

Together we DO make a difference



A summary to South Holland District Council's Tenant Participation Compact

Together we DO make a difference

Language Line

We subscribe to Language line, a telephone interpretation service to help us in communicating with customers who do not speak English as a first language. If you require further assistance, or information in another language, please contact us.

نحن مشتركون مع لانغويج لاين (Language line)، وهي خدمة الترجمة الفورية عبر الهاتف لمساعدتنا على التحدث مع الزبائن الذين لا يتكلمون اللغة الانجليزية كلغة أولى. يرجى الاتصال بنا إذا اردت المزيد من المساعدة أو المعلومات بلغة أخرى.

Arabic

我们使用语言线 (Language line) 公司的电话翻译服务, 帮助我们与英语不是母语的顾客沟通。如果你需要更多协助, 或需要此信息的另一种语言版本, 请与我们联系。

Mandarin

W celu komunikowania się z klientami, których jęz. ojczysty nie jest jęz. angielskim korzystamy z usług tłumaczenia przez telefon Language Line. Prosimy o kontaktowanie się z nami w celu uzyskania pomocy lub informacji w innym języku.

Polish

Temos uma assinatura com a Language Line, um serviço de interpretação por telefone que nos permite comunicar com os nossos clientes cuja língua materna não é o inglês. Se necessitar de informação ou de assistência noutra língua deve contactar-nos.

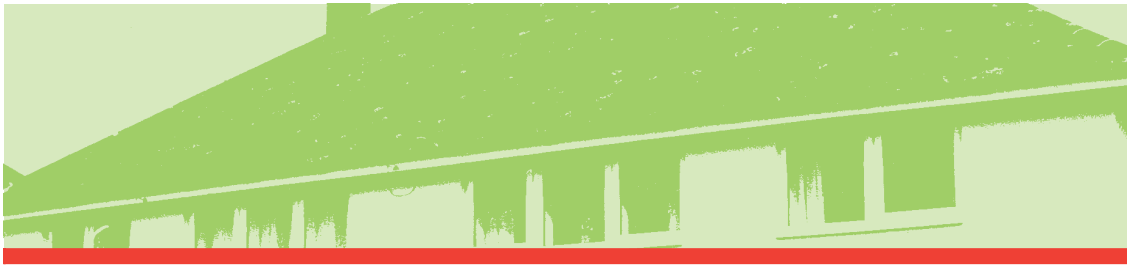
Portuguese

Наша организация является пользователем услуг компании Language line. Language line оказывает услуги телефонного перевода для общения с лицами, не владеющими английским языком. Если вам нужна дополнительная информация об этих услугах или если вы хотите получить информацию на другом языке, просим сообщить нам об этом.

Russian

Large print Braille, audio

This leaflet is available in large print, Braille and audio versions on request. If you or someone you know would like to receive a copy in any of these formats, please telephone 01775 761161 and ask to speak to Customer Services.



A compact is an agreement between parties fixing obligations that each promises to carry out.

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What is a compact?

What is a Compact?

South Holland District Council Tenant Participation Compact is a working agreement between tenants, leaseholders, elected Members of the Council and Housing and Property staff. It sets out the aims and objectives which will be achieved through partnership, and will be reviewed on a regular basis. It highlights the principles and spirit of tenant involvement within the Council.

Why do we have a compact?

Why do we have a Compact?

We have worked with the South Holland Tenants' Group since 1990 to improve Housing Services, but it was in 1999 that the Government asked Local Authorities to produce a compact between themselves and the people who use their housing services. The compact and the reviews were put together jointly between the South Holland Tenants' Group representatives, members of the District Council and officers from Housing and Property Services. The first compact was published in 2000 and contained a three year action plan for 2000-2003. This was reviewed and a compact for 2003-2006 was produced. This is now our second review and third compact for 2007-2010 which has developed through consultation, meetings, focus groups and working with the South Holland Tenants' Group.

Together we DO make a difference

How does it affect you?

How does it affect you?

The Compact **does** affect you as a tenant or leaseholder, as it ensures that you have a greater say in how **your** home is managed and how housing and property services are provided.

Aims of the Compact

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The aim of the compact is for the partners - YOU, Councillors and officers - to work together in a partnership based on trust, openness and transparency to make sure that South Holland District Council provides the **best** possible housing and property services.

How you can get involved

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Tenants can be involved in a number of ways:

- decision making
- reviewing the services and policy-making
- monitoring and reporting on performance
- consultation on a wide variety of issues.

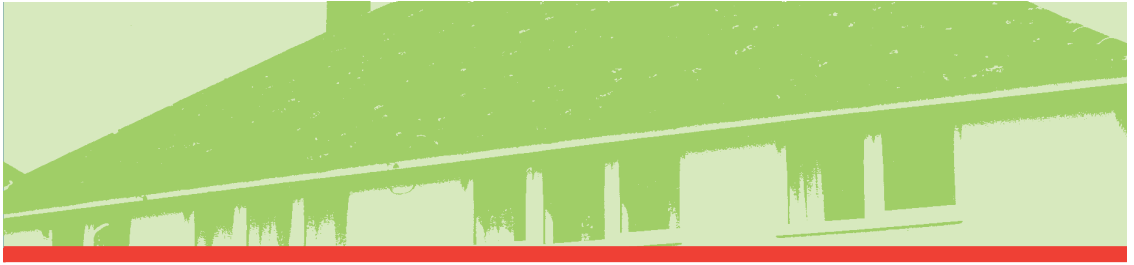
Methods and support

Methods and support for tenant involvement

Grant support

The Council provides an Annual Grant of £10,500 to support tenant involvement by reimbursing ALL out of pocket expenses connected to tenant involvement. This includes such things as:

- Travel costs
- Refreshments
- Training
- Attendance at conferences and seminars
- Childcare and Carer costs
- Stationery.



In addition to this budget, the Council also provides the following to support tenant involvement:

- **Facilities**

The Tenants' Group can apply to the Community Engagement Officer for photocopying, printing, use of meeting rooms and Council owned community centres.

- **Staff Resources**

The Community Engagement Officer works closely with the Tenants' Group to promote participation, develop and support groups of interested tenants. Housing and Property staff will attend meetings on request to provide information about the services

- **Training**

Training is provided to meet the needs of individual tenants, which may include: how to run a tenants' meeting, involvement techniques, housing policy and current issues and equal opportunities. Training can be provided by attending external events run by the Tenant Participation Advisory Service (TPAS) and the Priority Estates Project (PEP) and can also be arranged in-house. Travel expenses and associated costs will be covered for those attending. There is no financial cost to tenants for being involved.

- **Encouraging Involvement**

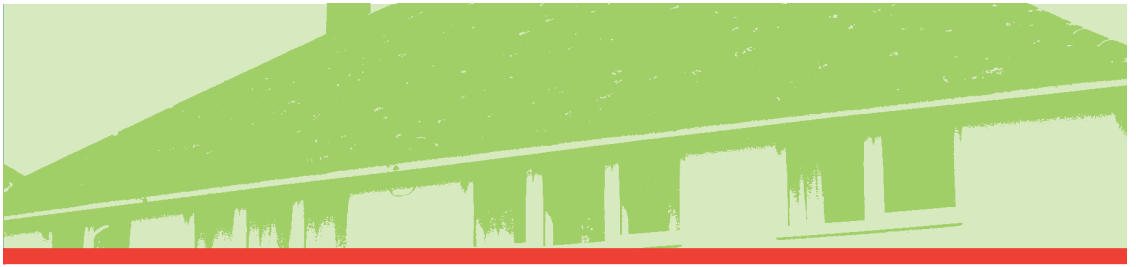
Tenants who approach the Council to be involved will be given full support and encouragement. South Holland Tenants' Group works with us to promote participation, develop and support interested tenants. Housing Officers actively encourage tenants to get involved and discuss this with them at the 'New Tenant Visit'. Information about getting involved is available at the reception desk at Priory Road and in the community rooms in our Sheltered Housing Schemes. Leaflet 5, 'Getting Involved' is provided in the new Tenants' Handbook and is available on our website. Tenant participation information is a key feature in 'Housing Matters', the newsletter we produce with the Editorial Panel. This panel is made up of tenants and officers from Housing and Property Services. The newsletter is sent to all of our tenants three times a year; this now includes the Housing Matters Calendar sent out in December of each year.

Tenant Participation is a key part in developing our services to meet the needs and aspirations of our tenants. As an authority we are fully committed to tenant engagement and empowerment.

The Tenant Participation Action Plan for 2007-2010

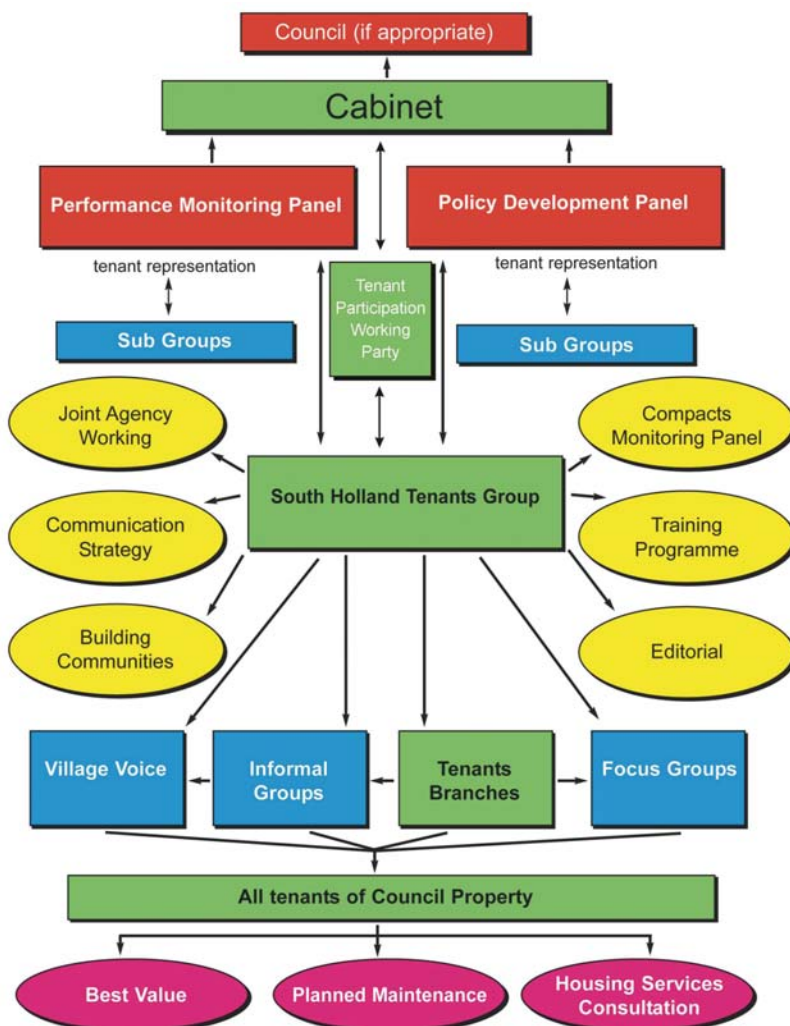
The actions set out in the plan below were agreed with the South Holland Tenants' Group and with all of our tenants following a consultation exercise which took place in December 2006

Action Points for Compact		Year 1	Year 2	Year 3
1.	Work towards joining Tenant Involvement with Community Involvement where appropriate			
2.	Set up a Project Group for the Community Spirit Awards yearly event			
3.	Embed and empower staff involvement and commitment to tenant participation through a range of options			
4.	Involve tenants in review of Repairs Policy			
5.	Produce a Sheltered Housing Agreement on every Sheltered Housing site			
6.	Produce a Tenant Participation Strategy and Policy document			
7.	Look at forming a Housing Quality (Tenant) Advisory Panel			
8.	Do a feasibility study on introducing a Mystery Shoppers project			



The framework for tenant involvement

The Compact outlines the ways in which tenants can influence and monitor how services are provided through various methods of tenant involvement. The framework for participation below shows the links between these different methods.





Leaflets in the Tenants' Handbook

- 1 Secure Tenancy Agreement
- 2 Service Standards and Customer Feedback
- 3 Reporting your Repairs
- 4 Paying the Rent and Claiming Benefits
- 5 Getting Involved
- 6 Moving Home
- 7 Looking after your Environment
- 8 Anti Social Behaviour and Racial Harassment
- 9 Applying for a Garage or Garage Plot
- 10 Void Lettings Standard
- 11 Mutual Exchange
- 12 Right to Buy and Leaseholders
- 13 Planned Maintenance and Modernisation
- 14 Keeping you and your family safe in the HOME and GARDEN
- 15 Together we DO make a difference



Housing Advice

A wide range of housing advice and information is also available from the Council on topics such as:

- 1 Private Rented Accommodation
- 2 Rent Deposit Loans, Rent in Advance Loans
- 3 Relationship Breakdown
- 4 Homelessness Advice
- 5 Housing Advice for Young People
- 6 A Guide to the Housing Register
- 7 Low Cost Home Ownership
- 8 Sheltered Housing
- 9 A guide to your Lifeline facility

For more information please visit the Priory Road offices, telephone us and ask for a leaflet, or download the information from www.sholland.gov.uk.

How to get in touch with us:

Write to us at:

South Holland District Council
Housing and Property
PO Box 8, Priory Road
Spalding, Lincs PE11 2XE

Call in and see us at the Council Offices in Priory Road, Spalding - any weekday from 8.30am to 5.15pm, except on Fridays when we close at 4.45pm.

Telephone: 01775 761161
ask to speak to
Housing and Property

E-mail: info@sholland.gov.uk

Website: www.sholland.gov.uk

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