

HOMESDALE (WOODFORD BAPTIST HOMES) LTD

Tenant Consultation & Participation **Procedure**

Homesdale (WBH) Ltd has always been concerned and committed to tenant participation and believes Tenant involvement is at the centre of the service. The following procedure details how Homesdale encourages and supports tenants to become active participants in decisions that affect their homes and lives.

Statement of Policy

- Homesdale is committed to consulting its tenants widely on matters affecting the services provided to them and will consult them on any proposed changes in management policy & practice.
- Homesdale recognises the rights of tenants to receive information about the services they provide, the policies of the organisation and how to complain.
- All tenants are encouraged to participate in a way and at a speed that suits them. Homesdale will put in place appropriate measures to facilitate this.

Procedure

Information

Homesdale will provide information to all tenants, and will ensure is easy to read and understand. Tenants will be made aware that all information is available in other formats at their request.

- When an offer of a tenancy has been accepted, tenants will be provided with a copy of their tenancy agreement and a copy of The Charter for Housing Association Applicants and Residents. Rents and service charges will be clearly explained and advice and assistance given completing Housing benefit forms.
- A Policy & Procedures Folder is located in the lounge detailing key policies and procedures. These include Rent, Equal Opportunities, Repairs, Complaints, Application & Appeals, Transfer and Adaptations.
- When new tenants arrive, the Warden will personally welcome them and demonstrate the use of the call system and other emergency equipment/procedures. They will receive the Tenants Handbook containing information about amenities within the complex which may be useful as they settle in. An early opportunity will be found to mark/celebrate their moving into the community as a way of introducing them to their new neighbours.
- New tenants will be visited by the Warden and with a view to completing a Supporting Plan within 4 weeks of their arrival, this will give opportunity to follow up any initial concerns. This profile will be updated every 6 months by the Warden. During this process the tenant will be asked about the service provided and asked for suggestions to improve the service offered. The Warden will take any appropriate action, as required, as a result of this procedure.

- Notice boards in both Courts, maintained by the Warden, will give up to date information regarding tenants' welfare issues and activities/events in the Courts. Information leaflets are available containing advice on matters such as benefits, health etc.
- The Warden will publish & distribute a monthly newsletter, (Courtdale News), which will inform Tenants of relevant news, forthcoming events & encourage contributions from tenants.

Consultation

All Tenants will be consulted on matters affecting the service provided to them and proposed changes in policies and practices. Homesdale will ensure all Tenants have appropriate access to consultations.

Homesdale will use various methods to ensure good consultation. These include

- All tenants are informed that they can take up any matters concerning the complex with the Warden or other members of the management team. This could be an individual meeting or a group meeting or working party.
- Surveys will be conducted on at appropriate intervals on all aspects of the service and on specific areas as appropriate.
- Tenants groups will be established if requested by the Tenants. The Wardens will provide practical support to establish and sustain these groups.
- Twice a year, the Warden will arrange meetings, open to all tenants, where the management of the complex will inform tenants of new developments and consult about such developments. Tenants will be able to bring any matters to the meeting that they wish discussed.
- Meetings, as appropriate, to discuss issues that may arise if the timing of regular meetings is not appropriate.
- The Warden will arrange an Annual General Meeting where the Amenity Committee is elected and reports on the year are given including financial reports.

Feedback

Homesdale is committed to ensuring that Tenants receive feedback following consultations. The feedback will include the following as appropriate

- Analysis of views expressed
- Questions & Answers
- General notes of the consultations
- The next step

Methods of providing feedback will include

- Letters to Tenants
- Newsletter
- At meetings
- Results of surveys

Monitoring

Homesdale recognises that there is a need to identify from experience any improvements or changes that may need to be made to enable tenants to participate more effectively

Homesdale ensure it

- Encourages tenants to propose service improvements and amendments
- Assess satisfaction through regular surveys
- Agree methods to evaluate performance

Signed

Printed

Date

Review Date

April 2009
Version 3