



Tenant Participation Compact

Agreed By the Board of PCHA on 4th March 2002

*Reviewed by the Board of PCHA The PCHA Community
Participation Committee and the Tenants Consultative Forum in
November 2004*

Reviewed by the PCHA Community Participation Committee

July 2006

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Section 1

The Shared Vision

This Tenant Participation Compact was negotiated and agreed between PCHA and its tenants including the Tenants Consultative Forum, recognised tenants organisations and tenants in governance.

The compact demonstrates a continuous commitment on the part of PCHA, and our tenants, to ensure that PCHA's tenant participation practices are in line with the best.

Compact Objectives

This Compact has been negotiated and agreed by PCHA and its tenants to clearly set out the arrangements for tenant participation within PCHA. The objectives are to:

- θ enhance the role of tenant participation within PCHA
- θ form an integral part of PCHA's Best Value strategy
- θ ensure that PCHA complies with legal requirements
- θ form a basis for more localised area-based compacts, when requested
- θ provide a working tool for PCHA and its tenants to continue to monitor review and develop tenant participation arrangements within PCHA.
- θ underpin PCHA's Community Development & BME strategies
- θ ensure that services meet the needs of tenants efficiently and cost-effectively
- θ increase tenant satisfaction
- θ build or regenerate and sustain communities
- θ empower tenants and increase the choices available to them
- θ ensure that PCHA is an open, honest and accountable organisation.

We the undersigned are fully committed to work towards the successful implementation of this compact:

From Governance

From Tenants Organisations

From Staff

Section 2

Summary of Compact

“Our approach will involve and be shaped by residents. Imposed top-down solutions are no longer going to work-if they ever did...Residents have a right to participate as much or as little as they wish in the running of their communities ”

Chairman of the Housing Corporation, Brenda Dean

A key objective of this compact is to break down barriers that hinder significant resident involvement. There will be a menu of options to facilitate meaningful involvement either on an individual level. or by collective action in democratically elected and accountable groups which are mandated to represent tenants views. These models will include, local committees, tenant forums, formally registered tenant associations and focus groups.

The legal requirements relating to this document are specified in Section 3. Local Authorities in England and Wales have since April 2000 being statutorily obligated to implement compacts or local service delivery agreements as part of the Best Value regime. Whilst PCHA is not obliged to comply with the legislation, its Board has agreed to follow the spirit of the legislation by consent.

The Housing Corporation is expecting RSL's to move quickly to adopt and demonstrate Best Value principles and have Performance Standards which set out minimum regulatory requirements for strengthening the role of residents over the design and delivery of the services they receive. Sections 4, 5 and 6 specify the elements of housing services covered by the compact and the scope of information and consultation methods.

Section 7 and 8 addresses the wider issues of community involvement, partnership working and tenant involvement in decision making in governance. Section 9 specifies the commitment of resources both financial and by staff which PCHA will provide.

Section 11 illustrates how tenants shall be involved, informed and consulted with regard to Repairs and Maintenance.

Sections 14 and 15 describe the complaint process and how the compact will be monitored and reviewed. PCHA has recently (January 2001) completed a comprehensive service review of tenant participation. One of the key findings identified was to reinvigorate the process of agreeing and implementing compacts. An imperative dimension of this is to ensure increased BME involvement, which is addressed in Section 10.

PCHA wants to ensure that PCHA_tenants, including those who live in Supported Housing managed by other organisations on behalf of PCHA, have the same rights and the same opportunity to influence decisions which affect their homes. The mechanisms to achieve this are detailed in Section 12

Section 13 embraces Tenant Choice in new development/refurbishment The PCHA development process is specified in this section together with procedure guides for working in tenanted property.

There are 8 appendices as follows: Criteria for recognising community and tenants groups; Recommended Equal Opportunities and Racial Harassment statement; Grants for community and tenants groups; Training Policy; Community and tenant groups annual returns; Annual Performance Indicators; Procedure guide for working in tenanted property.

Section 3

Legal Requirements

The Law

The Housing Act 1985 places some duties on associations and gives secure tenants some rights. These rights and duties, however, are mostly restricted to informing and consulting tenants.

There are no similar statutory rights and duties affecting assured tenants.

Secure Tenants' Rights to Information

Associations must provide secure tenants with the following information that should be explained in 'simple terms'.

- θ the express terms of their secure tenancy
- θ tenants' rights detailed in the Act
- θ the association's repairing duties.

Associations must also publish information about:

- θ their arrangements for consulting tenants
- θ their rules and procedures for allocating their homes.

Secure Tenants' Rights to Consultation

The Housing Act 1985 also requires associations to make arrangements for consulting secure tenants about proposed changes to housing services which would substantially affect tenants.

Associations are also required to make sure that tenants are able to make their views known and ensure that tenants' views are taken into account before any decisions are made.

Other Requirements

The rights and duties affecting assured tenants can be found in the Social Housing Standards and Residents' Charters, which set out the Housing Corporation's requirements.

Additional requirements are set out in policies, strategies and guidance issued by the **Office of the Deputy Prime Minister** (e.g. Tenant Compacts), and the Housing Corporation (e.g. Making Consumers Count, Tenant Participation - The next five years and **Involvement Policy for the Housing Association Sector**). PCHA has no statutory requirement to implement Tenant Compacts but sees it as good practice to do so.

Section 4

Housing Services

The following is a list of elements of the housing service to which this Compact applies:

- θ developing, monitoring and reviewing housing policy and strategy.
- θ drawing up capital repairs and major works programmes
- θ designing and building new homes
- θ community development
- θ supported housing
- θ budgets, finances and rent setting
- θ allocations and lettings policies
- θ housing management services
- θ tenancy conditions and agreements
- θ anti-social behaviour policies
- θ setting, monitoring and reviewing service performance standards and targets, together with proposed actions for rectifying performance shortfalls
- θ neighbourhood issues affecting tenants' homes or the housing service
- θ environmental works
- θ customer care
- θ arrangements for providing information, for tenant consultation and involvement including handling complaints and remedial actions.

NOTE

Having agreed the Tenant Compact framework, the next step will be to develop work plans detailing the processes by which tenant participation policies and procedures will be developed and negotiated in each of the neighbourhood areas.

Section 5

Housing Management Services: Information

Our Aims

To give tenants relevant information so that they are able to:

- θ understand their rights and responsibilities
- θ assess the service provided by PCHA
- θ influence the practices, priorities and policies of the Association

Keeping Tenants Informed

PCHA is committed to a policy of open access to information for all its tenants provided such access does not breach its confidentiality or Equal Opportunities Policy.

Responsibility for the provision of information will lie with the **Managing Director of PCHA**, although other centrally based Departmental Managers will take responsibility where provision specifically lies within their Department's remit.

What Information will be provided?

To all tenants

The following is summarised in the Tenants' Handbook, and is available in full on request:

- Tenancy Agreement
- Lettings Policy
- Transfer and Exchange Policy
- Rent Setting Policy
- Rent Arrears Policy
- Equal Opportunities Policy
- Nuisance/Harassment Policy
- Black Minority Ethnic Strategy
- Repair Policy including: -
 - (a) The Associations policy and procedure for carrying out repairs and the methods for reporting those repairs;
 - (b) Information on how long particular types of repair should take and how emergency and out-of-hours repairs should be handled;
 - (c) A tenants' rights to compensation if the Association fails to carry out its repairing obligations;
 - (d) The Association's policy for planned maintenance and for cyclical decoration and repairs;

- (e) The Association's policy on the provision of temporary accommodation during major repair works and any allowances or compensation it may pay to tenants for disturbance.
- Complaints Policy
- Housing Benefit information
- Confidentiality Policy
- Access to Information Policy
- Annual report and accounts
- Assistance to tenants, or to a member of their household, who are or become disabled
- Information about PCHA's performance
- Tenant Participation Compact
- Information about PCHA and its staff
- Information about welfare benefits
- Relevant community/local information.

To Tenant Groups

The Association recognises the importance of providing appropriate information to recognised tenants groups to enable them to participate effectively. Information requirements and priorities may differ between individual tenant groups. For this reason, the association will discuss information needs with individual tenant groups and agree the level and range of information to be provided on issues such as:

- Housing strategies, policies and priorities;
- Housing investment options and plans;
- Any arrangements for delegating or contracting out housing management services;
- Arrangements for developing and implementing best value, including monitoring and reviewing performance and setting standards and targets;
- Housing management and other relevant local services;
- Present and future capital works affecting tenants;
- Equal opportunities and racial harassment policies; BME strategy
- The tenant participation compact;
- The ways in which tenants can participate in the work of the Association, and the resulting benefits for both tenants and the Association;
- The ways in which the Association supports tenant involvement.

Standards For Information

Information will be Accessible.:

- Information will be provided in plain language and be available as request in large print.
- information will be made available in translation on request, or an interpretation facility will be provided.
- tenants are entitled to receive an oral description and /or explanation of the information they have requested, in addition to or in place of written information.
- information will be provided in tape form where no other form is appropriate.
- Information will be expressed clearly, avoiding jargon and racist, sexist or other biased language, of good quality, timely and tailored to tenants' needs.

Ways in which information will be provided:

Information to all tenants

Information will normally be provided in writing. Use of information technology to disseminate information will be used where possible. Some information will be sent to tenants automatically. This includes the following publications:

Tenants Handbook: The Tenants Handbook will be given to all new tenants and will be available for inspection at regional offices. The Handbook will be reviewed regularly and updated periodically in consultation with Tenants.

Newsletter: A minimum of 3 newsletters will be produced each year for distribution to all PCHA tenants.

Annual Performance Report to Tenants: In the autumn each year, an Annual Report to Tenants will be produced providing information on the performance of PCHA. The format of the report will be agreed in consultation with the Tenant Contact Group.

Website Information: Information on the services provided by the Tenants Initiatives Department will be made available to staff on the Intranet.

(Information will also be made available to tenants, and people outside PCHA, by Internet.)

Information available in Area office reception areas will include:

- Equal Opportunity Policy
- Structure chart of staff
- PCHA Annual Report
- Report to Tenants
- Tenants Newsletter
- Summary of Tenant participation Policy
- Information about housing and welfare benefits
- Tenants Guarantee
- HOMESWAP list
- Tenants Handbook leaflets
- Complaints Policy

- Ombudsman leaflets
- Ombudsman poster
- Complaints poster
- Equal Opportunities poster
- Service Charter poster
- HOMESWAP posters

Other information can be requested at any PCHA office receptions or from PCHA staff. PCHA is committed to providing the information requested within 5 working days of the request being made.

Information will be provided free to tenants unless the request is for bulk supplies of documents.

Information to Tenants Groups

As information needs arise, the Association will discuss and agree with individual tenant groups the most appropriate ways of meeting those needs. Options will include:

- verbal or written responses
- reports
- presentations
- training
- providing access to key staff with relevant expertise.

Section 6

Housing Management Services: Consultation

What is Consultation?

Consultation is the process of seeking views from people in order to take those views into account before a final decision is made.

Consultation plays an important role in:

- θ introducing something new within the organisation
- θ changing the way the organisation does something
- θ identifying issues and concerns which need to be addressed
- θ identifying the best way to do something.

Subjects for Consultation

Consultation arrangements will be dealt with as follows:

- If the subject for consultation is one for which specific consultation procedures have been negotiated within Section Four of this compact, then those procedures will be followed.
- If no such procedures have been negotiated, then the approach outlined in this section will apply.

Consultation Structure

PCHA will use the following structure to ensure that the most appropriate consultation methods are used and to ensure that consultation takes place before decisions are taken.

Policy /Strategic Issues

PCHA will consult the Tenants Consultative Forum about changes to existing policies and strategy or proposed new policies and strategies.

Operational /Area Issues

These are issues, which do not involve policy or strategy but do involve changes to the way PCHA delivers its services on the ground, or changes affecting certain locations and areas. PCHA will consult the **relevant Board Sub Committees**, relevant Working Parties and any affected local tenants or **focus** groups on proposals involving operational and/or area issues.

Consultation with Individual Tenants

In addition to the consultation structure above, tenants will have individual rights to consultation on certain issues, and these rights will be complied with. Generally where the subject for consultation affects all tenants PCHA will consult all tenants although those tenants most affected by the proposal may be targeted for more detailed consultation.

Where the subject for consultation affects only some tenants - e.g. the elderly or estate based initiatives, normally only those tenants affected will be consulted.

Consultation Methods

The following is a list of suggested consultation methods representing good practice. This list is neither prescriptive nor exhaustive and PCHA will consider alternative methods of consultation where appropriate.

List of Consultation Methods

Written Material

- θ Leaflet advising tenants of the main points of the proposal and how to put forward their views.
- θ Personalised letters providing information as contained in the leaflet.
- θ Posters and leaflets displayed in office reception areas explaining how consultation will be carried out and how tenants can put forward their views.
- θ Posters and leaflets displayed on Estate notice boards.
- θ Tenant newsletters.

Meetings

- θ Surgeries in convenient and accessible locations at appropriate times where tenants can put forward their views and discuss the proposals.
- θ Local open meetings for the purposes of introducing the proposals, providing additional information and seeking tenants' views.
- θ Attendance by officers at Tenants' Association/Federation meetings
- θ PCHA Tenant Conferences.

Surveys

- θ Written questionnaire for self-completion with pre-paid envelope for return or telephone response service.
- θ Sample satisfaction surveys
- θ the PCHA Contact Group
- θ Response cards for responsive maintenance.

Door-to-door visits

- θ Door knocking by staff to survey views of tenants face to face.

Focus Groups

- θ Convening of focus groups to discuss proposals or issues.

Criteria Applying to Consultation Material and Methods

PCHA will make reasonable efforts to ensure that, consultation material and methods meet the following criteria.

Written Material

- θ Available in translation on request or an interpretation facility will be made available.

- θ Oral description and/or explanation of the written material made available.
- θ Clearly marked 'for consultation' and, where reasonable, issued separately from other written information.

Meetings

Meetings should have:

- θ clear objectives and a mandate;
- θ a clear action plan to deal with matters arising;
- θ arrangements for reporting back the outcome including feedback to those whom took part.

Meetings should be:

- θ publicised effectively and in good time;
- θ held at suitable times in accessible places to maximise attendance;
- θ properly chaired and conducted in a fair and democratic way so that everyone gets a chance to have their say and is kept informed. PCHA will provide any necessary support and training to ensure this can happen

All open meetings whether local or Area based should be made as attractive and accessible as possible to encourage attendance. Subject to available resources the following criteria should apply:

- θ Baby sitting/crèche facilities made available
- θ Transport provided
- θ Incentives - e.g. raffle provided
- θ Interpretation facilities provided if necessary

Surveys

Written, self-completion questionnaires produced in simple terms, with tick box response where appropriate.

Tenants should be able to return written, self-completed questionnaires to staff, by pre-paid envelope and where possible by telephone response service.

In seeking tenants views, PCHA will endeavour to ensure that samples drawn together for surveys, visits and focus groups, are representative of the whole community. However on occasion, PCHA may seek to target ethnic groups for survey or research purposes

A question about ethnic origin will be included in any survey or research conducted to identify the needs and views of tenants or tenant groups. The results will be analysed by ethnic group.

Feedback to Tenants Following Consultation

PCHA is committed to ensuring that tenants receive feedback as soon as possible following consultation. Normally this would be within 3 months for an estate or street based survey, but may be within 6 months for a major PCHA-wide survey. Feedback will include the following information:

- θ How many tenants responded
- θ An analysis of views expressed
- θ Which views/ideas were acted on

- θ Why views/ideas were not acted on
- θ What happens next

Methods for providing feedback may include:

- θ Published results of Tenant Satisfaction Survey sent to all tenants
- θ Specific leaflets sent to tenants consulted
- θ Newsletter to all tenants
- θ Annual Tenants Meetings
- θ Follow-up meetings usually for estate based local consultation exercises
- θ Annual Performance Report to Tenants
- θ Annual Report

Where stated, the information gained from any of the above activities, will keep the personal details, of the tenants participating, confidential. For example the names and addresses of tenants filling in tenant satisfaction surveys will not be passed onto any PCHA or other staff.

Section 7

Housing Management Services: Community Involvement

Introduction

PCHA believes that there are important benefits to be gained from traditional tenant participation methods which seek to involve tenants in the work of the landlord organisation: namely, better decision-making and a more responsive and higher quality housing service. However, we also believe that tenant participation work should be set firmly within a wider context, which seeks to bring in, and address wider issues that exist within the communities where we operate and where our tenants live.

Our “Community Involvement” approach therefore looks at:

- tenants’ needs within the context of the wider community’s needs
- housing issues alongside other community based issues e.g. crime and vandalism; unemployment and training, local transport, children’s play facilities, health etc.

The Aims of Community Involvement are to:

- improve the way we deliver our housing services
- create opportunities for tenants and communities to develop their capabilities
- develop healthy, vibrant and self-supporting communities where people want to live
- provide a range of opportunities for our tenants to achieve greater influence and control

Community and Tenant Involvement Options

There are a variety of ways that PCHA will encourage individuals and groups to become involved in working to develop their own communities and in the management of their homes and in the work of PCHA. Some of the key options are:

- Community volunteering
- Community Groups & Tenants Associations
- Neighbourhood Panels/Forums/Focus Groups
- Youth Forums
- Estate Agreements
- Partnership working with PCHA
- Tenant management

Community Volunteering

PCHA recognises that in every community there are people who provide support, help and assistance in some way to their neighbours and friends even though they may not want to be involved in a Tenants Association or Community Group. Such people can provide vital and important services -

filling out Benefit forms, dropping children off at school, watching out for elderly and vulnerable residents, running coaching sessions for local children etc.

PCHA is committed to promoting and supporting community volunteering by:

For New Tenants

- Survey tenants on new estates to find out whether there are needs which could be met by local people willing to volunteer their skills and time. This could be carried out as part of the New Homes Satisfaction Survey;

For Existing Tenants

- Assess the interest of tenants in volunteering, in any Tenant Satisfaction surveys;
- Take the opportunity at meetings called for other purposes to promote the idea of community volunteering;
- Provide information on the work and achievements of community volunteers in newsletters.
- Provide advice and reasonable assistance and training to volunteers
- Provide advice to volunteers on any potential funding and resource opportunities.

Community Groups & Tenants Groups

Community groups come in many shapes and forms. The following are some examples:

- **Informal action groups** - may start through local neighbourly support which then develop on a more organised basis e.g. a baby-sitting circle, parents walking children to school, sports teams, campaigns for play facilities or against crime and vandalism.
- **formal action groups**-some groups adopt more formalised structures, perhaps in response to particular circumstances e.g. the need to account for money, hiring or leasing premises, employing a paid worker
- **mutual/ economic groups**-set up to meet the economic needs of local residents & may operate on a mutual or co-operative basis e.g. credit unions, food co-operatives, community cafes, and local exchange trading schemes (LETS)

Tenant Groups bring together, on a fairly regular basis, tenants (and sometimes lessees) from a particular estate, neighbourhood or area, to discuss housing and other related issues. They may adopt structures, which range from informal to formal.

- **informal tenant groups** may start with a small group of tenants who share a common goal. Meetings may be held on an ad hoc basis as issues arise. Such groups may not have a Chairperson, committee or constitution.
- **formal tenant groups** a group of tenants (and/or lessees) from a defined neighbourhood or area, with agreed aims, principles and practises. May have a Chairperson and management committee.

PCHA recognises that community and tenant groups play a vital role in enabling communities to come together to address local issues. Community and tenant groups can also provide an opportunity for tenants to become involved in the management of their housing and are useful channels for communication between tenants and PCHA

The responsibility for promoting, supporting and monitoring community and tenant groups lies with the **Housing Services Managers** with the support and advice of the Tenants' Initiatives Department.

PCHA is committed to promoting and fostering community and tenant groups in both its new properties and existing stock. To achieve this PCHA will:

For New Tenants

- Provide information in the Handbook about community and tenant groups and the support PCHA can give;
- Send each new tenant on new estates a leaflet explaining the opportunities to set up a community or tenant group, how to go about it and the support and resources PCHA can offer;
- Survey all tenants on new estates to find out their views on Tenant Participation and their wish to become involved. Is there a more appropriate way of doing this?
- Involve tenants of new estates in handover or opening ceremonies to promote the idea of tenants and communities working together as a group with PCHA;
- Survey all tenants on new estates to find out their views on Tenant Participation and their wish to become involved.
- Where possible organise events or meetings for tenants nominated to new schemes before completion of the scheme to encourage participation in the development process and build community spirit.

For Existing Tenants

- Make available information about community and tenant groups in the form of leaflets and/or displays;
- Assess the interest of tenants in tenant involvement and in setting up a community or tenant group, in Tenant Satisfaction surveys;
- Take the opportunity at meetings called for other purposes to provide information on the opportunity to set up community and tenant groups;
- Provide information on the work and achievements of community and tenant groups in newsletters.

Criteria for Community and Tenant Groups

PCHA will recognise and support community and tenant groups which:

- are mindful of the recommendations of 'Room For All: Tenants Associations and Racial Equality' - CRE;
- comply with the criteria set out at Appendix One.

In particular community and tenant groups will be required to:

- demonstrate a commitment to an equal opportunities policy and a policy against racial harassment, both agreed with PCHA (see example policy at Appendix Two),
- be representative of a fair cross-section of tenants in the area within which they operate. Where a group has become unrepresentative of its wider community, it must agree an action plan with PCHA to encourage minorities to join
- have systems for monitoring performance in terms of equal opportunities
- have transparent voting and nomination procedures

Monitoring

Community and Tenant groups' performance will be monitored annually against the criteria set out in Appendix One.

Responsibility for monitoring will lie with the **Housing Services Managers** with the assistance of Tenants' Initiatives. Community and tenant groups will be expected to complete the Annual Return at Appendix Five, which in most cases will be the only form of monitoring.

The monitoring process will be used to identify the needs of community and tenant groups and to ensure that effective advice and assistance are provided by PCHA.

Continuing recognition of individual community and tenant groups by PCHA will depend on the outcome of monitoring and the commitment of each individual group to meet the criteria.

Neighbourhood Forms/Panels and Plans

Each Neighbourhood Housing Officer [Housing Management Services] will be responsible for producing a local neighbourhood plan and taking the lead with the service providers in the Genesis Group. With this management approach the tenants, and the Neighbourhood Housing Officer, as the tenants' agent will be the focus point for service delivery. This may lead to a **neighbourhood plan**, local service level agreements or estate agreements. **Local tenants, where practicable, will also be given the opportunity to set service standards in respect of estate cleaning and grounds maintenance. Arrangements will also be put in place for tenants to take part in monitoring these contractors performance.**

The neighbourhood housing officer will also liaise externally with those service providers who may influence the development of the neighbourhood plans to ensure that all local services are, wherever possible, meeting the expectations of our tenants.

Developing Estate Agreements

PCHA recognises the key role that Estate Agreements can play in enabling tenants to have an input into shaping and monitoring the services they receive.

Estate Agreements aim to give tenants more say about the management of their estate without needing to take on major responsibilities themselves. It is a yearly agreement negotiated between the landlord and all tenants living within a specified geographic area (it could be an estate, a number of streets or a collection of properties in a certain area). Agreements vary in design and purpose but may include clear statements of:

- priorities for action
- standards of service for the estate
- how tenants will be kept informed and consulted
- how the tenants group fits in with the consultation agreements
- how service standards will be monitored
- how tenants can complain if service standards are not kept.

For tenant groups interested in exploring the option of an estate agreement PCHA will:

- provide information about estate agreements
- evaluate whether an estate agreement would meet the needs and priorities of local residents
- liaise with other landlord organisations or service providers, as appropriate

If tenants wish to develop an Estate Agreement PCHA will:

- identify tenants training and support needs, and ensuring that those needs are met
- consult with the wider community to gain a greater understanding of local issues and concerns
- keep the wider community informed through newsletters, local meetings and events,
- organise regular meetings to negotiate the estate agreement
- draw up the draft estate agreement
- consult with the wider community on the final draft agreement

On-going monitoring and review

- encourage tenant representatives to play a key role in monitoring the agreement in liaison with service providers
- agree the monitoring arrangements
- support tenant representatives involved in the monitoring process
- Produce an Annual Report and questionnaire to go to the wider community, on the operation of the Estate Agreement translated into the relevant languages required.

Partnership Working

Introduction

PCHA recognises that its role as a landlord extends beyond a traditional housing management approach. We are committed to playing a key role in tackling a wide range of issues, which have a bearing on the quality of life of our tenants and their communities. The nature of the issues will differ between communities. Some examples are set out below:

- facilities/ activities for young children
- facilities/ activities for older children and teenagers
- working with elders
- community safety initiatives
- employment and training
- environmental and physical improvements

Our Aim

To adopt a genuine partnership approach which seeks to:

- involve all parties who have an interest in the issues which need to be tackled (e.g. PCHA, tenants, the wider community, other agencies)
- recognise the importance of the contributions made by all parties, in addressing the issues and concerns.

The Process

The exact process of partnership working will vary between projects, but in general we are committed to providing advice, information and support in the following key areas:

Identification of the issues and concerns to be addressed - The success of the project will depend in part on good baseline information to determine the exact nature of the community needs and priorities, which need to be addressed.

Developing the partnership - The partnership should be representative of the wider community, and bring in other agencies who can play a role in addressing the issues and concerns. (Where it is not representative, we would expect the partnership to agree steps to encourage those groups who are under-represented, to join).

Jointly agreeing an action plan - An action plan should include clear aims/ objectives, key milestones, and define the roles and responsibilities of the parties involved.

Securing resources - This may involve identifying potential resource needs and potential resourcing bodies. It may also involve PCHA giving consideration to any requests for resources made to us.

Sustaining the project- Consideration may need to be given on how to sustain the benefits achieved by a project, over a longer term.

Evaluating success - Success can only be evaluated if there are clear targets and milestones against which progress can be monitored.

Tenant Management Organisations

PCHA recognises the benefits of tenants becoming involved in the management of their homes at a local level.

A Tenant Management Organisation is defined as an organisation, which takes responsibility, contractually, for all or some of the housing management functions in a specified area. The organisation will be one in which tenants form at least one third of the decision-making body. Such organisations might be Tenant Managed Co-ops, the equivalent to Estate Management Boards or Estate Sub-Committees.

PCHA will enter into management or service agreements with recognised tenant management organisations.

The responsibility for promoting and supporting tenant management organisations lies with the **Housing Services Managers** with support and advice of Tenants' Initiatives Department.

Resources for Tenant Management Organisations

PCHA will provide reasonable support and resources to assist tenant to promote, set up and run tenant management organisations and to meet the criteria as agreed at Implementation stage.

Promotion:

- Provide assistance to design, produce and distribute newsletters and other written material;
- Provide photocopying facilities or meet the cost of the production of written material;
- Pay meeting costs - e.g. crèche/baby-sitting, room hire, incentives;
- Service meetings including taking and producing minutes and other papers/correspondence as necessary;
- Organise for tenants to visit other tenant management organisations;
- Provide training, information and advice on the options for tenant involvement in management and the types of tenant management organisations.

Feasibility:

- Assist tenants to identify training needs and provide either in-house or from external training to cover such needs as committee skills, assertiveness, encouraging participation and equal opportunities;
- Provide advice, training and assistance on selecting the appropriate tenant management organisation, and deciding which housing management functions the tenant management organisation will take responsibility for;
- Provide advice and assistance to survey tenant support for a tenant management organisation;
- Pay for costs associated with meetings including crèche/baby-sitting, transport, incentives;
- Provide administrative support including making photocopying facilities available or meeting their cost and distributing correspondence;
- Assist with the design and production of newsletters and leaflets
- Assist with the identification.

Implementation:

- Continue to advise tenants on identifying and meeting training needs;
- Continue to make available photocopying facilities and provide administrative support;
- Provide advice, training and assistance to constitute the Tenant Management Organisation, negotiate a Management/Service Agreement and encourage tenant membership and overall support for the project;
- Provide advice, training and assistance to set up the systems for the effective implementation of the Management/Service Agreement including setting up budgets/business plan etc.;
- Pay for costs associated with meetings including crèche/baby-sitting, transport, incentives;
- Provide advice and assistance to design and produce newsletters.

Running the Tenant Management Organisation

An operational Tenant Management Organisation will be financed within the framework of the Management/Service Agreement.

Criteria for Tenant Management Organisations

PCHA will recognise and support Tenant Management Organisations which:

- are mindful of the recommendations of 'Room For All: Tenants Associations and Racial Equality' – CRE and PCHA's BME strategy
- adopt a constitution agreed with PCHA;
- comply with the criteria set out at Appendix Four.

In particular Tenant Management Organisations will be required to demonstrate:

- demonstrate a commitment to an Equal Opportunities Policy and a policy against racial harassment, both agreed with PCHA;

- a commitment to achieving a representative Tenant Management Organisation supported by a majority of tenants affected;
- effective systems for the monitoring of performance in terms of equal opportunities.
- A competence to take on the management options chosen.

Monitoring Tenant Management Organisations

Tenant Management Organisations will be monitored annually against the criteria agreed with PCHA at implementation stage.

The responsibility for monitoring Tenant Management Organisations lies with ***the PCHA Community Participation Committee*** although the carrying out of the monitoring process will be the responsibility of the ***Housing Services Managers***.

The monitoring process will be used to assist with identifying training needs of Tenant Management Organisation members and to ensure the provision of advice and assistance by PCHA. Continuing recognition of an individual Tenant Management Organisation will depend on the outcome of the monitoring process and the commitment of the Tenant Management Organisation to meet the criteria. This might include the periodic balloting of members to assess the level of support for continuing with the TMO.

Section 8

Tenant Involvement in Decision-Making

PCHA is committed to ensuring that tenants have the opportunity to influence the Association's strategic decisions by being elected onto its Board and committees.

Shareholders

Shareholders are people who have bought a £1 share in PCHA, which entitles them to vote for the management board at the Association's Annual General Meeting. The board is responsible for setting the rules for admitting new shareholders. PCHA aims to have 35% of its share held by tenants

Tenant Membership of the Board

PCHA's board consists of 12 members and can have up to 3 co-optees. Up to one third of the board can be tenants, three of whom are **directly elected by PCHA tenants**. The remaining places on the board, including those available for tenants are filled by election by the shareholders.

The PCHA Board will also have a number of Functional Committees. There will be at least one tenant Board Member on each of the Functional Committees. Each Functional Committee will have the right to co-opt additional tenants as they see fit.

Tenants Consultative Forum

9 representatives, elected by PCHA's tenants groups will form a consultative forum with 6 members of PCHA's governance structure to consider strategic matters that affect the Association as a whole and to make recommendations to the board and area committees.

The role of tenant members

Tenant members are not expected to represent a "constituency" or a particular area. They are not expected to take up problems or promote specific complaints from individual tenants.

Their primary role is to bring the perspective of PCHA's tenants to discussions of the **PCHA Board and its Functional Committees**. This will involve being aware of and articulating the effect that decisions taken at these levels will have on PCHA's tenants.

Support for tenant members

PCHA will provide the following resources to enable tenant members perform their duties effectively:

- Reasonable stationery, secretarial and photocopying services and access to meeting space;
- The provision of advice or information where possible within a week of the request being made;
- Training, including assistance with identifying training needs;
- The provision of a board/committee members information pack which contains information on other committee members, PCHA staff and the staffing structure, the responsibilities of committee and board members and background information on key policies.

Section 9

Resources for participation.

PCHA is committed to ensuring that there are adequate resources both financial and staffing to ensure the effective implementation of this policy.

In particular PCHA will commit an adequate budget each year or sufficient resources within existing budgets to meet the reasonable direct costs associated with each section of this policy.

Resources for individual tenants in Focus Groups

Before participating in focus groups, where appropriate, tenants will be inducted into the process and given appropriate training to enable them to take on an informed role in the group of which they are part. Training may include background to PCHA's governance and staffing structure, background information on the particular issue under consideration, working as part of a team and getting the most from group discussions.

Resources for Community and Tenant groups

PCHA will provide reasonable resources and support to assist with the setting up and running of community and tenant groups, and to enable groups to meet the recognition criteria at Appendix One, as follows:

Promotion

- Provide assistance to design, produce and distribute newsletters and other written material;
- Provide assistance to encourage ethnic minority involvement
- Provide photocopying facilities or meet the cost of the production of written material;
- Pay meeting costs - e.g. crèche/baby-sitting, room hire, incentives;
- Assist with transport to meetings;
- Service meetings including taking and producing minutes and other papers/correspondence as necessary;
- Organise for groups to visit other tenant and community-led projects.

Set Up

- Assist groups to identify training needs and provide either in-house or external courses. Training to cover such needs as committee skills, assertiveness, encouraging participation and equal opportunities.
- Provide advice to groups on constitutions, collecting and managing membership fees, and establishing systems for proper management.
- Pay for costs association with meetings including crèche/baby sitting, transport, incentives.
- Provide secretarial and administrative support including making photocopying facilities available or meeting their cost, taking minutes.
- Assist with the design and production of newsletter and leaflets.

Running the Community or Tenants Group

- Continue to advise groups on identifying and meeting training needs;
- Continue to make available photocopying facilities;
- Where appropriate, advise and assist groups on how to increase ethnic minority involvement
- A commitment to each group that the Housing Services or Team Manager will attend at least 3 meetings per year;
- Make available grants to groups (see Appendix Three) and to meet the costs associated with small items for the administration of the Community or Tenants group and/or social events.

Resources for other Groups

Many of the resources made available for the establishment and running of tenant and community groups will apply to partnership and consortium groups. However there may be situations where the other participants in partnerships may be able and willing to contribute resources.

Training

Training will be available for all tenants, (and other community members involved in recognised groups), to enable them to participate properly in the processes outlined in this Compact. Training may take the form of group sessions held at an appropriate time and place, run by the Tenants Initiatives Department or other agencies, one to one coaching when time and circumstances permit or organising meetings with other people who have already been part of the process.

Training topics will include both factual, information-based training (e.g. on how PCHA works, background to housing management, introductions to housing finance, development etc.) and skills-based training (e.g. on how best to participate in meetings, negotiation skills, chairing and running meetings etc.) for full details of the training policy see Appendix 5.

Staff training

Tenants Initiatives will offer all staff the chance to become involved in the operation of this Compact by introducing it and ensuring that its implications for their work is fully appreciated. Both tenant participation and community development will be offered as part of PCHA'S internal training programme to staff.

Committee and Board member training

Support will be offered to those in governance, both in terms of information and briefings or training in aspects of tenant involvement or community development. A members induction pack will be given to all area committee and board members which will include information on PCHA's rules, its staffing structure, who the other committee and board members are and key policies, including a copy of this Compact.

Section 10

Involving Black and Minority Ethnic Tenants

Background

PCHA's Black & Minority Ethnic (BME) Strategy outlines our overall policy towards people from black and minority ethnic communities, across all of the Associations' areas of operation.

The focus of the BME Strategy is on:

- empowering black & minority ethnic communities
- paying greater attention to understanding the diverse needs of BME communities
- ensuring that our services meet the needs and aspirations of BME communities
- promoting proactively the benefits of living in a multi-cultural society.

PCHA is committed to engaging with black and ethnic minority communities and we recognise that our tenant participation arrangements will play a fundamental role in this.

This section provides a summary of the arrangements for involving BME tenants contained in this Compact. In order to measure the success of these arrangements we will on an annual basis:

- monitor equality of opportunity and involvement of BME tenants
- report to the Tenant Consultative Forum and the BME Working Party on our findings
- agree with the Tenant Consultative Forum, steps to be taken to address any under-representation by minority groups. (this may include reviewing the arrangements for involving BME tenants contained in this Compact).

Summary of Arrangements for involving BME tenants

Information

- will be made available in translation on request, or an interpretation facility will be provided
- will be expressed clearly, avoiding jargon and racist, sexist or other biased language

Consultation

- Written material: will be made available on request, or an interpretation facility will be made available Meetings:
- to be held at suitable times in accessible places to maximise attendance
- interpretation facilities provided, if necessary

Surveys

- In seeking tenants views, PCHA will endeavour to ensure that samples drawn together for surveys, visits and focus groups, are representative of the whole community. However on occasion, PCHA may seek to target ethnic groups for survey or research purposes
- A question about ethnic origin, using the 2001 census codes, will be included in any survey or research conducted to identify the needs and views of tenants or tenant groups. The results will be analysed by ethnic group.

Tenants Associations/ Groups

In order to receive recognition and support, tenants associations must:

- be mindful of the recommendations of 'Room For All: Tenants Associations and Racial Equality' - CRE
- demonstrate a commitment to an Equal Opportunities Policy and a policy against racial harassment, both agreed with PCHA
- be representative of a fair cross-section of tenants in the area within which they operate. Where a group has become unrepresentative of its wider community, it must agree an action plan with PCHA to encourage minorities to join
- have systems for monitoring performance in terms of equal opportunities
- have transparent voting and nomination procedures

Estate Agreements

- the Annual Report and questionnaire on the operation of the Estate Agreement will be translated into the main languages used by tenants on the estate. A question about ethnic origin will be included in the questionnaire and responses will be analysed by ethnic group.

Partnership Working

- A partnerships should be representative of the wider community. Where it is not, we would expect the partnership to agree steps to encourage those groups who are under-represented, to join.

Tenant Management

In order to receive recognition and support, Tenant Management Organisations must:

- be mindful of the recommendations of 'Room For All: Tenants Associations and Racial Equality' - CRE
- demonstrate a commitment to an Equal Opportunities Policy, and a policy against racial harassment, both agreed with PCHA
- demonstrate a commitment to achieving a representative Tenant Management Organisation supported by a majority of tenants affected
- have effective systems for the monitoring of performance in terms of equal opportunities

Support for Tenant Involvement

When promoting the setting up of a tenants association, PCHA will:

- Provide assistance to encourage ethnic minority involvement

When providing ongoing support to an existing tenants association, PCHA will, where appropriate:

- provide training in equal opportunities
- provide assistance to encourage ethnic minority involvement

Monitoring and Review

The Monitoring Panel responsible for monitoring and reviewing this Compact will:

- monitor equality of opportunity and levels of involvement by all groups, including ethnic minorities. Where this monitoring indicates that minority groups are under-represented within any aspect of the Tenant Participation arrangements, the Panel will address the situation by agreeing objectives, plans and targets for the year ahead and, where appropriate, beyond.

SECTION 11

REPAIRS AND MAINTENANCE

PCHA are committed to actively encourage and enable tenants to participate in all aspects how their homes are managed. This includes providing tenants with the opportunity to influence and be involved in the decision-making mechanisms which effect how their homes are maintained and repaired.

How does PCHA aim to involve tenants?

- Keeping tenants informed
- Consulting tenants in appropriate ways
- Responding to the concerns of tenants
- Working to the recognised Tenant groups
- Work towards providing tenants with opportunities to participate in decision making.

How will tenants be kept in informed?

Tenants to receive a handbook, which clearly sets out what they can expect. This will include.

- How to report repairs
- How to define repairs
- Response times to expect
- How to complain if unsatisfied
- Code of conduct for contractors

Tenants to receive annual performance reports on how well repairs and maintenance targets are being met. This to include:

- How well response times are being met
- Types of repairs being reported
- How satisfied are tenants

How will tenants be consulted?

By use of the following:

- Surveys
- Questionnaires

- Focus groups
- Via tenants/residents groups

What can tenants expect to be consulted on?

- Policy changes
- Priorities for planned maintenance where appropriate
- Monitoring of contractors on a local basis

PCHA values the work of Tenants Associations. PCHA is aware that from time to time, members turn to their tenant representatives for help when problems over repairs arise. Tenants Association and residents group often takes on the role of reporting communal repairs and others.

Working with Tenant groups

We will provide each Tenants Group with an information leaflet, which will include:

- Named liaison person and contact details
- How to report communal repairs
- How to resolve problems should they occur

Housing maintenance staff will:

- Come to meetings on request
- Provide information as appropriate
- Agree schedule of estate walkabouts
- Enable participation in the selection of new contractors
- Enable monitoring mechanisms of contractors
- Commitment to consultation

Section 12

Supported housing

PCHA wants to ensure that all tenants, including those who live in Supported Housing managed by other organisations on behalf of PCHA, have the same rights and the same opportunity to influence decisions which affect their homes. We aim to do this in partnership with managing agents by:

- Keeping tenants informed of policies and changes to policies and other important matters which affect their tenancy
- Consulting with tenants in appropriate ways so that we can identify their concerns and priorities
- Helping tenants set up tenants associations and groups
- Providing tenants with the opportunity to participate in decision making by being elected to committees of PCHA

We will do this for Agency Managed supported housing tenants by working closely with Supported Housing managing agents:

What areas will PCHA keep Supported Housing tenants informed about?

We will provide an Annual report to Supported Housing tenants. This will include summary information comparing:

- rent levels across Supported Housing and compared with other providers
- move on levels
- lettings information
- summary of complaints and other feedback from tenants received by PCHA

We will also make available to all supported housing tenants:

- Information on how to complain to PCHA
- Tenancy rights information (within the Tenancy Agreement)
- Information on how to apply for Move on accommodation with PCHA
- Information on how to order repairs and aids and adaptations

In order to do this we need agents to provide PCHA with address labels for each tenant annually in April and to promptly provide lettings, complaints, rent and other performance information to PCHA when requested.

What information does PCHA expect managing agents to provide for tenants?

Provide a Tenant Handbook for each tenant and explain to the tenant when they move in, including a clear statement on:

- What the Supported Housing service aims to provide

- The services the tenant can expect from the scheme, and to what standard
- Arrangements for key working or care planning
- Tenancy rights and responsibilities
- Resettlement/move on procedures
- Rent arrears and eviction procedures
- How to complain
- Harassment policies
- Health and safety policies
- Equal opportunities policies
- Tenant consultation and participation policy
- Provide regular updates on tenant consultation, complaints, rent collection and rent levels, lettings, letting information and other activity eg, through a tenant newsletter, annual report for tenants, meetings or on an individual basis
- Provide summary information on monitoring reports received about the service offered

How will PCHA monitor this?

PCHA will monitor that managing agents are doing this through

- annual monitoring visits
- regularly requesting information from agents to use in newsletters to tenants
- Consulting tenants about matters that affect them

Which matters will PCHA consult Supported Housing tenants about?

PCHA will consult tenants on changes to existing policies or new policies before final decisions are taken.

We will consult tenants on the standards and types of services PCHA and its managing agents provide.

When consulting tenants PCHA will:

- use appropriate language and communication methods
- make anonymous consultation possible
- ensure advocates are provided for those who need it
- collect and monitor and report on satisfaction with our maintenance and move on service (others?)
- carry out tenants survey on services from time to time
- provide opportunity for Supported Housing tenants to attend the PCHA tenants conference and to attend specific workshops for Supported Housing tenants

- provide feedback to tenants on the consultation through the annual performance report to tenants, and through the Agents quarterly news-letter

Which matters do we expect Agents to consult tenants on?

Reviews of existing policies or new policies before final decisions are taken, for example:

- How support is provided for the tenant
- How housing is provided for the tenant
- The standards and types of services provided by the Agent
- Rent levels and rent increases

Through a range of methods including,

- one to one interviews
- anonymous feedback
- satisfaction surveys
- tenants survey
- focus groups, etc.

The Agent will notify its Committee of the views of tenants. The Agent will notify tenants of what happened as a result of consultation with tenants

Monitoring

PCHA will expect agents to provide us with evidence of tenants consultation, and of tenants being able to affect decisions, for example we might ask to see records of discussion by Committee, copies of the responses given to tenants, and evidence of proposals being reviewed as a result of tenants views.

What will PCHA do to support tenants groups?

- PCHA will support tenants or managing agents in setting up new tenants groups and send a representative to tenants meetings on request
- PCHA will provide financial assistance to groups in line with its tenant's participation policies
- We will target groups who are under-represented in our existing structures

What do we expect Agents to do?

- The Agents tenant participation policy should set out how the organisation will promote tenants organisations
- Staff should be trained in Tenant Participation
- The Agent will notify tenants of the options for tenant involvement open to them
- How will PCHA monitor that agents are doing this?
- We will request information about the number of tenants meetings or informal groups that have met and the number of PCHA tenants involved in tenants groups

- Providing opportunities for Participation in decision making through elections to committees and by providing access to committees

How will PCHA provide opportunities for being involved in decision making?

- PCHA will provide opportunities for PCHA Supported Housing tenants to be stand for election and vote in elections for tenant representatives on PCHA Board of Management.
- PCHA will support tenant representatives to Board and Management Committee so they are able to fully participate
- Provide opportunities for Supported Housing tenants to become shareholders of PCHA (although at present the shareholding list for tenants is closed)

What do we expect Agents to do to encourage tenants to be involved in decision making?

- Provide opportunities for service users to be elected onto the Board of Management or Management Committee of the Agent and to have access to the Board or Committee through other routes.
- Put in place structures and systems, which ensure tenants voices are heard and that proper representative views are brought forward.
- Provide advocates for tenants who require it
- Ensure matters raised by tenants are discussed at Board or Committee meetings
- Publicise widely the minutes and decisions taken at Board or Committee meetings

How will PCHA monitor this?

We will review agent's management committee/Board minutes and request information about use of advocates. We will monitor representation of tenants in agency governance structures.

SECTION 13

NEW DEVELOPMENT and REFURBISHMENT SCHEMES

PCHA is committed to maximising tenant choice in both refurbishment and new development schemes. There is a necessary degree of negotiation and compromise with the developer to facilitate this.

With regard to refurbishment there exists a substantial range of choice, however there are external constraints which place distinct limitations in respect of new developments.

The current planning procedure and lettings and allocation policy of local authorities usually gives them 100% nomination rights on new build properties. Consequently the maximum advance notice available to PCHA of prospective new tenants would typically be no greater than 3 months.

A minimum of six months would be necessary to enable any viable input for choice of fittings and equipment (e.g. kitchen units, worktops, and flooring).

Working within a three months time-scale could only realistically allow preference in terms of choice of colour scheme and decorative finish. The technical specification of work is the responsibility of the contract manager who will ensure that tenants views are taken into account subject to budgetary and technical constraints.

The above will apply to tenants being re-house via any "Choice Based Lettings" system that PCHA may subscribe to.

For refurbishment projects PCHA adopts a pro-active approach to provide existing tenants with a wide area of choice. The PCHA procedure guide which stipulates full details of all aspects including compensation is contained in this section, a specimen contract can be found in appendix 8.

Residents are offered the opportunity to get involved from the start of the process. Where decanting is necessary there is the option of a temporary move or a permanent move to another property which would not be of any lesser quality.

For residents who wish to return to the refurbished property all of their furniture and carpets will be placed in storage. Residents if they are prepared to pay the difference in price can stipulate more expensive type of domestic fittings, which will be fitted by a PCHA contractor.

PCHA is committed to contribute towards community development and is eager to promote both employment and educational opportunities for residents on any of its new development or refurbishment projects. To date this has been achieved in partnership with other RSL's including Circle 33.

Details of every aspect PCHA's guide to working in tenanted property are contained in Appendix 8.

SECTION 14

Complaints

It is essential that complaints are taken seriously and dealt with quickly and fairly. The following procedures are based on PCHA's existing formal complaints procedures, which have been adapted to deal with the operation of this Compact.

Who can complain?

The procedure is intended primarily for complaints arising from PCHA's tenants on the operation of the Compact. However the procedure may also apply to people who are not PCHA tenants if:

- they belong to a recognised community or tenants group that includes PCHA tenants;
- they are affected by the actions of recognised PCHA tenants group.

What sort of complaints?

A complaint may relate to the actions or performance of the Association, its staff or of a community or tenant group. A complaint must relate to a matter that has occurred in the last 12 months, unless the matter has only just come to light. A Complaint against the Association or its Staff

Anyone can make a complaint against PCHA or individual members of its staff. Within the context of this Compact, the procedure contained within booklet 6 of PCHA's "Information For Tenants" pack should be used.

A Complaint against a Community or Tenant Group

Step 1

In the first instance, the complainant should raise the matter with either:

- a committee member of the group against whom the complaint is being made, or;
- A PCHA staff member who is involved in providing on-going support to the group.

Step 2

If the matter is not resolved to the complainant's satisfaction then a formal written complaint should be sent to the community or tenant group (addressed to the secretary, if there is one) against whom the complaint is being made. On receipt of the formal complaint, the group will:

- within 3 working days respond, acknowledging the complaint
- within 14 days, convene a meeting to consider the complaint
- notify PCHA's Tenants Initiatives Department of the complaint and invite an officer from that department to attend the meeting where the complaint will be considered

Within 3 days of the meeting, the group shall write to the complainant, explaining how the group will deal with the matter. At the same time, the group shall send a copy of that letter to the Tenants Initiatives Department

Step 3

If the matter is not resolved to the complainant's satisfaction, then a letter of appeal should be sent to the **chair of the Community Participation Committee**. On receipt of the appeal, the chair shall:

- within 3 days respond acknowledging the complaint
- arrange for **2 Community Participation Committee members and 1 Tenants Consultative Forum** member to attend a Complaints Panel meeting
- invite PCHA to send the **relevant** officers to the Complaints Panel meeting

The Complaints Panel should meet as **soon as practically may be arranged following** the receipt of the appeal letter. The complainant should be given the opportunity to attend the meeting.

The decision of the Panel is final and binding.

What sort of complaints?

It is envisaged that the sort of complaints that might be raised through this process would be from individual tenants who feel their Community or Tenant group has acted unconstitutionally, unfairly or that they have been treated unfavourably or discriminated against by a member of the group or its committee.

It could also be used by a local resident who might not be a member of the group or a tenant in its area who might have been affected by an action of the group or one of its members.

Section 15

Monitoring and Review

PCHA is committed to monitoring and reviewing this compact in liaison with tenants to ensure that it continues to meet its stated aims and objectives. Overall responsibility for the on-going monitoring of the Compact will lie with the **PCHA Community Participation Committee**:

Out Puts to be Generated.

The outputs to be generated by this the Compact will be set out in two ways. At a strategic level the annual and longer term objectives will be set out the PCHA Tenants Initiatives Business Plan. The PCHA Tenants Initiative Business Plan will be presented to the PCHA Community Participation Committee at the start of each financial year.

Local outputs to be generated will be set out in local Neighbourhood Plans. These will be drawn up and agreed with the local tenants living in the neighbourhood covered by each plan.

Monitoring Performance

Performance monitoring will be conducted using a variety of methods some of which are demonstrated in the table below. In all cases monitoring information will be collected and disseminated by the Tenants Initiatives Department.

<i>Item</i>	<i>What Monitored and How Often?</i>	<i>Monitored by Whom ?</i>
<i>Tenants initiatives Business Plan</i>	<i>Key Performance Indicators Quartile</i>	<i>Community Participation Committee and relevant PCHA/Genesis Officers</i>
<i>Resources Used</i>	<i>Tenants Initiatives in put hours Quartile</i>	<i>Community Participation Committee and relevant PCHA/Genesis Officers</i>
<i>Resources Used</i>	<i>All resources used Annual</i>	<i>Community Participation Committee and relevant PCHA/Genesis Officers</i>
<i>Resources Used and out puts gained</i>	<i>Meetings with residents. After each event</i>	<i>Relevant PCHA Officers</i>
<i>Neighbourhood Plans</i>	<i>Out puts achieved Quartile</i>	<i>Community Participation Committee, relevant PCHA/Genesis Officers and residents.</i>
<i>Tenants Associations</i>	<i>Representation and Effectiveness Annual</i>	<i>Community Participation Committee and relevant PCHA/Genesis Officers</i>
<i>Tenants Conference</i>	<i>Results and Effectiveness Annual</i>	<i>Community Participation Committee and relevant PCHA/Genesis Officers</i>

<i>Item</i>	<i>What Monitored and How Often?</i>	<i>Monitored by Whom?</i>
<i>Tenant Members Board Elections</i>	<i>Results and Effectiveness Annual</i>	<i>Community Participation Committee and relevant PCHA/Genesis Officers</i>

Review

This Compact will be reviewed on a five yearly basis. The five yearly review will In line with Government recommendations on Best Value, a comprehensive review of tenant participation. This review will be co-ordinated by a Service Review Team, set up in line with PCHA's Best Value arrangements.

The five yearly reviews will address all the Government's monitoring and performance standards and the requirements of the Best Value regime. Tenant Representatives from the Community Participation and Tenants Consultative Forum will form part of the Review Team.

Tenant Compact

Appendices

Appendix 1	Criteria for community and tenant groups
Appendix 2	Recommended Equal Opportunities and Racial Harassment statements
Appendix 3	Grants for community and tenant groups
Appendix 4	Model constitution for community and tenant groups
Appendix 5	Training Policy
Appendix 6	Community and tenant groups annual return
Appendix 7	Procedure guide for working in tenanted property

Appendix 1

Criteria for community and tenant groups

PCHA expects community and tenant groups to meet the following criteria in order to receive recognition from PCHA and hence support once set up. Groups can expect their performance to be monitored annually against these criteria.

Aims

Community groups and tenant groups must adopt clear written aims and objectives

- tenant groups should aim to represent the views, concerns and interests of tenants on housing and related issues.
- community groups should aim to represent the views; concerns and interests of community members on community based issues. In order for PCHA to recognise and support a community group, its aims must provide some demonstrable benefit to PCHA tenants who are resident within the community it represents.

Area

Community and tenant groups should have clearly defined geographic boundaries e.g. an estate, block or named streets where the properties are scattered.

Membership and Representation

Tenant groups need not have a majority of tenants in the agreed area as members, although the membership of tenant groups must be representative of the community in which they operate.

Community groups need not have a majority of the local community in the agreed area as members. However, membership should be open to any constituent group within the agreed area. (this may include PCHA tenants, tenants of other landlords, homeowners, shopkeepers & business people).

Community and Tenant Groups must demonstrate a commitment to an Equal Opportunities Policy and a policy against racial harassment, both agreed with PCHA (see example policies at Appendix ?).

Community and Tenant Groups must have satisfactory systems for monitoring their performance in terms of equal opportunities, and be mindful of the recommendations of 'Room For All: Tenants Associations and Racial Equality' - CRE. Where a group has become unrepresentative, it must agree an action plan with PCHA to encourage minorities to join

Committee Structures and Postholding

Where the work of a community group or tenant group is managed and directed by a committee, then members of that committee and any post-holders must be elected:

- at a meeting to which all tenant or community members within the defined area, are invited to attend
- using agreed voting and nomination procedures
- on an annual basis

Finances

Where a group has a source of income, it must:

- keep clear and accurate records showing the income received and how it has been spent. All cheques must have two authorised signatories, and it is recommended that those signatories are not part of the same household.
- present a statement of income and expenditure at an annual meeting to which all tenant or community members within the defined area, are invited to attend

Rules governing:

Meetings e.g. Quorums? Conduct? Keeping records? Giving notice? Minimum number?

Expenditure e.g. must be to further the group's aims

Dissolution of group e.g. procedure for dissolving group, disposal of remaining assets

Appendix 2

Recommended Equal Opportunities and Racial Harassment statements

Community and tenant groups are required to demonstrate a commitment to an Equal Opportunities and Harassment policy in order to receive recognition and support from PCHA.

Groups may wish to adopt and comply with PCHA's Equal Opportunities and Harassment Policies which are available from the Area Offices or adopt and comply with statements similar to the following:

Equal Opportunities

1. The (name of Group) believes it must work towards the harmonious functioning of a multi-racial community.
2. It is, therefore, committed to opposing all forms of discrimination and oppression. This includes racism, sexism and all forms of discrimination faced by black people and other ethnic communities; by women; by gay men and lesbians and by people with disabilities. The (name of group) is also committed to acting without discrimination on the grounds of nationality, political or religious belief.
3. The (name of group) will introduce measures to remove direct and indirect discrimination in any of its activities.
4. The (name of group) will work towards the development of awareness of equal opportunity issues. It will also adopt a strategy for the achievement of racial equality and genuine equality of opportunity.

Harassment

1. The (name of group) condemns any acts of harassment against individuals or groups because of their;
 - colour
 - race
 - nationality
 - ethnic or national origins
 - sex,
 - sexual orientation
 - disability,
 - illness (e.g. AIDS or HIV)
 - physical appearance,

or because they have been deliberately singled out for some other reason by the perpetrator.

2. The (name of Group) supports PCHA's policy on Harassment. Anyone who has committed an act of harassment for which they have either been prosecuted or received a possession order, will be excluded from all further involvement in (name of Group).

OPTIONAL

3. The (name of group) would like to play a constructive role in tackling any incidents of harassment within our local community. We recognise that there may be instances where, for reasons of confidentiality, details of acts of harassment cannot be revealed. However in the course of any investigation into alleged harassment, we would wish victims to be made aware of the possible support measures that (name of group) could co-ordinate e.g. arranging regular informal victim support visits, formation of a sympathetic neighbour and telephone tree, including general information about harassment issues in newsletters.

Appendix 3

Grants for community and tenant groups

Recognised community and tenant groups are entitled to claim an annual grant from PCHA to meet costs associated with running the group e.g. hire of meeting rooms, stationery, transport etc. The grant can only be spent on things, which support the group to meet; it's stated aims and objectives. The grant should not be used for capital expenditure (e.g. repairs and improvements).

Community and tenant groups should make applications for grant to the Area Housing Manager.

Level of Grant

1. For recognised community and tenant groups whose members consist solely of PCHA tenants:

£75 per group plus £2 per household in the defined area

2. For recognised community and tenant groups whose members consist of PCHA tenants and other community members:

Where PCHA tenants comprise the majority of those community members represented by the group, PCHA will normally pay £75 per group plus £2 per community member who is within the defined area and represented by the group.

Where PCHA tenants are in the minority, PCHA will look at the group's individual circumstances to determine an appropriate level of grant. Factors we might take into account include; the way(s) in which PCHA tenants might be expected to benefit from the activities of the group; whether there are other organisations who might reasonably be expected to contribute funding (e.g. another social landlord).

Appendix 4

Model constitution for community and tenant groups

CONSTITUTION

NAME:	The Association shall be known as
AREA OF OPERATION:	The Area represented by the Association is:
OBJECTS:	<p>The objects of the Association shall be:</p> <ul style="list-style-type: none">• To represent the views, concerns and interests of tenants on housing and related issues.• To ensure members and potential members are consulted regularly and that all residents eligible for membership are encouraged to join.
MEMBERSHIP:	<p>The Association shall have the power to affiliate to any body in the interests of its members.</p> <p>Membership shall be open to all members of tenant's households over the age of 16 years irrespective of race, colour, origin, religion, gender, disability, physical appearance, marital status, sexual orientation or age.</p> <p>Each household shall be limited to one vote.</p> <p>As far as possible, membership shall be representative of the community in which the association operates.</p> <p>Reasonable conduct at meetings will be a condition of membership. Breach of this condition will be dealt with by a full meeting of the Committee.</p>
FINANCES	Any money raised by or on behalf of the Association shall only be applied in furtherance of the objects of the Association.
MANAGEMENT:	Any subscription shall be set at the Annual General Meeting of the association and shall be kept as low as possible. Subscriptions shall be reduced or waived for those on low incomes.

A Committee elected at each Annual General Meeting shall manage the Association. The Committee shall consist of Chairman, Secretary and Treasurer and a minimum of four other members.

A Quorum for Committee meetings shall constitute two officers and two Committee members.

The Committee may temporarily fill any vacancy arising among the officers of the Association from its other members until the next AGM.

COMMITTEE

A proper record of all meetings will be kept in addition to

MEETINGS:

records of expenditure and income.

The Committee shall meet as necessary and not less than four times in each year. Committee meetings shall be open to any member of the Association wishing to attend who may speak but not vote.

GENERAL

Association each year. Not less than 28 days notice of the

MEETINGS:

AGM shall be given to all members and all those eligible for membership.

At the AGM:

- The Committee shall present an Annual Report to the Association
- The Committee shall present the Financial Accounts stating how money was spent during the previous year
- The Officers and Committee for the next year shall be elected
- Any proposals submitted to the Secretary in writing not less than seven days in advance of the meeting shall be discussed.

A Quorum for all General Meetings shall be one-third of the membership or 10 members whichever is the less.

SPECIAL GENERAL

The Secretary shall call a Special General Meeting at the

MEETINGS:

request of a majority of the Committee or upon receipt of a written petition by no less than one third of the Association giving reasons for their request.

The Secretary shall give not less than seven days notice of a Special General Meeting, which shall take place within 21 days of the receipt of the request or petition.

NOTICE OF MEETINGS: Notice of all General Meetings will be delivered to each household stating the time, date and place of meeting.

SUB-COMMITTEES: The Committee may appoint such Sub-Committees as may be required to carry out the activities of the Association. Such Sub-Committees shall be directly accountable to the Committee

The Committee shall agree in advance the terms of reference of any Sub-Committee, which may then act only within those terms.

All Sub-Committees shall keep proper records of all meetings, in addition to records of expenditure and income.

The Committee may dissolve any Sub-Committee whereupon the accounts, records and assets of the Sub-Committee shall pass into the hands of the Committee.

DUTIES OF OFFICERS: The Chairman (or in his/her absence another Committee member) shall conduct the meeting of the Association.

The Treasurer will open and maintain all accounts. All cheques to be signed by the Treasurer and one other Committee member nominated by the Committee as signatories.

The Secretary shall be responsible for the convening of all meetings and giving the necessary notice to members. The Secretary shall ensure that a proper record is kept of all meetings of the Association, its Committee and Sub-Committees in the form of minutes; and shall deliver such records as required by the Committee or General Meeting. The Secretary shall maintain a register of members of the Association and up-to-date systems for monitoring membership in terms of equal opportunities.

ALTERATIONS Any alteration to the Constitution shall be submitted to the

TO THE Secretary not less than 14 days before the next General

CONSTITUTION: Meeting. The approval of two-thirds of those present at the General Meeting will be required to effect the proposed change.

DISSOLUTION: If the Committee, by a simple majority, decide at any time that on the grounds of expense or otherwise it is necessary or advisable to dissolve the Association, it shall call a meeting of all members giving them at least 21 days notice, and stating the terms of the resolution to be proposed at the meeting. If such a decision is confirmed by a simple majority of those present and voting at the meeting, the Committee shall have the power to dispose of any assets held by or in the name of the Association. Any remaining after the satisfaction of any proper debts and liabilities shall be applied towards charitable purposes.

This Constitution was adopted as the Constitution of

at a Public Meeting held at .../ On...../ Singed by..Cahir/ ecretsry

Appendix 5

Training Policy

1. Purpose and scope

1.1 Purpose

PCHA's Tenant Participation Training Policy sets out how PCHA will provide tenants with access to training and information necessary for them to develop the skills and knowledge needed to participate effectively in the decision-making structures of the organisation and influence decisions that affect the management of their homes. Also, to provide Tenants' Associations (TAs) collectively with the skills and knowledge they need to run an effective TA that accurately reflect their members interests and play an active part in the consultation and participation mechanisms delivered by PCHA.

1.2 Scope

This policy applies to all Tenant Members of Area Committees and the Board together with PCHA permanent tenant members of registered TAs.

1.3 Responsibility

Tenants Initiatives Department

The Tenants' Initiatives Department will accept responsibility for:

- Circulating among TAs & Tenant Members details of tenant participation conferences and seminars.
- Supporting newly forming TAs to undertake training needs analysis and develop a training programme and thereafter to update the training programme during the Annual Review undertaking subsequent training needs analysis as and when appropriate.
- Develop and deliver tenant participation training courses tailored to the needs of registered TAs.
- Circulate PCHA's Staff Training Programme to registered TAs.

Human Resources Department

The Human Resources Department will accept responsibility for:

- Indicating within PCHA's Staff Training Programme those courses suitable for tenants.
- Deliver training courses from the PCHA Staff Training Programme to members of Area Committees, the Board and registered TAs.

Area Managers

The Area Manager shall accept responsibility, within his/her area, for:

- Funding training for Tenant Members serving on the Area Committee.
- Funding training for TA members together with places on PCHA's Staff Training Programme (subject to the agreed criteria).

- Assess applications for top-up funding to meet the cost of sending TA delegates to tenants conferences and award funding where applications meet the agreed criteria and where budgets allow.
- Fund reasonable costs (such as child care and travel expenses) associated with training and special needs (such as induction loop and translation/interpreters) for members of registered TAs who are permanent PCHA tenants and Tenant Members of the Area Committee.

Company Secretary

The Company Secretary shall accept responsibility for:

- Induction of new Tenant Members once they have been appointed and management of induction training.
- Support the Area Committees and the Board to undertake training needs analyses, develop a training programme and review the training programme annually (assistance will be available from Tenants' Initiatives and/or Human Resources if it is needed).
- Develop and deliver tenant participation training courses (support will be available from Tenants' Initiatives, if it is needed) tailored to the needs of Area Committees and the Board.
- Funding training for non-tenant members of Area Committees and the Board.
- Funding Tenant Members attendance at tenant participation conferences in accordance with the agreed criteria.
- Funding reasonable costs (E.g. child-care, travel, etc.) associated with training and special needs (E.g. induction loop, translations/interpreters, etc.) for non-tenants members of the Area Committees and the Board.

Sutherland Housing Association (SHA)

SHA will accept responsibility for:

- Funding training for SHA shared owners who are members of a registered TA.
- Funding expenses associated with training (E.g. child-care, travel, etc.) and costs associated with special needs (E.g. induction loop, interpreter/translators, etc.) for SHA shared owners who are members of registered TAs.

2. Induction & start up

2.1 Tenants in governance

New Tenant Members will be provided with an induction pack and an opportunity to meet PCHA staff and see how PCHA works.

2.2 Registered TAs

Tenants' Initiatives will help TAs complete a training needs analysis when they are first established and develop a twelve months training programme.

3. Tenants Access to Training

3.1 Tenants in governance

Each Area Committee and the Board will undertake training needs analyses and develop training programmes tailored to the needs of their members. The training programmes will be reviewed and up-dated annually in March. Area Committees and the Board will be able to seek support from the Company Secretary, and if necessary Tenants' Initiatives, to undertake - training needs analyses, training programmes and annual reviews.

Training will, when appropriate, be organised jointly between Area Committee Members and/or Board Members together with PCHA staff. Training will, where possible, be delivered by one of PCHA's in-house teams - Human Resources or Tenants' Initiatives. If training needs are identified that cannot be met in-house, provision will be dependent upon identifying resources to meet the costs involved.

3.2 Registered TAs

Tenants' Initiatives will support existing TAs to update the training needs analysis in March of each year and develop a new training programme for the coming year. Training will be delivered in-house by Tenants' Initiatives and Human Resources. Consideration will be given to including within the training programme: committee skills, assertiveness and encouraging participation. TAs will be encouraged to hold training jointly with other TAs to ensure efficient use is made of available resources.

If training needs are identified that cannot be met in-house provision shall be dependent upon identifying, with the appropriate Area Manager, resources to meet the costs involved.

PCHA Staff Training Programme

PCHA's Staff Training Programme shall be circulated to TAs and will indicate those courses considered suitable for PCHA tenants. A maximum of 6 places shall be offered per TA per year.

Multiple tenure TAs

TAs representing PCHA permanent tenants together with shared owners who are tenants of SHA will need to obtain funding from SHA to meet the costs of training delivered to SHA's tenants.

Multiple landlord TAs

TAs representing PCHA permanent tenants together with tenants of (an)other RSL(s)/Local Authority landlord will need to obtain funding from the other RSL(s)/Council to meet the training and other associated costs for their tenants.

4. Equal Opportunities Training

4.1 Registered TAs

The Tenant Participation Policy places new requirements on registered TAs in relation to equal opportunities. Implementation of these requirements will be monitored by Tenants' Initiatives. TAs are expected to demonstrate:

- A commitment to PCHA's Equal Opportunities Policy
- That membership represents a fair cross-section of tenants in the area within which it operates

In addition the Black & Minority Ethnic (BME) Strategy's implementation plan commits Tenants' Initiatives to a review of training on equalities issues to TAs. Tenants' Initiatives will consider, as part of the review, how PCHA ensures TAs have the knowledge and skills they need to meet their new equal opportunities obligations. The review will also consider how training can be delivered so that knowledge and skills about equal opportunities are updated and offered to new TA members.

Since the new equal opportunities requirements and monitoring systems have already been introduced it is necessary for interim training arrangements pending the outcome of the review. So Tenants' Initiatives will develop and deliver four one-day training courses - one in each of the following areas: Brent, Camden, Outer London and Westminster - for registered TAs during the current financial year. The training will cover, as a minimum:

- What equal opportunities is
- Equal opportunities and language
- Key Equal Opportunities issues facing TAs
- An introduction to PCHA's Equal Opportunities Policy
- "Room for All: TAs' and Racial Equality" published by the Commission for Racial Equality (CRE).

5. External Conferences

5.1 Tenants in governance

Tenants' Initiatives will circulate to Tenant Members details of tenant participation conferences and seminars run by organisations such as TPAS, PEP, the Department for Transport Local Government & the Regions (DTLR) and TARAN. Each Tenant Member is eligible to attend a minimum of one such conference per year and more where budgets allow. Tenants from minority ethnic communities who wish to attend the TARAN conference have an opportunity to attend this, if they wish, in addition to one other conference each year.

5.2 Registered TAs

Tenants' Initiatives will circulate to registered TAs details of tenant participation conferences and seminars run by organisations such as TPAS, PEP, the DTLR and TARAN. TAs can use their annual grant to meet the cost of sending delegates to conferences and seminars. If TAs find they have insufficient funds to meet the cost they may apply for top-up funding from the appropriate Area Manager.

6. Expenses

Reasonable costs associated with attending training events will be met or provision made to meet needs, such as: child-care costs/provision, transport, etc.

Area Managers will meet the costs of expenses of members of registered TAs and Tenant Members of the Area Committee and Board for their respective areas. The Company Secretary shall meet the costs of expenses of other members of Area Committees and the Board. SHA will meet the costs of expenses of shared owners who are members of registered TAs.

7. Fully Accessible Training

Training will be fully accessible to all tenants. Before training is organised participants will be consulted about their requirements and any special needs they may have to ensure no one is excluded. PCHA will consult participants about:

- Venues (E.g. access to and services within buildings, such as toilets and lifts, for people with a disability, etc.)
- Dates and times (E.g. religious holidays, time of day, etc.)
- Special needs (E.g. an induction loop, interpreters or translations, etc.)
- Dietary requirements (E.g. vegetarian, vegan, Halal, Kosher, gluten free, etc).

Area Managers will meet the costs of the special needs of members of registered TAs and Tenant Members of the Area Committee for their respective areas. The Company Secretary shall meet the costs of the special needs of other members of Area Committees and the Board. SHA will meet the costs of special needs of shared owners who are members of registered TAs.

8. Links to the Tenant Participation Policy & Black & Minority Ethnic Strategy

8.1 PCHA's Tenant Participation Policy commits the organisation to assessment of training needs and provision of training for tenants in governance and registered TAs. The policy also places requirements on registered TAs relating to equal opportunities. These commitments and requirements are outlined below.

8.2 Training for Tenants in Governance

- Assist Tenant Members to identify training needs
- Arrange training at times suitable to Tenant Members
- Training to include:
 - Structure of PCHA and how it operates
 - Equal opportunities
 - Meeting skills
 - Purpose and role of tenant members
 - Role of the NHF, Housing Corporation and local authorities
 - Induction training to include: an information pack and introduction time in offices

Responsible Person: Company Secretary

8.3 Training for Registered Tenants' Associations (TAs)

- When setting-up a new TA assist tenants to identify training needs and provide either in-house or from external courses. Training to cover such needs as committee skills, assertiveness, encouraging participation and equal opportunities.
- When running an existing TA continue to advise tenants on identifying and meeting training needs.

Responsible Section: Tenants' Initiatives

8.4 Equal Opportunities requirements placed on Registered TAs

TAs are expected to be mindful of the recommendations of, "Room for All: TAs and Racial Equality". Published by the CRE. In addition, TAs are expected to demonstrate:

- A commitment to PCHA's Equal Opportunities Policy
- That membership represents a fair cross-section of tenants in the area within which it operates.
- Systems for monitoring performance in terms of equal opportunities.

Responsible for monitoring compliance: Tenants' Initiatives

8.5 The BME Strategy states, "We strongly believe that tenant participation is a way of empowering tenants and delivering services more effectively. We recognise that there are difficulties in involving some tenants from BME communities who may face institutional barriers or hostility from other tenants". The implementation plan linked to the BME Strategy commits PCHA to:

- Review training on equality issues to TAs
- Amending community chest criteria to include evidence of addressing BME needs.

Appendix 6

Community and tenant groups annual return



Tenant's and Resident's Association

ANNUAL REVIEW

March / April 2001

Name of Tenant's or Resident's Association

Date...

Name/s and position of person / s completing the questionnaire...

...

SERVICE SATISFACTION

1) Which of the support services provided by PCHA have you used? (Tick appropriate boxes)

- | | | | |
|-----------------------------------|--------------------------|--------------------------|--|
| Help to form your own group | <input type="checkbox"/> | <input type="checkbox"/> | Having a named Maintenance Officer |
| Support to your committee | <input type="checkbox"/> | <input type="checkbox"/> | Having a named Tenants Initiatives Officer |
| General admin. support | <input type="checkbox"/> | <input type="checkbox"/> | Help with producing your newsletters |
| Staff attending your meetings | <input type="checkbox"/> | <input type="checkbox"/> | PCCHA Tenants Conference |
| Tenants Initiative | <input type="checkbox"/> | <input type="checkbox"/> | Help with organising community events |
| Housing Management | <input type="checkbox"/> | | |
| Maintenance | <input type="checkbox"/> | <input type="checkbox"/> | Training on request |
| Tenant's Association annual grant | <input type="checkbox"/> | <input type="checkbox"/> | Community Chest funding |

2) How satisfied are you with the service your Tenant's Association receives from:

a) PCHA's Tenant's Initiative Department?

- | | | | |
|------------------|--------------------------|-------------------|--------------------------|
| Very satisfied | <input type="checkbox"/> | Dissatisfied | <input type="checkbox"/> |
| Fairly satisfied | <input type="checkbox"/> | Very dissatisfied | <input type="checkbox"/> |

Which aspect of their service does your committee most benefit from during the past year?

Which aspect of their service do you find least useful? How do you think this could be improved?

b) Management Services

Overall, how satisfied are you with the services you receive from the Housing Management services?

Very satisfied *Dissatisfied*
Satisfied *Very dissatisfied*

Which aspect of their service are you most satisfied with?

Which aspect of their service are you least dissatisfied with? How do you think this could be improved?

3) How well do you feel that PCHA is at keeping you informed about issues that affect your Tenant's Association and its members?

Very good *Poor*

Good

Very poor

How far do you feel PCHA takes account of tenant's views when making decisions of your estate / area?

A lot

None at all

A little

Other (please specify)

Any comments

ABOUT YOUR TENANT'S AND RESIDENT'S ASSOCIATION

1. TRAINING AND SKILLS DEVELOPMENT

a) Do you feel that your Tenant's or Resident's Association has an adequate range and level of skills amongst its members?

Yes

No

b) If no, what training needs does your Tenant's or Resident's Association have?

Fund-raising

Chair meetings

Secretaries duties

Publicity

... Finance and accounts

Newsletter writing

Negotiating skills Your tenant participation rights Treasurers duties
Event organising
Other (specify)...

2. ACTIVITIES / EVENTS

a) **What activities have your Tenant's or Resident's Association been involved with running in the last 12 months?**

Fund-raising
Social
Other please specify...

Were these successful? If not, why was this?

3. MEETINGS

a) **On what date was your last AGM?**

...

b) **How many public / general meetings have been held in the last 12 months?**

c) **Has the number of people attending the meetings changed in the last 12 months?**

Significant increase Slight increase No change

Slight decrease Significant decrease

d) **If not can we help and how?**

4. FINANCIAL DETAILS OF YOUR ASSOCIATION

Please enclose a copy of a current up-to-date balance sheet which should include details of your total income and expenditure in the last financial year.

a) What level of grant did your Tenant's or Resident's Association receive from PCHA during the last year?

b) Do you think this was

Too little About right Too much No opinion

c) If more grant was available, how would you like to use it?

5. THE COMMITTEE

a) How many committee members are there in your Tenant's or Resident's Association?

.....

Please provide an up to date list of the names, addresses and telephone numbers of all committee members on the back of this questionnaire.

b) Are the following positions currently filled?

Chair Vice Chair Secretary Treasurer

c) Do you find it difficult to recruit members onto your committee?

Yes

No

d) If yes, why do you think this is?

e) We want to ensure that everyone has the opportunity to participate on the committee. To help us monitor how we are doing this it would be helpful to know the following;

How many members of your committee are from which of the following ethnic groups?

(please number box)

White

Mixed

Black

Asian or Asian British

Irish

White and Black African

African

Indian

British

White and Black African

Caribbean

Pakistani

Other

White and Asian

Other

Bangladeshi

Other

Other

Number of men and women on your committee (please write number in box)

Male

Female

If you have any queries regarding this questionnaire, please Tenants Initiative. Tel: 0208 537 4580

Appendix 7

THE PCHA PROCEDURE GUIDE FOR WORKING IN TENANTED PROPERTY

The majority of PCHA's repair and refurbishment contracts take place with tenants still in occupation of their home. This procedure guide aims to:

- ensure that tenants are consulted at all stages of works in their homes
- minimise the inconvenience and distress to tenants that may be caused when extensive repairs are carried out in occupied property
- ensure that tenants receive any compensation they may be entitled to.

Scope

The procedure applies to the Association's permanent housing stock.

Related documents

Code of Conduct for Contractors

Responsibilities

The Housing Officer / Tenant Liaison Officer are responsible for:

- keeping the tenant informed at all stages of the work
- drawing up the contract between PCHA and the tenant
- calculating compensation due and ensuring payment is made

The Contract Manager is responsible for:

- monitoring the performance contractor
- keeping relevant staff informed of progress / difficulties with the work

Prior to work starting

Assessing the level of disturbance

Staff from all relevant departments (e.g. housing management, asset management) will meet to discuss the likely level of disturbance and to confirm that the work can take place around the tenant. This will involve consideration of:

- nature and extent of the repair work
- is it necessary for the tenant to decant for part of the work?
- estimated start date and timescale
- use of potentially hazardous equipment or materials

- amount of dust or noise
- need to use tenants power supplies or other facilities
- areas of the home that may be unusable by the tenant
- need for temporary or alternative facilities (e.g. portable heating or WC)
- need to remove or protect furniture, fixtures and fittings
- damage to existing decorations

Tenant involvement in the specification

The technical specification of work is the responsibility of the Contract Manager within PCHA. However, where repair or refurbishment work will directly affect the layout or equipment of homes or their surroundings, the tenants views will be taken into account. The Contract Manager must make clear the limitations (e.g. budgetary and technical constraints) within which tenant involvement will take place. Tenant involvement may include agreeing plans for the design and layout of the home and or choice of fittings, equipment and finishes / colour schemes.

Initial information and liaison with tenant

All tenants affected should be informed of plans to carry out work in their homes as early as possible and at least 4 weeks prior to the start date. This is the responsibility of the person supervising the contract. Tenants should be given the name of a person to contact for further information.

Before the work begins the Housing Officer and Surveyor or Tenant Liaison Officer should carry out a joint home visit to discuss:

- the nature and level of disturbance (as outlined above)
- the type and level of compensation that may be payable (see below)
- the tenants movements over the period in question e.g. working hours, holidays
- special requirements (e.g. vulnerable members of the household, pets)
- redecoration requirements

The tenant should also be advised that, in order to cause minimum disruption, the association may wish to undertake any additional works as they arise (e.g. dry rot treatment) which may affect the timescale.

Contract between tenant and PCHA

Once the precise nature of the work has been established, it is important to ensure that there is commitment on both sides to the work agreed. Tenants must understand the need for the work, the nature of the work involved and the likely level of disturbance involved. They must also agree to give access at the agreed times. The Association must take into account the tenant's individual circumstances as far as possible, take reasonable care of possessions, pay compensation due and ensure the tenants safety and security during the course of the work. These objectives are achieved by:

- the interview with the tenant and relevant staff outlined above
- information leaflets for tenants about the work to be carried out and the processes involved

- a contract specifying details of the work, compensation levels etc. to be signed by both the tenants and PCHA. (see Appendix 1)

Managing the disturbance

The contractor responsibilities will be set out in the contract of work and terms of engagement. Issues covered may include:

- working within the stipulated hours
- minimising noise and obstruction
- maintaining or providing services / facilities
- moving, storing or protecting furniture and possessions
- cleaning and making good
- safety and security

In addition contractors are obliged to adhere to PCHA's Code of Conduct for Contractors.

It should be made clear that the contractor has no authority to act on the tenant's instructions. The contractor should log all issues raised by tenants and pass these to the contract manager for a response.

On completion of the works, the tenant must be informed of the effect of any changes (e.g. access to the garden being restricted to the ground floor flat) and given instruction on the use of any new equipment. Tenants should be informed about any defects liability period, be advised how to report defects, be consulted about action to be taken to rectify defects.

Discovery of additional works

If the works reveal substantial additional works to be attended to (e.g. discovery of dry rot), the original contract between PCHA and the tenant will no longer be appropriate. A new contract should be negotiated taking into account the new work required.

Where access is denied

Where a tenant refuses to give access a judgement must be made based on the following:

- how essential is the work
- Can alternative access arrangements be made?
- is a temporary or permanent decanted feasible?

It is important that any negotiations with the tenants in these matters be put in writing to guard against further disputes and to use as evidence should the case go to court. Where no mutually acceptable arrangements can be made and the work is deemed essential, the Area Manager must give approval for solicitors to be instructed to seek an injunction ordering the tenant to give access.

Compensation

There are a number of circumstances where compensation may be payable as a result of work being carried out around the tenant:

- compensation for loss of room or loss of facility
- use by the contractor of the tenant's supplies or equipment
- damage to curtains and floor coverings
- damage to decorations
- accidental damage to the tenants personal belongings by the contractor

Assessing the compensation payable

With the exception of any accidental damage to personal belongings, the approximate level of compensation that may be payable should be apparent before the start of works. This should be discussed with the tenant at the joint visit (see above) at the tenant's home prior to work beginning and should form part of the Works in Occupation Contract signed by both PCHA and the tenant (see Appendix 1).

Compensation for loss of room or facilities

Where tenants are unable to use certain rooms or facilities because of the works they will be entitled to a reduction in their rent.

The tenant will be entitled to a rebate on their weekly net rent after the first two days without the following facilities, up to a maximum of 80%:

living room unusable	20% rebate
bedroom unusable	25% rebate
no access to cooking facilities	30% rebate
no access to bathroom (washing) facilities	30% rebate

The tenant will be entitled to a 100% rebate on their weekly net rent after the first day without the following facilities:

- no sanitary provision of any kind
- no supply of cold water either from a tank or rising main
- no habitable rooms (bedrooms and living room)

NB if the tenant chooses to move out voluntarily and makes their own arrangements, they will be similarly entitled to a 100% rebate for the period in question.

Use of supplies / equipment

Contractors are required to use their own electricity supply or battery powered tools as specified in the Code of Conduct for Contractors. However, if the tenant's supply must be used this should be agreed with the tenant and contract manager before hand. The contractor should make a preliminary assessment of the amount likely to be used and agree a one-off payment with the tenant. The contractor should obtain a receipt for payment from the tenant and copy it to PCHA to prevent any further claim being made. Similarly, where scaffolding results in the tenant having to use increased lighting, PCHA may agree a one-off payment to compensate in respect of this.

Compensation for curtains and floor coverings

Curtains and carpets if they are likely to be damaged by the repair work will normally be removed prior to the work and replaced after the works are complete. Where moving is not feasible (usually the case with old foam backed carpets) compensation will be paid in line with PCHA's Home Loss & Disturbance Policy. The compensation will take account of the size, quality and age of the existing covering. (see Appendix 2)

Redecoration

PCHA is legally obliged to make good or compensate the tenant for any damage to decorations resulting from repair work to tenanted property. This must be done even if the redecoration will result in betterment for the tenant. Patch redecoration will not satisfy the legal requirement. Redecoration must involve the whole wall or in some cases the whole of a room. There are three options for the tenant:

1. PCHA carries out the work on behalf of the tenant. The tenant is offered a choice of materials.
2. The tenant supplies their own materials and carries out the work him or herself. PCHA then reimburses the tenant to a previously agreed amount.
3. PCHA supplies the materials and the tenant carries out the work.

Note: Compensation for decorations damaged by works can only be appropriated for other debts with the tenants written permission.

Damage to the tenant's belongings by the contractor

Contractors are obliged to be insured against accidental damage and negligence. Tenants are advised to inform their own insurance company of planned works prior to work beginning.

Obviously such damage is unlikely to be foreseen and any claims need to be considered on a one-off basis. Where damage is claimed by a tenant, the HO / Property Surveyor should in the first instance visit with the contractor and see whether the contractor is prepared to make a payment in full and final settlement. If the contractor is not prepared to make a settlement, the tenant should be encouraged to claim on his or her own household contents insurance. Where the tenant has no insurance, PCHA may pursue a claim against the contractor on behalf of the tenant.

Compensation payment procedure

1. At the end of the work the amount of compensation due should be calculated by the HO / TLO as per the Works in Occupation contract.
2. If the tenant makes a claim for additional compensation they must put this in writing and provide all relevant supporting documentation (e.g. receipts.) It may be necessary to visit the property and/or meet with the contractor to verify any additional claim and ascertain liability.
3. The HO / TLO should make their recommendation of the amount of compensation payable to the Team Manager / STLO who must agree the amount prior to payment.
4. The HO / TLO should write to the tenant with the offer of compensation proposed, explaining how it has been calculated. The tenant should be asked to indicate acceptance of the amount within 2 weeks.
5. Prior to payment the HO / TLO must check to see whether the tenant owes any moneys to the Association and appropriate any payment due from the compensation. The tenant must be advised of any such appropriation. (NB. payment for decorations damaged through work carried out by the Association, can only be appropriated with the prior written permission of the tenant).

6. Payment is via completion of a cheque requisition form or the Manager's chequebook. The budget code is the relevant major works scheme.
7. Where relevant, the amount paid in compensation should be claimed back via the Association's insurers or from the contractor.

Tenant Feedback

Depending upon the scheme, at the end of the contract, the tenant may be sent a feedback questionnaire by the TLO.

Working in tenanted property

Specimen contract

Formula for calculating the value of carpets & curtains

Works in Occupation: Specimen contract

PCHA Office	324 Harrow Road, W9
Name of Tenant	Mr & Mrs Tenant
Address of Premises	11 The Street, W2
Description of premises	Basement and ground floor maisonette. 3 bedrooms, living room Kitchen & Bathroom
Description of Work	Install a horizontal chemical damp course consisting of an approved water repellent injection under pressure to wall. On completion of injection treatment all external bore holes to be filled with sand and cement grout brought forward flush to face brickwork.
Start & Approximate Duration of Work	Monday 1 February 1998 for 2 weeks.
Affected rooms	Basement room: 2 bedrooms and bathroom
Storage of furniture & carpets	Your furniture and carpets will be stored in the ground floor rear room. Our contractor will call Monday 1 February at 8.00am.
Compensation for loss of rooms	Two bedrooms 50% total weekly rent and bathroom 20%. Total payment of £_____ per week or part thereof.
Compensation for carpet	Foam backed carpet 5 yrs old. Total payment £250.
Decorations	You have agreed to carry out the decorations. The payment agreed is 2 bedrooms @£75, bathroom £50, Hallway £125. Total £325.

I accept this agreement and agree to give access as necessary for completion of the works indicated above.

Signed by the Tenant(s)

.....

Signed on behalf of PCHA

Position

Date

Name & telephone number of key

person to contact during the work
Appendix 7(b)

Formula for Calculating the Value of Carpets & Curtains

Hessian backed carpets and lined curtains

Age	Cost today if new		Less depreciation	Value of existing carpet / curtain	
	£ per sq yd	£ per sq m		£ per sq yd	£ per sq m
1	£14	£16.40	8	£ 12.88	£ 15.08
2	£14	£16.40	16	£ 11.76	£ 13.77
3	£14	£16.40	24	£ 10.64	£ 12.46
4	£14	£16.40	32	£ 9.52	£ 11.15
5	£14	£16.40	40	£ 8.40	£ 9.84
6	£14	£16.40	48	£ 7.28	£ 8.52
7	£14	£16.40	56	£ 6.16	£ 7.21
8	£14	£16.40	64	£ 5.04	£ 5.90
9	£14	£16.40	72	£ 3.92	£ 4.59
10+	£14	£16.40	80	£ 2.80	£ 3.28

Foam Backed Carpets, Lino and Unlined Curtains

Age	Cost today if new		Less depreciation	Value of existing carpet / curtain	
	£ per sq yd	£ per sq m		£ per sq yd	£ per sq m
1	£9.50	£11.00	11.5	£10.73	£9.73
2	£9.50	£11.00	23	£7.31	£8.47
3	£9.50	£11.00	34	£6.27	£7.26
4	£9.50	£11.00	46	£5.13	£5.94
5	£9.50	£11.00	57	£4.08	£4.73
6	£9.50	£11.00	68	£3.04	£3.52
7+	£9.50	£11.00	80	£1.90	£2.20

Notes

- The age of the existing carpet/covering must be assessed. Ideally, the tenant should show receipts as proof of age (newness). If not, the housing officer and the tenant must agree a reasonable age which reflects the condition.
- The cost today is based on average prices quoted by high street stores as at June 1999. These will be regularly reviewed. This figure must be depreciated according to the age of the carpet / curtain to find its value today.
- There will rarely if ever be a situation where an existing carpet is deemed to be valueless. If a carpet is there, it has a value to the minimum quoted above.