

## **'Making a difference' (working title)**

### **Tenant Participation Strategy 2006-2009**

Front-page photo

NBC logo N- TACT logo

#### **1. Introduction**

This strategy explains Northampton Borough Council's approach to the involvement of tenants and leaseholders, referred to jointly as tenants in this strategy, in helping to develop and improve housing services. If you need this information in your language, large print or as an audio recording please call the Tenant Participation Co-ordinator on 01604 8377836

If your language is not listed we will do our best to translate or interpret.

#### **Insert translation panels for**

1. Polish
2. Bengali
3. Russian
4. Somali
5. Turkish
6. Cantonese
7. Gujarati
8. Latvian
9. Lithuanian
10. Bulgarian
11. Punjabi

***These translation panels are based on the main requests for translations to the Community Access & Language Service plus those languages that we predict may be required in the near future.***

For further information about tenant participation telephone: 01604 837836

Or visit: [www.northampton.gov.uk](http://www.northampton.gov.uk)

#### **What is tenant participation?**

Tenants and leaseholders having a real influence over the decisions made about housing. This includes how they are kept informed, consulted and actively involved in decision making. The Tenant Participation agreement details the areas of the housing service that tenants can be involved in.

Northampton Borough Council as a landlord has statutory rights and obligations and responsibilities which are outlined in tenancy agreements.

Secure tenants have statutory rights outlined in legislation and contractual rights as outlined in tenancy agreements. These include the right to be consulted about issues that substantially affect them as well as the Right to Manage their own homes Further details about Tenants Rights and legislation that apply to this strategy are included in the Appendices.

## **Why tenant involvement is important to the future of the housing service?**

Tenants and leaseholders views are instrumental in helping to ensure that Northampton Borough Council housing services are continuously improving and are providing best value for the money spent by the Council which is paid by tenants and leaseholders through their rents and service charges.

By tenants, leaseholders and the Council working together to design, develop, monitor and report on performance these services will be open to the challenge of the people who receive the services as well as those who deliver them. This can only be achieved through the proactive participation of tenants and leaseholders.

Northampton Borough Council Cabinet Member responsible for Housing, Councillor Yousuf Miah, said *"The strategy is a good example of working in this way. Tenants have been involved throughout the development of the strategy right from the beginning and will now be involved in ensuring that the Council deliver on the commitments it makes in this and its more detailed action plan. A big thank you to everyone involved in making this happen"*.

## **Insert photos**

## **Signatures above names & titles**

**Sylvia Genus**

Chair of N-TACT

**Councillor Yousef Miah**

NBC Cabinet

Member for Housing

**Mairi McLean**

NBC Chief Executive

**More photos here of range of people including N-TACT meeting, working group, tenant participation and housing staff**

## **1. Overview**

This strategy has been developed with the participation of tenants and staff right from the beginning. The tenant Involvement Strategy and Pledge working group was set up to review the strategy and agreement (called the Tenants Pledge) and involved tenants from Northampton Tenants and Council Together (N-TACT) and housing service staff. This group helped to ensure that the strategy is tailored to the needs of tenants and leaseholders and takes into account the reality of delivering the housing service. One of the key things recognised as part of developing this strategy is the importance of involving tenants and leaseholders at the outset of a review rather than later in the process. This review of tenant involvement demonstrates this in practice.

During September 2006 information about the review "Making a difference" was posted out to all tenants and leaseholders in the Borough asking for their views on how best to keep tenants informed, provide opportunities to influence and improve the housing service. The 369 responses have been built into this strategy and have helped to check we are taking the right

approach. Housing Services staff were consulted through an internal newsletter which also helped to raise awareness.

***Insert scanned image of the flyer***

The Northampton Federation of Residents' Associations as well as Tenants and Leaseholders from the six Community Forums in the Borough have been kept informed of progress and consulted by post. N-TACT helped to run a workshop at a joint forums' event in October to gather some feedback from participants.

This strategy will be available via the Council's Web Site and hard copies will be posted to all tenants and leaseholders and provided to new tenants in their sign up pack.

The accompanying agreement forms an action plan and outlines the areas agreed between the Council and tenants about how tenants and leaseholders will be proactively involved.

N -TACT will play a key role in working together with staff to monitor progress against the targets that have been set. Each year an impact assessment activity will be undertaken involving tenants and the Council working together. This will assess the achievements of the strategy, what has worked well and what needs to be done differently.

Progress will be reported to the N-TACT Committee and the Senior Corporate Management Team quarterly, to Council six monthly and to the tenants through Housing Matters annually. More detail is enclosed in a later section and in the Tenant Participation Agreement.

## **2. Background information about Northampton Borough Council housing**

Northampton Borough Council is the largest district council in Northamptonshire with approximately 12,500 residential council properties. Black and Minority Ethnic Communities represent 8.5% of the population in the Borough. The town is part of the Milton Keynes and South Midlands area identified for economic and population growth as part of the Government's Sustainable Communities Plan.

### **Links to other Council policy areas**

The Council highlights its commitment to the involvement of tenants in other strategies and plans for future Council services.

### **The Community Vision for Northampton states:**

#### **By 2011 it will....**

- Be well served by modern and efficient local government:  
Local councils will have defined their role as community leaders, working in partnership to deliver this vision for Northampton. Their decisions will be easy to understand, transparent and will involve local people

#### **By 2021 it will....**

- Be a place made up from caring communities:  
Communities will be developed and built upon respect and understanding of people for ages, status and ethnicity. We will invest in, support and promote the family in all the forms that it takes so that there is the opportunity and desire to stay together, learn from and support each other.

**The Corporate Priorities agreed by the Council for 2007-2011 are:**

- Make Northampton a safer, cleaner and greener place to live
- Invest in the planning and regeneration of the town, providing economic development and growth
- Deliver better basic services
- Be an accessible and responsive council by listening to local people and providing the services they need
- Take an increased community leadership role alongside our partners
- Improve our performance as a Council and be fit for purpose by delivering our priorities for improvement:
  - Improve our weakest services
  - Improve our interaction with the public
  - Improve partnerships to deliver better outcomes
  - Ensure clear, decisive political leadership
  - Build management capacity to drive cultural change

**Review of public engagement and communications**

Following a referral from Northampton Borough Council's Improvement Board, the Overview and Scrutiny Committee was asked to review public engagement and communications across the Council. A Task and Finish Group was set up to investigate how the Council consults and engages with its citizens.

Communications and Public Engagement is a key priority in Northampton Borough Council's Strategic Improvement Plan and there is a need to ensure that consultation and community engagement are used effectively by the Council.

The Task and Finish Group established that the need for:

- Clear details of the integrity of customer satisfaction measurement.
- Effective consultation.
- Consultation mechanisms that ensures residents feel they are consulted and involved across all services to affect service improvement.
- A comprehensive consultation process/strategy that is fit for purpose for the Council.

The Task and Finish Group found that there were already a number of examples of effective consultation and engagement within the Council but there was still a need for them to be co-ordinated and brought up to a consistent standard. The Overview and Scrutiny Task and Finish Group has made a number of recommendations around consultation methods, citizen

engagement and internal processes and procedures. The recommendations that the Task and Finish Group are proposing are aimed at increasing public engagement within the Council and the introduction of improved, standardised consultation methods.

The Tenant Participation Strategy is therefore helping to fulfil one of the key Corporate priorities for Northampton Borough Council.

### **The Council's Housing Strategy**

Northampton Borough Council recognises that tenant involvement is important both in the delivery of the housing landlord service and to the development of the housing strategic role. The involvement of tenants in housing strategy has risen in importance given the recognition of the role of housing in a much broader agenda of sustainable communities, neighbourhood management and renewal to meet the Decent Homes Standard and the wider regeneration agenda. Tenants have also said they want to be more involved in issues around access to housing, affordability and the development of the growth agenda.

A housing strategy focus group was held to engage tenants and leaseholders in the development of the strategy. The Council will invite tenant representatives to all key stakeholder events and will consult with tenants on the draft version of the housing strategy. The Council's intention is to further develop the input of tenants in the housing strategy development in 2007.

### **Neighbourhood Management**

Northamptonshire County Council Cabinet agreed the Countrywide Neighbourhood Renewal Strategy (NRS) in March 2005, subsequently Countrywide partners have provided endorsement of the approach at the Local Area Agreement (LAA) conference in July 2005. The Northamptonshire NRS follows the National NRS ambition that "within 10 to 20 years, no-one should be seriously disadvantaged by where they live". The LAA outlines clear targets for the county in terms of developing Neighbourhood Renewal action plans and partnerships, the target areas within Northampton are reflected in these targets for 2006/7.

The Neighbourhood Renewal Strategy identified 23 Super Output Areas (SOAs) in Northampton that fell within the 20% most disadvantaged in the country (Index of Multiple Deprivation 2004). These SOAs were also identified by the Northampton Neighbourhood Renewal Strategy as areas of focus.

Partners have agreed Neighbourhood Management as an approach to delivering local services across the town in Neighbourhood Renewal areas. This represents an opportunity to improve on what we do presently, to bring about a more collaborative and performance focused way of working with our partner public service agencies, and to give a more prominent role to local people.

It extends existing work with neighbourhood wardens and other locally-based resources, allowing the targeting of efforts on those communities with the greatest needs. This links clearly with this Council's key priorities, particularly around tackling crime and disorder, anti social behaviour, and the "cleaner,

safer, greener” as well as the Government’s ‘Respect’ agenda, regenerate and involving local people in decision-making.

The Neighbourhood Management Team for each area will include a Neighbourhood Co-ordinator, Community Development support, Neighbourhood Warden and Police Safer Community Team. Resources for the management of the areas will come from the alignment of resources from NCC, NBC and the Police, plus additional resources that may be identified in the future not only from these organisations, but other partners within the Northampton Local Strategic Partnership. Involvement of all stakeholders in local neighbourhood areas is essential to ensure issues that are important to local people are addressed.

### **Links to the Tenant Participation Agreement**

This strategy is a description and outline of the Council’s approach to tenant participation. The agreement between tenants and leaseholders and the Council, the Tenant Participation Agreement, provides a more detailed action plan that underpins this strategy. This has also been developed with the working group of tenants and staff with wider consultation with tenants and leaseholders.

### **3. Key objectives of the Tenant Participation Strategy**

This strategy aims to outline the approach to involving tenants and leaseholders in decisions about their homes and the surrounding environment. The main objectives are to:

- be recognised as one of the best social landlords in the East Midlands at engaging and involving tenants and leaseholders in ways that demonstrate a real difference to housing services
- provide a framework for the more detailed action plan (in the Tenant Participation Agreement) about how tenants will be informed, consulted and involved
- provide an overview of how the performance of the housing service can be monitored with the involvement of tenants and how this fits into the review and continuous improvement of service delivery

### **4. Ways tenants can be involved in influencing the housing service**

Tenants and leaseholders may want to be involved in different ways depending on their personal circumstances, time available and areas of interest. These may be formal meetings and committees, focus working groups, panels or through more informal methods such as postal surveys or small discussion groups about service specific issues. Many people now have access to the Internet and may be more comfortable or prefer to have an input electronically, or by telephone conference. This strategy outlines the range of ways that tenants and leaseholders can be involved in helping to ensure that the housing service is tailored to tenants needs

Each of the following methods of involvement were discussed and agreed by the tenant participation review working group of tenants and staff. These are outlined in more detail in the Tenant Involvement Agreement (Formerly the Tenants Pledge).

## Chart indicating ways to be involved

The following outline the range of ways that tenants and leaseholders can influence the housing service. The level of likely commitment in terms of time this will take up is indicated, although this will vary in some instances.

<b>Activity</b>	<b>Involvement</b>
Active involvement in N-TACT Committee (Northampton Tenants and Council Together) elected by tenants at an open meeting annually and works together with the Council to help develop and monitor housing services	<i>2-3 hours once a month plus some activity events in between</i>
Membership of N-TACT – Northampton Tenants and Council Together – all Council tenants are automatically members	<i>Open meetings four times a year for a couple of hours plus the Annual General Meeting</i>
Tenant involvement in monitoring estates services	<i>Will vary from an hour each week to monthly depending on service being monitored eg gardening contracts, cleaning of communal areas</i>
Helping to develop and monitor customer service delivery standards	<i>Involvement in working groups to develop and some reality checks through mystery shopping or tenant inspection, 3-4 hours per month on average</i>
Tenant Inspectors helping to improve the housing service – as a part of the housing service review programme	<i>1-2 days, 3-4 times a year</i>
Tenant mystery shoppers, providing feedback on service delivery standards	<i>1-2 days, 3-4 times a year</i>
Conferences for tenants and leaseholders to discuss aspects of the housing services and develop ideas for service delivery improvements	<i>Half day once a year</i>
Policy review working groups	<i>As part of the service performance review programme – duration 2 hours each meeting</i>
Involvement in a Project/Housing Policy Board and Housing Strategy Steering Group	<i>N-TACT elects 2 representatives who attend meetings of about 2 hours quarterly</i>
One-off housing focus/discussion groups to discuss tenants views of service specific housing issues	<i>Take part as and when held – 2 hours duration, monthly question to tenants that staff meet or talk to about services 15 minutes monthly</i>
Tenants sounding board - a database of tenants who want to be consulted from a distance by phone, email, post, SMS texting	<i>1 hour, once a month</i>
Tenants may take part in on-line discussion groups as part of the Northampton website so tenants and leaseholders can discuss issues	<i>As much involvement as interested tenants are interested in.</i>

important to them over the internet	
Work with schools to find out what future tenants expect?	<i>How much time will depend on topic – but expect 3 hours once or twice a year</i>
Take part in national customer satisfaction surveys to feedback on the service tenants receive from the landlord and other satisfaction surveys at a local level	<i>Minimum of once every 3 years – an hour to complete</i>
Tenants take part in estate inspections with managers and contractors	<i>2 hours, once a month</i>
Sheltered housing groups. Meet to discuss the issues about their housing important to them	<i>Quarterly</i>
Involvement on the editorial panel for tenant magazine housing matters and other information for tenants	<i>Quarterly for 2-3 hours</i>
Attend one of the six Community Forums in the borough for race equality, disabled people, lesbian, gay and bisexual, pensioners, women and youth	<i>every 6 – 8 weeks for a couple of hours plus some activities in between</i>
Attending surgeries, drop in sessions at housing offices, community centres about specific issues	<i>half hour to an hour depending on the issue</i>
Contacting the Council via a 'hotline' telephone number or via a tenant involvement email box if you want more information about tenant involvement	<i>As much involvement as wanted</i>
The Council will support tenants wishing to explore Tenant management opportunities through their Right to Manage where tenants explore the options available for taking over collectively responsibility for the management of an area of council housing, which is then managed by tenants.	<i>Initially intensive involvement meeting for 2-3hours at least once a month for two or more years while tenants explore and study the options, feasibility development of a tenant management organisation and ongoing involvement managing the tenant management organisation when set up</i>

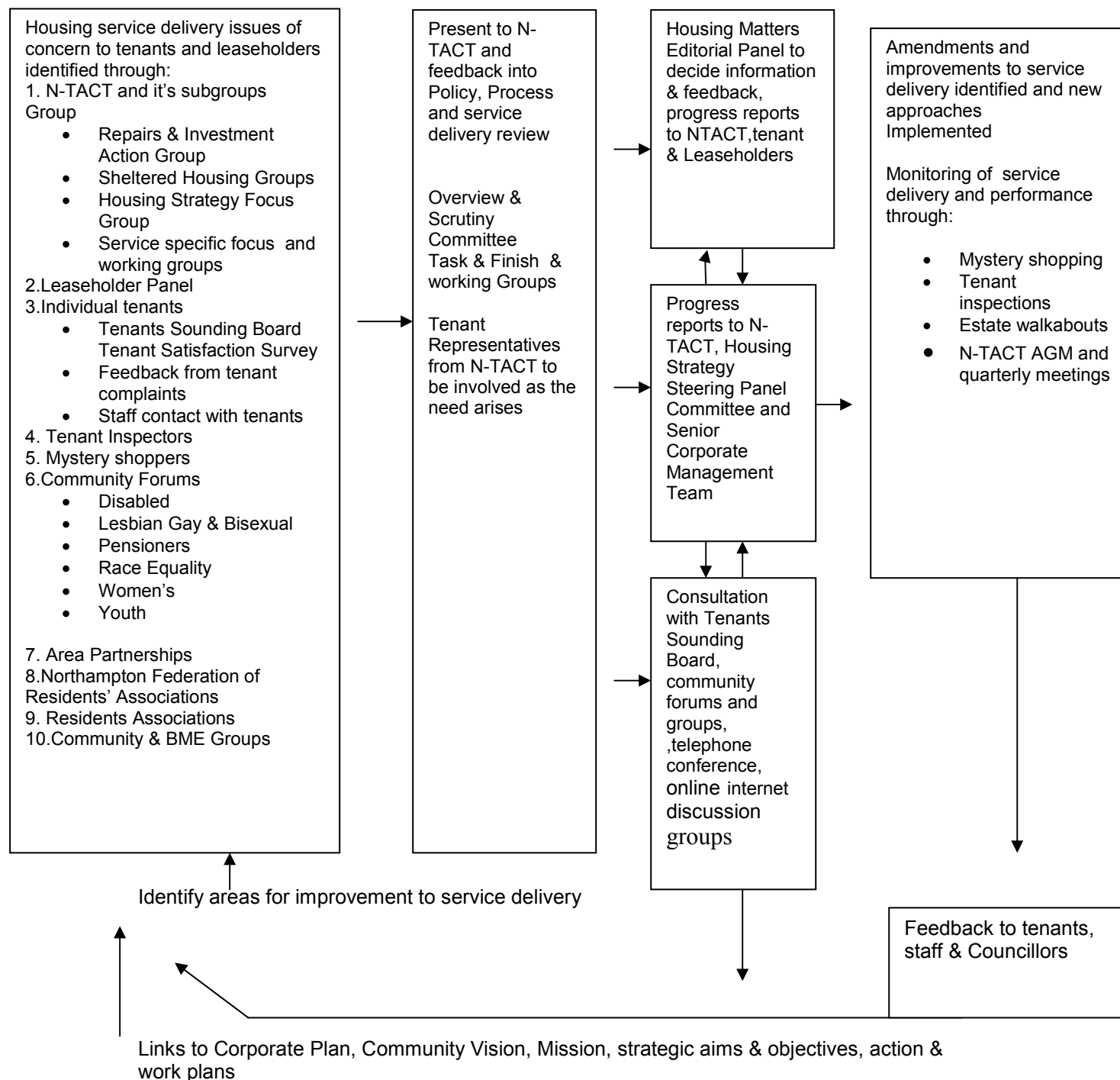
To ensure that tenants and leaseholders had an opportunity to have an input to the development of the Tenant Participation strategy and agreement the 'Making a difference' survey was sent out in September 2006 with the tenants' newsletter to every Council household and to leaseholders. The 369 responses received although a small proportion of tenants generally provided some useful information to help develop this strategy.

Some involvement has influenced decisions made at a strategic level; such as N-TACT's input into policy and performance and service reviews. Other ways are focused at local level issues through tenants and leaseholder groups and estate inspections.



## Diagram to illustrate the arrangements for tenants and leaseholders to influence housing services:

The framework illustrated here shows how tenants and leaseholders can formally and informally influence the continuous improvement of service delivery of housing services



To ensure that tenants and leaseholders had an opportunity to have an input to the development of the strategy and compact a survey was sent out quarterly in the tenants' magazine Housing Matters in September which is posted to every Council tenant. This established some firm information about the ways tenants want to be kept informed, consulted and actively engaged. The 369 responses from the survey have helped to develop this strategy.

Some involvement has influence over decisions made at a high strategic level such as N-TACT's input into policy and service reviews. Other ways are purely focused at local level issues eg tenant and leasehold groups and estate inspections.

## **5. Getting the message across**

To ensure every contact with tenants and leaseholders is an opportunity to attract, promote and inform people about tenant participation the following activities will help to get the message across:

- Communicating and promoting these opportunities for involvement and examples of what tenants have achieved through their involvement is important to help motivate other tenants and leaseholders to be involved. This will be achieved in the following ways:
- Articles in Housing Matters about how tenants and leaseholders have been involved and what they have achieved and who to contact if interested
- A specific area on the website for promoting tenant involvement activities
- Posters and leaflets about involvement activity in the 'One Stop Shop', the Guildhall entrance and other places where tenants and leaseholders visit eg housing offices, community centres
- N-TACT to man a stand periodically in the One Stop Shop
- Information leaflets about tenant involvement provided and explained at sign up visits for new tenants and during any other contact housing officers, trades staff and customer service staff have with tenants and leaseholders
- TV video screens in public areas running information about tenant involvement
- Promote the achievements of tenant involvement and how tenants and leaseholders can be involved at local festivals and events eg the annual Northampton Balloon Festival

## **6. Links to other departments of Northampton Borough Council and other agencies**

The Council recognises that many of the issues that tenants and leaseholders are interested in are wider than just housing eg anti social-behaviour, environmental issues, education. Although the Tenant Participation Strategy is specifically aimed at involving tenants in housing issues, we will work together with other agencies to address some of these other issues and encourage and help direct tenants and leaseholders to the organisations which will be able to help.

The Council is developing neighbourhood management approach which reinforces this partnership working with other agencies in the Borough.

In many areas tenants and leaseholders, who may have other landlords, live alongside homeowners and tenants. And shared owners. The Councils approach to tenant involvement takes this into account and will work together with other landlords and tenants to address issues of general concern in an area, estate or neighbourhood. This is particularly the case with anti social behaviour and environmental issues as well as estate services.

Photos

## **7. Involving all**

Northampton Borough Council is committed to ensuring that all tenants and leaseholders have the opportunity to influence decisions and are consulted and involved in ways that are appropriate for them.

Providing opportunities for involvement for the diverse groups of people who are Council tenants and leaseholders of Northampton Borough Council will be achieved by:

- Supporting staff to promote opportunities for involvement to all tenants including those from traditionally under represented and hard to reach groups
- Providing support and training for traditionally under represented groups to enable them to take part in tenant involvement activities eg tenants and leaseholders from black and minority ethnic groups
- Ensuring that tenants are aware that child care and dependency care costs and travel costs can be paid in relation to attendance at a tenant involvement event/meeting and are met appropriately
- Ensuring that venues and meeting times are accessible so that people are able to attend.
- Endeavour to find ways to provide interpretation and signers so that meetings are inclusive
- Providing information for tenants in plain language and in alternative formats such as large print, other languages or pictorial format on request.
- The Tenant Participation Co-ordinator to facilitate links with the Council's six Community Forums that tenants and leaseholders may attend which have been set up specifically for disabled; race equality, gay lesbian, and bi sexual; pensioners; women; and youth and any other resident involvement activity the Council may organise
- Helping to direct tenants and leaseholders to additional funding opportunities such as the Money 4 Youth funding (see useful contacts section)

## **8. Commitment and Resources for tenant Involvement**

For tenant and leaseholder involvement to be effective, Councillors, N-TACT members and staff must recognise that the relationship between the Council and tenants is about working in partnership to develop and improve housing services through:

- All staff have a responsibility for promoting the opportunities for tenants and leaseholders to participate and signposting interested tenants to where they can access support and funding
- There is a Cabinet Member who keeps the involvement of tenants and leaseholders firmly on the agenda
- The Corporate manager responsible for Tenant Participation is responsible for the implementation of the Tenant Participation Strategy and the accompanying Tenant Participation Agreement at a strategic and frontline delivery level to ensure tenant involvement is integral to how the housing service delivered
- Specialist tenant involvement staff are employed by the Council to offer support, assistance, advice and training to staff about engaging with tenants and leaseholders at a local level
- 
- The Participation Team Leader in liaison with the Corporate Managers has a responsibility for ensuring that staff are kept updated about the tenant involvement strategy and other achievements that have involved tenants
- Council Officers attend N-TACT meetings and other tenant meetings where issues relevant to those staff members are discussed.
- There is a dedicated tenant Involvement budget specifically available for tenant involvement activity managed by the Participation Team Leader. N-TACT will work with the Tenant Participation Co-ordinator to plan and review this budget
- Grants and other financial support is available to assist tenants and tenants' organisations with training, venues for meetings, expenses
- There is a specific training programme for tenants and staff developed with N-TACT which focuses on the Tenant Participation Strategy the Tenant Participation Agreement and helps to build the capacity for tenants to be more involved in decision making
- The potential for a tenants resource room will be explored with support from the Council, so that N-TACT and other involved tenants have a base and easy access to resources and training for the development and support of tenant involvement activities in the borough.
- There are arrangements in place to reimburse expenses for tenants who are actively involved in influencing housing decisions. This includes childcare, dependency costs and travel expenses..
- An incentives and reward scheme for encouraging greater involvement will be explored together with tenants and leaseholders.

## **9. Responsibility for tenant and leaseholder involvement**

For tenant involvement to be embedded as part of how the housing service is delivered it must be the responsibility of all staff, similar to equality and diversity and customer care. The tenant participation team will be the catalyst and driver for tenant participation activity for the Council. The team will provide help, support and advice for staff delivering the housing service to engage effectively with tenants to help develop and improve services.

Housing staff delivering the service will keep the tenant participation team updated on what is achieved with the help of tenants and help to keep the

tenant participation team informed about the key issues in housing eg achieving Decent Homes standard, the Government's 'Respect' agenda and other Corporate priorities.

Housing service delivery staff will play an important role in monitoring the effectiveness of tenant involvement activity and in achieving the planned outcomes

#### **10. Monitoring the impact of tenant involvement**

Tenants generally and N-TACT, staff and Councillors need to receive feedback on how tenant involvement activity has helped to shape the housing service. Monitoring of activity needs to take place to ensure that it is making a positive difference and is providing the best value for the money that is spent on tenant participation from the rents that tenants pay.

##### **This will take place through:**

- Tracking the trend of tenant satisfaction with the opportunities to participate through the three-yearly customer satisfaction survey
- Age, gender, disability and ethnic origin monitoring is expected of all formally recognised tenants groups, N -TACT and all its sub groups, and other panels to ensure that a broad representation of tenants from a range of different backgrounds are involved and able to participate.
- Satisfaction levels will be monitored for potentially disadvantaged groups to compare if these are at least as high as for the whole community
- Additional tenant involvement performance indicators will be developed and linked to the Tenant Participation Agreement.
- N-TACT will receive quarterly performance information about tenant participation and what has been achieved through the involvement of tenants quarterly and will help to plan the way forward to continuously improve how tenants can participate.
- An impact assessment showing the difference that tenant involvement has made to housing services with a cost benefit analysis, will be produced annually and reported to staff and tenants
- Performance information about tenant involvement will be reported to Cabinet annually
- Tenants will receive annual performance information specific to tenant involvement through the tenants newsletter, Housing Matters.

## Appendices

### Appendix 1 Tenants Rights

#### What Rights do Tenants Have?

Introductory Tenants do not have the same Rights as Secure Tenants:

<b>Legal Right</b>	<b>Secure Tenants</b>	<b>Introductory Tenants</b>
<b>Right to 'Succession'</b>	√	√
<b>Right to Repair</b>	√	√
<b>Right to be Consulted on Housing Management issues</b>	√	√
<b>Right to take part in monitoring Housing Management Contracts</b>	√	√
<b>Right to Assign</b>	√	√
<b>Right to Buy</b> Note: Can be with held if Court Order on anti –social behaviour or a a suspended order for arrears applies	√	No but the Introductory period counts towards the discount
<b>Right to take in Lodgers</b>	√	X
<b>Right to Sublet part of Property (with permission)</b>	√	X
<b>Right to carry out Improvements</b>	√	X
<b>Right to Exchange</b>	√	X
<b>Right to Vote before a Transfer to New Landlord</b>	√	X
<b>Right to Manage: Tenants can exercise their right to manage their Homes, Area, Estate or Neighbourhood of Council Housing following an Options Study and a Feasibility Study before forming a Tenant Management Organisation (TMO)</b>	√	X

## **Appendix 2 The Legal Framework**

Reference List can be found at Her Majesty's Stationery Office (HMSO)  
<http://www.hmso.gov.uk/>

Office of Public Sector Information (OPSI) <http://www.opsi.gov.uk/>  
Department for Communities and Local Government (DCLG)  
<http://www.communities.gov.uk/>

### **Housing and Local Government Acts:**

Housing (Rent and Subsidies) Act 1975 – Delegated responsibility for Budgets and the Right to Manage (RtM) Tenant Management Organisations (TMOs).

Housing Act 1980

Housing and Building Control Act 1984

Housing Act 1985

Housing and Planning Act 1986 – Section 16 Tenant Empowerment Grants for developing TMOs.

Housing Act 1988

Local Government and Housing Act 1989

Leasehold Reform Housing and Development Act 1993 – Formation & RtM TMOs subject to meeting required levels of competence and a Majority of Secure Tenants Voting in favour

Housing Act 1996

Housing Grants Construction and Regeneration Act 1996

Commonhold and Leasehold Reform Act 2002

Housing Act 2004

### **Statutory Instruments and Guidance:**

The National Framework for Tenant Participation Compacts (DCLG)

Housing (Right to Manage) Regulation 1994

Modular Management Agreement (MMA) for Tenant Management Organisations – 2005 (DCLG)

Disability Discrimination Act - 1998

Disability Equality Legislation effective from 4 December 06 – This outlines the basic duties for a public authority when carrying out their functions

Gender Equality Duty effective from April 2007

Crime & disorder Act 1998

Anti Social Behaviour Act 2003

## Appendix 3

### Useful contacts and websites

Northampton Borough Council (NBC) - Phone: Switch: 01604 837 837 or Housing Services: 0845 3300 637

Email: [housingcustomerservice@northampton.gov.uk](mailto:housingcustomerservice@northampton.gov.uk) - Website: [www.northampton.gov.uk](http://www.northampton.gov.uk)

**NBC – Tenant Participation Team:**

Phone: 01604 837 836 – Email: [participation@northampton.gov.uk](mailto:participation@northampton.gov.uk)

**Tenant Participation Team Leader: Lindsey Cameron**

Phone: 01604 838 931 – Email: [lcameron@northampton.gov.uk](mailto:lcameron@northampton.gov.uk)

**Tenant Participation Co-ordinator: ????**

Phone: 01604 838 836 – Email: [??@northampton.gov.uk](mailto:??@northampton.gov.uk)

**N-TACT - Northampton Tenants and Council Together – Phone: 01604 837 836**

**NBC – Area Partnerships & Community Forums Co-ordinator: Lindsey Ambrose**

**Money 4 Youth Scheme** - Youth Opportunity Fund- The Northampton Youth Forum is involved in this scheme. Northampton have been awarded £702,000 for young people to spend on local activities which they think would be a good idea for their local areas.

Phone: 01604 837 566 – Email: [lambrose@northampton.gov.uk](mailto:lambrose@northampton.gov.uk)

**GOEM – East Midlands Tenants Participation Forum: Claire Newton EMPTF Facilitator**

Phone: 0115 971 2663 – Email: [goem.tpforum@goem.gsi.gov.uk](mailto:goem.tpforum@goem.gsi.gov.uk)

**DCLG – Tenants Services Branch & Tenants Participation Unit:**

Phone: 0207 944 3483 - Email: [TP@communities.gov.uk](mailto:TP@communities.gov.uk) - Website: [www.communities.gov.uk](http://www.communities.gov.uk)

**Tenant Participation Advisory Service (TPAS)**

Free Phone 0500 844 111 – Email: [info@tpas.org.uk](mailto:info@tpas.org.uk) - Website: [www.tpas.org.uk](http://www.tpas.org.uk)

**Community Access and Language Service – Phone: 01604 401817**

**Housing and Money Advice Centre - Phone: 01604 838 700**

### Useful websites - Housing, Tenant, Neighbourhood Management, Regeneration and Renewal:

<http://www.communities.gov.uk/> Department of Communities and Local Government (DCLG): Building Regulations, Civil Renewal, Equality & Diversity, Community Cohesion, Fire Services, Homelessness, Housing, Neighbourhood Renewal, Planning, Urban Policy, The Regions & Sustainable Communities.

<http://www.hmsso.gov.uk/> Her Majesty's Stationery Office (HMSO) continues to exist to fulfil its core activities including responsibility for the publication of legislation and management of Crown copyright operating from within OPSI.

<http://www.opsi.gov.uk/> Office of Public Sector Information (OPSI) Operates from National Archives at the heart of information policy, setting standards, delivering access and encouraging the re-use of public sector info.

<http://www.idea.gov.uk/> Improvement and Development Agency (IDeA) works with Councils to enhance performance of the best to enhance the performance of the rest, and develop the whole sector

<http://www.neighbourhood.gov.uk/> Neighbourhood Renewal Unit (NRU) loads of links especially to Neighbourhood Statistics, Baseline Information and Floor Targets interactive

<http://www.socialexclusionunit.gov.uk/> Social Exclusion Unit (SEU) - Reports and Research

<http://www.goem.gov.uk> Government Office for the East Midlands (GO-EM) website links to Local Strategic Partnerships (LSP's)



<http://www.emda.org.uk/> East Midlands Development Agency (EMDA) website links to Sub-Regional Strategic Partnership's (SSP's) and the East Midlands Regional Assembly (EMRA)

<http://www.cleanergreenersafer.gov.uk/> Safer Stronger Communities Fund (SSCF)

<http://www.statistics.gov.uk/> Office of National Statistics (ONS)

<http://www.neighbourhood.statistics.gov.uk/> Neighbourhood Statistics by Post Code

<http://www.renewal.net/> Good practice in Neighbourhood Renewal

<http://www.regenerationmagazine.com/> Regeneration and Renewal magazine website - good set of links

<http://www.newstartmag.co.uk/> Regeneration magazine with a Community emphasis - again good links

<http://www.bura.org.uk/> British Urban Regeneration Association (BURA)

<http://www.tpas.org.uk/> Tenants Participation Advisory Service (TPAS) - Advice, Consultancy and Training

<http://www.pep.org.uk/> Priority Estate Projects (PEP) - Consultancy and Training - Strengthening Communities, Regenerating Neighbourhoods, Developing Community Empowerment Networks (CEN) and Tenant Management Organisations (TMO's)

<http://www.nftmo.com/> National Federation of Tenant Management Organisations (NFTMO) read on line 'The TMO Magazine' and the 'Confederation of Co-operative Housing (CCH) Bulletin'

<http://www.watmos.org.uk/> WATMOS (Walsall Alliance of Tenant Management Organisations) Community Homes Ltd was Established in 1992 and became a Registered Charitable Housing Association in 2004 with a Board of 8 Tenants (Majority) + 4 Independents owns 1,700 Homes managed by 8 TMOs

<http://www.kctmo.org/> Kensington and Chelsea Tenant Management Organisation Ltd (KCTMO) is 3 Star Rated by Audit Commission was Established in 1996 became the first Tenant-led Arms Length Management Organisation (ALMO) and a Registered Charity in 2002 with a Board of 11 Tenants (Majority) + 5 Councillors + 5 Independents manages 8 Estates with over 10,000 Council Homes

<http://www.traffordhall.com/> National Communities Resource Centre (NCRC) – Trafford Hall - Chester  
Making Communities Work (MCW) – Neighbourhood Renewal Element Fund (NREF) - Community Empowerment Networks (CEN) - TMOs - Training funded by DCLG & Housing Corporation

## **Appendix 4**

### **Glossary, Abbreviations and Jargon Buster: Housing, Tenant, Neighbourhood Management, Regeneration and Renewal:**

**AP = Area Partnership**

**CASPAR = Crime and Anti-Social Behaviour Partnership**

**CDRP = Crime and Disorder Reduction Partnership**

**DCLG = Department for Communities and Local Government (Formerly the ODPM / DTLR / DETR / DoE)**

**EMB = Estate Management Board**

**EMDA = East Midlands Development Agency**

**EMRA = East Midlands Regional Assembly**

**GOEM = Government Office of the East Midlands**

**IDeA = Improvement and Development Agency**

**LAA = Local Area Agreement**

**LSP = Local Strategic Partnership**

**MKSM = Milton Keynes South Midlands is a Sub Regional Growth Area**

**NBC = Northampton Borough Council**

**NCC = Northamptonshire County Council**

**NCRC = National Communities Resource Centre – Trafford Hall (Funded by DCLG & Housing Corporation)**

**NDC = New Deal for Communities**

**NFRA = Northampton Federation of Residents' Associations**

**NM = Neighbourhood Management**

**NMM = Neighbourhood Management Model**

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**NR= Neighbourhood Renewal**

**NRAP = Neighbourhood Renewal Action Plan**

**NVCS = Northampton Volunteer and Community Sector**

**Quorum = Minimum number of people present at a meeting before decision can be made.**

**RAs = Residents' Associations**

**RSLs = Registered Social Landlords**

**SCT = Safer Communities Team (See also NPT = Neighbourhood Policing Team)**

**SLA = Service Level Agreement**

**SRB = Single Regeneration Budget**

**SSCB = Safer Stronger Communities Board (NCC)**

**SSCF = Safer Stronger Communities Fund (Funded by HO & DCLG)**

**TMOs = Tenant Management Organisations**

**TPAS = Tenants Participation Advisory Service (Funded by DCLG)**