

EastendHomes

TENANT CONSULTATION AND PARTICIPATION POLICY

1. BACKGROUND

- 1.1 As a resident led organisation EastendHomes is committed to local decision making, control and service delivery.
- 1.2 EastendHomes believes residents should be empowered to have a full say in how their homes and communities are managed and communities supported. Effective participation provides residents with an opportunity to voice their concerns and express their views in order to positively shape the organisations vision and services.
- 1.2 EastendHomes will facilitate and enable residents to express their concerns and aspirations individually and collectively.
- 1.3 EastendHomes will ensure that all residents have the opportunity to participate in the decision making process, at all levels, within the organisation. EastendHomes will endeavour to encourage residents to participate. EastendHomes will proactively seek to maximise representation and involvement from the widest cross-section of residents. However, EastendHomes recognises that not all residents will want a high level of personal involvement.
- 1.4 EastendHomes will fully consult with all residents on matters of interest or concern to them including planned maintenance and major works, proposed changes in housing management and service delivery.

2. AIMS AND OBJECTIVES

- 2.1 The main purpose of EastendHomes consultation and participation policy is to create as many opportunities as possible for as many residents as possible to be involved in the decision-making process. In doing this, a better understanding between EastendHomes and residents will be achieved. This will foster greater community cohesion.
- 2.2 EastendHomes wishes to enable residents to participate in the management of their homes and environment to the level they feel is appropriate and at which they are comfortable. The level of involvement can range from receipt of information and EastendHomes Board membership.
- 2.3 EastendHomes will continually seek constructive and innovative ways to consult, advise and inform all residents. EastendHomes will provide practical support in terms of training and officer time to any residents who wish to participate in the management of EastendHomes in particular those residents serving on the boards.
- 2.4 EastendHomes acknowledges the close link between resident participation and community development, particularly the role RSLs can play in

community empowerment. EastendHomes will act as a catalyst to bring in much needed investment in people as well as physical improvements.

3. RESOURCES

- 3.1 EastendHomes acknowledges that a high level of resident participation will not happen without dedicated resources.
- 3.2 EastendHomes will commit a training budget devoted to increasing resident participation.
- 3.3 **Staff Commitment:** EastendHomes will also ensure that all officers are committed to this policy and the importance the organisation places on resident participation and consultation in all its forms. Staff training events and arranging for shadowing staff by Board members will facilitate this.
- 3.4 **Support:** EastendHomes will usually provide officer support in attending recognised resident groups as appropriate to ensure that EastendHomes facilitates and enables resident participation.

4 CAPACITY BUILDING

- 4.1 EastendHomes recognises that some residents will need support and training to effectively participate in the running of TRAs, estate committees and EastendHomes itself.
- 4.2 EastendHomes will support and provide training for residents who would like to know more information about EastendHomes, before committing themselves to more involvement.

5 TENANTS AND RESIDENTS ASSOCIATIONS

- 5.1 EastendHomes will formally recognise properly constituted TRAs which demonstrate that they are committed to working in partnership with EastendHomes. Recognised TRAs will receive assistance and support in running the TRA and in developing community/social activities for residents.
- 5.2 EastendHomes will provide training and advice to assist groups, including considering starter grants to help the TRA with finance, publicity, administration, meeting costs etc.
- 5.3 EastendHomes recognise that groups of residents may have shared issues and that they will need to come together for a limited period of time. This will enable the group of residents to be able to effectively discuss matters with EastendHomes. This would not require the formality of a TRA. Where possible, EastendHomes will enable and facilitate such group meetings with the support of officer time and access to administrative support and facilities.

6 CONSULTATION

- 6.1 EastendHomes will consult residents widely, on a variety of issues, including proposed changes in policy and practice, service delivery performance, housing management and major works. Consultation will be carried out through both recognised residents groups, including TRAs, and with individual residents as appropriate.
- 6.2 All relevant residents will be fully consulted for significant building works, or improvements at the earliest opportunity. Residents will be given a full and clear explanation of the proposals and their implications, and adequate time to consider the proposals. The methods may include:
- Block meetings
 - Special interest group meetings
 - One to one interviews/discussions
 - Drop in sessions
 - Open days
 - Fun days
 - Newsletters
 - Focus groups
 - Individual letters
 - Surveys and questionnaires
- 6.3 EastendHomes will monitor the results of consultation methods, to ensure that views from all sections of the community are considered when making changes and improvements.
- 6.4 EastendHomes will give individual residents a range of different media to register their views and influence policy. This will enable continuous review and improvement of service delivery. The methods used may include:
- Comprehensive residents satisfaction surveys to be carried out on an ongoing basis. From these EastendHomes will produce and publicise an action plan of improvement to residents.
 - Monitoring of residents satisfaction with our maintenance contractors and handy person.
 - Regular newsletters to be used as a medium for encouraging feedback.
 - Ad hoc telephone and postal surveys or consultation will be carried out on a regular basis. These will be in the appropriate community languages.
 - Effective Monitoring of all complaints received to ensure any trends are noted and improvements in service delivery made.
- 6.5 The findings of all consultation exercises will be analysed and reported back to inform the decision making process.