

TENANT PARTICIPATION AGREEMENT ACTION PLAN

	Priority or target	Activities – what needs to be done	Milestones	Outcomes – how will we know we have succeeded?	Target date	Who is responsible?
1	Extend Tenant and Resident associations (TRAs) across the City	Increase number of active associations from 3 to 5. Consult T&LCG on priority areas Exeter CC to carry out research, provide resources, training and capacity building	Steering Group(s) elected on targeted estates	2 new T&RAs are set up, with regular attendance by local people and a programme of meetings. Elected chair Agreed terms of reference	September 2006	TB/T&LCG
2	Review criteria for recognising groups (formal and informal)	Establish Steering Group from existing T&LCG to review criteria Consult other RSLs and TPAS	Criteria and codes of conduct agreed	Informal groups recognised	September 2006	TB
3	City-wide tenant representation – new Tenants & Leaseholders Panel	New constitution to be agreed by Steering Group from (2) above	Launch new structure and process at Annual Conference 2006 Election timetable and procedure agreed Ballot completed	New elected Tenants and Leaseholders Panel established	March 2007	TB
4	Set up Customer involvement panel	Establish an customer involvement panel of interested residents who can be consulted by phone or postal questionnaire	Database Established	Number of calls logged and reported. Number of questionnaires returned.	May 2006 and ongoing	TB

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5	Set up a Focus Group of 'hard to reach' residents	Work with community groups, BME and faith groups	First focus group held in early 2006	Focus group established and consulted twice a year.	March 2006	TB
6	Tenants' website	Launch the website Advertise/market website	Training of resident inputters	Monitor number of 'hits' on the site	February 2006	TB T&RAs
7	Tenant satisfaction survey	Exeter CC to conduct full tenant satisfaction survey using STATUS questionnaire	Survey completed	Published results of survey in tenants' newsletters Action Plan established and reported to Council	Summer/ Autumn 2006	TB
8	Performance monitoring	Monitor: <ul style="list-style-type: none"> ➤ Housing service standards ➤ Complaints ➤ performance of the housing capital works programme ➤ Older Peoples Strategy 	Agree terms of reference. Agree performance information and format for presentation	Produce quarterly 'digest' of performance information for resident groups	To start 1 April 2006	TB/DS T&LCG

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9	Residents to be involved in monitoring and amendment of HRA Business Plan	The council to provide training and capacity building to ensure full understanding (see also 10 below)	Agree monitoring procedure/format of information	Produce quarterly 'digest' of performance information for resident groups Annual presentation of HRS Business Plan Review	To start 1 April 2006	TB T&LCG
10	Establish Resident Auditor Group to test housing services and highlight areas for improvement	<ul style="list-style-type: none"> ➤ Appoint external consultant ➤ Establish Auditor Panel ➤ Undertake Training 	Budget agreed. Auditor Group established and trained First inspections undertaken	Resident Auditors undertaking mystery shopping and monitoring housing services against Audit Commission criteria	November 2006	TB
11	Explore partnerships with other social landlords	Discuss with RSL partners	A successful collaboration on an issue e.g antisocial behaviour on a multi-landlord neighbourhood	Joint work with other landlords in communities. E.g Exeter Home Choice	Ongoing	TB

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12	Establish a Tenants Conference or Open Day on an annual basis	Agree content, venue and method(s) of communication	Successful conference held	Attended by a minimum of 50 residents (10% of housing stock) Positive feedback from those attending. Representatives elected (see 3 above)	Summer 2006	TB
13	Older People's Housing Action Plan Steering Group	Consultation on the Older People's Housing Strategy and sheltered housing improvement programme. Sheltered housing Wardens trained to facilitate tenant participation and consultation	Successful implementation of an Action Plan	Increased numbers of older people satisfied with their home as a place to live. Increased numbers of older people satisfied with their immediate environment.	Ongoing	TB
14	Ensure housing staff are aware of the benefits of tenant participation and consultation	Consult with other RSLs, TPAS and other agencies on best practice. Agree format of training.	Establish a series of training days Training for Operational Managers	Increased level of awareness by officers – encourage more tenants to become involved	March 2006 And ongoing	TB

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