not happy, then the matter will be referred to Cabinet.

In unresolved or serious cases, an independent mediator will be hired to work with both parties to find a compromise with which all parties agree. The mediator will be Nigel Singer who is an experienced mediator offering coaching and training, facilitation and mediation on a wide range of issues.

The Tenant Participation Compact Monitoring Group will be informed of the outcome.

Contacts and Further Information

Winchester City Council Staff

Glynis Cole Telephone: Freephone 0800 716987
 Tenant Participation Manager Email: gcole@winchester.gov.uk

Zadia Green Telephone: Freephone 0800 716987
 Tenant Participation Officer Email: zgreen@winchester.gov.uk

Area Housing Manager Telephone: 01962 840222

Areas 1-5 (add details)

Repair Lines 01962 848172
 01962 848351
 01962 848576

Winchester City Council Website: www.winchester.gov.uk

TACT (Tenants and Council Together) Consultative Forum

Cyril Gilbert-Wood, BEM 01962 884505
 Afternoon Group

Bryan Whitfield
 Evening Group 01962 777597

Tenants Associations (TA)

<u>Names of TA</u>	<u>Contact</u>	<u>Telephone No.</u>	<u>Meeting Place</u>
Colden Common and Twyford	Andrew Ewing (Chairman)	0800 716987	The Community Centre St Vigor Way Colden Common And The Parish Hall High Street Twyford
Compton	John Tugwell (Chairman)	0800 716987	The Reeves Scout Hall Martins Fields Compton Winchester
Denmead	John Herries (Chairman)	0800 716987	White Wings House Common Room Ashling Park Road Denmead Nr. Waterlooville

Highcliffe	Sarah Maginnes (Chairman)	0800 716987	The Community Room All Saints School St. Catherines Road Highcliffe
1 st Stanmore	Judith Steventon Baker (Chairman)	0800 716987	The Valley Sheltered Scheme Common Room Stanmore Winchester
The Worthys – covering Kings Worthy, Headbourne Worthy and Martyr Worthy	Paul Bungey (Chairman)	0800 716987	Harwood Place Sheltered Scheme Common Room Kings Worthy

Further information

Tenants Handbook

TACT Welcome Leaflet

You can do it! A guide to Tenant Involvement in the Winchester District

Setting Up a Tenants Association - A guide for Winchester City Council

Tenants and leaseholders

Other Organisations

Tenant Participation Advisory Service (TPAS)

5th Floor
Trafford House
Chester Road
Manchester
M32 ORS
Telephone: 0161 868 3500
Email: info@tpas.org.uk
Website: www.tpas.org.uk

TPAS Freephone advice line 0500 855111

Freephone advice line for tenants providing independent advice and information on all aspects of tenant involvement. Winchester City Council is a full member of TPAS and tenants are entitled to make full use of the services they offer. Visit their website for up to date information on training, conferences and information sheets to download.

The National Tenants Resource Centre

Trafford Hall
Ince Lane
Wimbolds Trafford
Chester
CH2 4JP
Telephone: 01244 300246
Website: www.traffordhall.com

Funded by the Government this independent organisation offers a wide range of useful and informative residential courses to help tenants become actively involved in their estate and communities.

Tenant and Residents Organisation of England (TAROE)

41-42 Estate Building
Railway House
Huddersfield

A national organisation run by tenants for tenants.

Acknowledgements

This Compact recognises the unpaid efforts of TACT and other tenants who have spent many hours working on the review of this Compact for the benefit of all tenants throughout the district. Their efforts are warmly recognised and acknowledged.

<u>Name of tenant</u>	<u>Area</u>
Brian Hayes	Compton
Bryan Whitfield	Owslebury
David Cruden	West Meon
Paul Bungey	Headbourne Worthy
Alan Rickman	Weeke
Heather House	Stanmore

Supported by:

Glynis Cole	Tenant Participation Manager
Zadia Green	Tenant Participation Officer
Councillor John Steel	Chair of Housing Performance Improvement Committee
Councillor Dominic Hiscock	Portfolio Holder for Housing
Councillor Sue Nelmes	Portfolio Holder for Performance Management

TACT and the City Council wish to thank TPAS for their help and advice during the preparation of the Compact.

Members of TACT and the City Council wish to acknowledge the invaluable part that the late George Brown from Winnall played in drafting this Compact.

Jargon Busting! What does it all mean?

Best Value Performance Indicators (BVPI)	Key service areas identified by the Audit Commission, which all councils have to report performance against on an annual basis.
Best Value	A duty to deliver services to clear standards – covering both cost and quality – by the most economic, efficient and effective means available.
Councillors (elected members)	People elected to serve on the Council to represent defined wards and to make Council policy.
ConTACT Newsletter Working Party	A group of tenants that work together with officers and Housing's Public Relations Officer to produce three editions of ConTACT a year, which is a newsletter produced by tenants of Winchester City Council.
Core Standards	An agreed level of service or support that tenants and staff are guided by.
Co-optee	An elected tenant representative from TACT who has been formally invited to be involved in the Council's committee structure and gives tenants views on all housing-related reports presented to the Housing Performance Improvement Committee and Cabinet
Black & Minority Ethnic (BME) User Group	A group of tenants and waiting list applicants who have a different cultural background from the majority of Winchester district residents. This group meets every 2 months to discuss service delivery from a black and minority ethnic point of view.
Estate Inspections (Walkabouts)	Arranged by a representative from a Tenant Association and the Area Housing Manager three times a year to 'Walkabout' the estate looking at areas of concern to local residents. The group usually comprises 5 tenant representatives and several representatives from the Council.
Focus Group	One off sessions of small gatherings of between 6 and 12 tenants designed to gather information on specific issues. Meetings usually last between 1 and 2 hours.
Hampshire Training Group (HTG)	A group of local authorities and housing associations that work in partnership to produce cost effective training for tenants.

Housing Management	A range of housing-related services, including rent arrears and estate management aimed at enabling tenants and residents to have the quiet enjoyment of their homes.
Housing Performance Improvement Committee (HPIC)	A formal Council Committee of appointed Councillors and TACT representatives which meets on a regular basis through the year and monitoring performance and budgetary control in respect of the housing function of the Council.
Housing Revenue Account (HRA)	Housing Revenue Account is the Council account into which rents and any money from the Government are paid. It pays for repairs, managing and maintaining the housing stock, and repaying any money borrowed for past building and improvements.
Housing Strategy	A document produced by all local authorities setting out broad policy aims as well as specific objectives and targets for the provision of affordable housing in both the public and private sector.
Housing Subsidy	Money from the Government, paid into a local authority's HRA. It makes up the difference between what the Government thinks the Council should spend on housing, and what it assumes it is receiving in rent income.
Houseproud	A newsletter produced by Winchester City Council's Health & Housing Department containing news and information for tenants and their families.
Inspection Regime	The Audit Commission's programme and process of inspections to review effectiveness and quality of housing services provided by local authorities.
Leaseholders	Tenants who live in flats or maisonettes bought from the Council.
National and Local Performance Indicators	These are a range of other service areas identified by the Council and/or TACT as important to monitor and report on performance
ODPM	Office of the Deputy Prime Minister – lead central Government Department for housing policy.
Property & Contracts Forum	A formal group of tenants and officers which meets every two months to identify, debate and agree on ways to promote and improve the full range of property related services provided for tenants.

Rents and Business Planning Forum	A formal group of tenants and officers that meets every two months to identify, debate, and agree ways to promote and improve the full range of Housing Revenue Account services provided for tenants.
Serco Project Team	A formal group of senior and operational managers from Serco and Winchester City Council's Contract and Property Services, including 2 tenant representatives, who meet monthly to review the operational management of the term maintenance contact.
TACT (Tenants & Council Together)	The formal district-wide tenant consultative forum made up of tenants that are representative of the area where they live. Individual tenant volunteers, councillors, and senior officers, who meet every month and work in partnership with the City Council to improve the housing service for all tenants.
TAROE (Tenant and Residents Organisation of England)	A national organisation run by tenants for tenants
Task and Finish Groups	Informal Councillor/Officer working group dealing with specific issues.
Tenant Participation Advisory Service (TPAS)	A national organisation dedicated to tenant involvement, offering training and support for individual tenants and tenant organisations.
Tenants Association	A democratic organisation set up in a specific area to meet the needs of tenants locally. They meet at least 6 times a year and enable tenants to join forces to tackle issues and problems together, rather than individually.
Tenants Handbook Review Group	A group of tenants and officers that review the Handbook to ensure that it is kept up to date.
Tenant Participation Compact Monitoring Group (TPCMG)	A Tenant/Councillor/Officer group, which meet regularly to monitor that the compact is working and is kept up to date. They will also register and monitor any disputes that arise as a result of the Compact, as well as setting new objectives and targets contained within the Action Plan, on an annual basis.
Tenant Participation Manager	A specialist officer with responsibility to develop the Councils Tenant Participation Strategy with the aim of achieving effective tenant involvement in the management and delivery of the housing service.
Tenant Participation Officer	A support officer with responsibility to assist in developing and implementing the Councils Tenant Participation Strategy, as well as encouraging and

	supporting tenant involvement within the Winchester district.
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Appendix 1**Original Tenant Involvement Structure**

(Agreed by tenants and leaseholders district wide)



- Meet regularly with Estate Team
- Raises Concerns in the area
- Gives views and ideas on housing issues

- Representatives from T.A.s
- Senior Officer presentations from the Council
- Standing invite to Chair and Vice Chair of Housing Committee

- Includes 2 Co-Optees from TACT
- Minutes of TACT passed to Committee when it debates Housing Management issues

Appendix 2

Revised Tenant Involvement Structure

