



ACT
The Association of
CharnwoodTenants



Charnwood

Leading in Leicestershire

THE TENANT & LEASEHOLDER COMPACT

A Partnership Agreement
between Charnwood Borough
Council and its Tenants and
Leaseholders.

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What is a Tenant & Leaseholder Compact?

All councils are required by Government to agree a Compact with their tenants. *Compacts are merely agreements between councils and their tenants and leaseholders* setting out:

- ✚ How tenants and leaseholders can influence decisions on housing matters, which affect them;
- ✚ The Councils', tenants' and leaseholders' commitment to better ways of working together, improving specific services or a better quality of life; and
- ✚ How the Compact will be implemented and checked to make sure everybody is keeping to the agreement.

“Compacts will bring tenants into the heart of decision making affecting their homes and communities”

Hilary Armstrong, Secretary of State

The Compact in Charnwood

The first Compact was completed in March 2000 and was the product of a partnership between Officers, Councillors and the Tenants Advisory Committee (now the Association of Charnwood Tenants).

Whilst the Compact was appropriate at the time, priorities have changed and tenant and leaseholder involvement have moved on in Charnwood, hence the need to revise the old Compact. However, tenant participation has yet to be fully embraced by all Council departments and indeed by the tenants of the Borough.

A Review Group consisting of Tenant Representatives and Council Officers wrote this 'new' Tenant Participation Compact.

Once they had agreed a draft document it was distributed for comments to other tenant representatives in Charnwood, to council officers who are involved in providing services to tenants and to Borough Councillors.

Their comments were considered and the Compact amended accordingly.

The Compact Review Group will meet at least once a year to ensure that all parties are keeping to the agreement. The Group will also review the entire content of the Compact at least every 3 years.

This Tenant and Leaseholder Participation Compact supersedes the Compact written in March 2000.

Current Tenant & Leaseholder Representation

The structures for tenant participation have been formalised since the original Compact was written.

The Association of Charnwood Tenants is the principal tenant and leaseholder consultative body in the Borough. Any issues that arise from the Association's activities can be brought to the attention of the Council either through the usual contact with the relevant officer or, where appropriate by being raised at the Charnwood Tenant Council Partnership (CTCP) meetings, which are held every six weeks. This committee comprises of up to five ACT members, councillors and senior officers and is chaired by a tenant representative.

At the time of writing there are three active Tenants & Residents Groups and approximately 40 'Tenant Reps From Home'. All of these are 'recognised' by the Borough Council and as such, receive financial & practical advice & support from the Council's Tenant Participation Officer.

There are also other groups within the Borough who receive the advice and assistance of the Tenant Participation Officer but this is on an ad hoc, informal basis without the financial support of the Borough Council.

A further three fledgling residents groups currently exist for comprising of tenants, leaseholders and freeholders supported in their infancy by elected Members and Council Officers including the Tenant Participation Officer.

Resources

The Council will provide all reasonable administrative and practical support to tenant/leaseholder representatives & groups, whether formal or informal. For further details please see the Tenant Involvement range of leaflets available in the reception area or from the Tenant Participation Officer.

The Council has provided a temporary office for use by tenant and leaseholder representatives and is committed to the provision of a Tenant Resource Centre.

Financial Support

To ensure that all tenants have an equal opportunity to get involved and are not precluded because of costs, the Borough Council will provide a start up grant and an annual continuation grant to all **recognised** tenants groups to assist with running costs and expenses incurred by the group. This will be awarded by mutual agreement between the Head of Housing and the group once the group have the capacity to manage their own finances. Until such time the Head of Housing will reimburse appropriate expenses.

The Association of Charnwood Tenants, as the umbrella organisation, will be given an annual budget, payable quarterly. In addition to this the Council will meet the cost of the Association of Charnwood Tenants Annual General Meeting and will fund two ACT places at the Annual Tenant Participation Advisory Service Conference.

Further details can be found in the Tenant Involvement range of leaflets available at Housing Reception or from the Tenant Participation Officer.

Staffing Resources

The Council appointed a Tenant Participation Officer in July 2001 to support the Association of Charnwood Tenants and other tenant, leaseholder and resident groups and community associations.

The key role of the Tenant Participation Officer is:

- ✚ To provide day-to-day support for tenants, residents and leaseholder groups;
- ✚ To promote & encourage tenant participation throughout the Borough of Charnwood;
- ✚ To assist with the setting up of new tenants, residents and leaseholder groups, in conjunction with the Association of Charnwood Tenants;
- ✚ To ensure that the Council consults tenants, residents and leaseholders where appropriate; and
- ✚ To assist with the organisation of community & estate based projects.

The Council also undertakes to provide the following:

- ✚ Attendance of housing staff e.g. Maintenance Surveyor, Housing Officer, at tenant, resident and leaseholder group meetings when necessary; and
- ✚ Attendance of management and other relevant staff at Charnwood Tenant Council Partnership Meetings.

Tenant Training

The Council wants to ensure that all tenants and leaseholders who are members of recognised tenants or residents groups are able to make a full, meaningful and fair contribution to decision making in the Borough.

To achieve this the Council will make the following available:

- ✚ Access to literature relating to Tenant Participation & Consultation;
- ✚ Membership of the Tenant Participation Advisory Service;
- ✚ Opportunities to attend relevant conferences & seminars;
- ✚ Opportunities to attend relevant training courses;
- ✚ Opportunities to attend local and regional events e.g. Leicestershire Tenant Participation Forum; and
- ✚ Familiarisation with the Housing Service & its staff

Staff & Councillor Awareness

The Council will ensure that:

- ✚ Tenant Participation is included in the induction programme for all relevant staff;
- ✚ Staff and councillors are kept informed of relevant information relating to tenant participation through appropriate publications and/or information systems;
- ✚ Joint training sessions are held whenever possible; and
- ✚ An annual networking event for members, officers and tenants will be financially supported.

Resources Summary

	<u>Individual Tenants and Leaseholders</u>	<u>Recognised Tenants & Residents Associations</u>	<u>Association Of Charnwood Tenants</u>
Recognition & Acceptance by Charnwood Borough Council as a formal Consultative Body	×	√	√
Consultation on all proposals for change relating to the homes or environments of tenants across the Borough	√	√	√
Membership of the Association of Charnwood Tenants	√	√	N/A
Membership of Charnwood Tenant Council Partnership	×	×	√
Start-up/Continuation Grant Where Appropriate	×	√	×
Reimbursed Expenses	Where appropriate	Where appropriate	×
Use of Office Accommodation & Equipment	×	√	√

	<u>Individual Tenants and Leaseholders</u>	<u>Recognised Tenants & Residents Associations</u>	<u>Association Of Charnwood Tenants</u>
Use of Meeting Rooms	Where appropriate	√	√
Secretarial/Administrative Assistance for CTCP	x	x	√
Assistance/Support of Tenant Participation Officer	√	√	√
Membership of TPAS & East Midlands/Leics TP Forum	x	√	√
Assistance/Support with Community/ Estate Based Projects	√	√	√
Attendance of Relevant Officers at Meetings	√	√	√
Attendance of Senior Officers at Meetings	x	Where appropriate	√
Attendance at Relevant Training Courses	Where appropriate	√	√

	<u>Individual Tenants and Leaseholders</u>	<u>Recognised Tenants & Residents Associations</u>	<u>Association Of Charnwood Tenants</u>
Attendance at Relevant Seminars & Conferences	Where Appropriate	√	√
Attendance at TPAS Annual Conference	x	Maximum 4 places	Maximum 2 places
Representation on Housing Scrutiny Committee	x	x	√
Invitation to attend Interviews for Relevant Housing Staff	x	x	√
Opportunity to Shadow Relevant Staff	x	√	√

What Information Can Tenants, Leaseholders & Residents Expect from the Housing Department?

Charnwood Borough Council undertakes to do the following:

- ✚ Ensure that plain English is used in all information to tenants and wherever possible the Association of Charnwood Tenants be given the opportunity to comment and amend tenant and leaseholder wide material;
- ✚ Ensure that all information to tenants and leaseholders is available on request in large print, Braille and other languages;
- ✚ Ensure that information is made available to tenants and leaseholders on the range of services offered by the Housing Department;
- ✚ Ensure that detailed information on Tenant Participation and Involvement is readily available; and
- ✚ Continue to financially support the quarterly tenant magazine 'ACT NOW' by way of the annual grant to the Association of Charnwood Tenants

Standards For Tenants Groups

Anybody can start a tenants and leaseholders group & they are free to run that group as they see fit.

However, if requested to do so, Charnwood Borough Council will offer practical and financial advice & support to the group, as set out in this document providing they meet, or are actively trying to meet, the Council's Criteria for Recognition and an accepted Code of Conduct

Standards for Monitoring & Measuring Performance

It is very important that this agreement between the Council and its tenants is monitored and reviewed on a regular basis to ensure that agreed expectations are being achieved. The Compact Working Party will agree a framework for Performance Monitoring.

The Compact Review Group will monitor progress on the Action Plan every 12 months.

The progress and content of the Compact will be fully reviewed at least every two years and the Compact Working Party, the Association of Charnwood Tenants and Cabinet will ratify any amendments.

Interim amendments may be made by the Compact Review Group to resolve significant shortcomings.

PARTNERSHIP ACTION PLAN

ACTION	BY WHOM	TARGET	OUTCOMES
Provision of Tenant Resource Centre	CBC	July 2005	To provide active tenants with an independent, 'neutral' private office base
Tenant Participation & Consultation included on CBC website	CBC & ACT	January 2005	To ensure that the general public can readily access information on TP
Tenant Participation & Consultation included in new employees induction	CBC & ACT	January 2005	To ensure that all new employees are familiar with and appreciate the importance of TP in the Borough
Detailed Tenant Participation Pack available on request	CBC	March 2005	To ensure that all tenants, employees and elected members can readily access information on TP

ACTION	BY WHOM	TARGET	REASONS
Partnership working from outset on Capital Programme	CBC, ACT, Leaseholders & tenant groups	Immediate effect	To ensure that all stakeholders have an input into the decision making process
Partnership working from outset on Business Plan, Housing Strategy	CBC, ACT, Leaseholders & tenant groups	Immediate effect	To ensure that all stakeholders have an input into the decision making process
Partnership working from outset on changes to all policies which directly effect tenants – to include Housing Needs, Warden Services, Housing Management, Rent Arrears & Repairs & Maintenance	CBC, ACT, Leaseholders & tenant groups	Immediate effect	To ensure that all stakeholders have an input into the decision making process
Carry out Tenant and Leaseholder Led research into weaknesses in the service. Proceed with ‘ Mystery Shoppers’ as appropriate	CBC & ACT	March 2005	To identify weaknesses in the service and make the necessary improvements to improve customer service

ACTION	BY WHOM	TARGET	REASONS
<p>Increase the number of Tenant/leaseholder Representatives/Groups Borough Wide, particularly in current areas of interest (Sileby/Shelthorpe & Warwick Way Estate)</p>	<p>CBC & ACT</p>	<p>N/A</p>	<p>To improve the number of stakeholders involved in decision making processes & to encourage community involvement & ownership</p>
<p>Review Options for Tenant/Resident Participation Funding & make recommendations to Cabinet as appropriate. Review Criteria for Recognition</p>	<p>CBC & ACT</p>	<p>February 2005</p>	<p>To ensure that the funding of Tenant/Resident Participation in the Borough is equitable & does not exclude those wishing to become involved in their communities</p>
<p>Complete a Compact Review</p>	<p>CBC & ACT</p>	<p>July 2005</p>	<p>To ensure progress is being made in TP, all parties are meeting their targets & set further for the future</p>

To arrange for an explanation of any part of this document in your language or to receive a copy in Braille, on audio tape or large print please call 01509 634603.

Chinese

假如你希望我們安排人，用你的語言向你解釋這份檔的任何部分，或者收到盲文、錄音帶或大字體的這份檔，請致電 01509 634603。

Punjabi

“ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਭਾਗ ਦੀ, ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਵਿਆਖਿਆ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਲਈ ਜਾਂ ਇਸਦੀ ਕਾਪੀ/ਨਕਲ, ਬ੍ਰੇਲ, ਔਡੀਓ ਟੇਪ ਤੇ ਜਾਂ ਵੱਡੇ ਛਾਪੇ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ 01509 634603 ਤੇ ਫ਼ੋਨ ਕਰੋ।”

Hindi

“इस दस्तावेज़ के किसी भी भाग की आपकी भाषा में व्याख्या का प्रबन्ध करने के लिए या इसकी प्रतिलिपी/कापी, ब्रेल, ऑडियो टेप पर या बड़े प्रिंट में प्राप्त करने के लिए, कृपया 01509 634603 पर फ़ोन कीजिए।”

Gujarati

“આ ડોક્યુમેન્ટ (દસ્તાવેજ) ના કોઈપણ વિભાગને આપની ભાષામાં સમજવા માટે વ્યવસ્થા કરવા અથવા બ્રેઇલ (ઉપસાવેલા અક્ષરો), ઓડીયો ટેપ અથવા મોટા અક્ષરોમાં કોપી મેળવવા 01509 634603 નંબર ઉપર મહેરબાની કરી ફોન કરશો.”

Bengali

“এই ডকুমেন্টের কোন অংশ নিয়ে আপনার নিজের ভাষায় বিস্তারিত আলোচনা করার জন্যে অথবা এর কপি ব্রেইলি, অডিও টেপ বা বড় প্রিন্ট পেতে চাইলে অনুগ্রহ করে 01509 634603 এই নম্বরে ফোন করুন।”