

‘Making a Difference’ – Making it happen (working title)

Draft Tenant Participation Agreement

Front page photo

NBC logo N-TACT logo

This agreement explains Northampton Borough Council's approach to the involvement of tenants and leaseholders (referred to as tenants in this agreement), 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 837836

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

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 and languages that we think may be required in the near future.

For further information about tenant involvement and participation telephone 01604 837836

Or visit **www.northampton.gov.uk**

1. Introduction from members of the working group

We have all worked together to develop this agreement. We did have an agreement before which was called the Tenants Pledge, but as this needed updating we have produced this agreement to replace it.

We want it to be more than a document that sits on the shelf. We are hoping that its practical nature with actions and monitoring activity will make it really useful for tenants and staff involved in monitoring housing service delivery.

We have looked at other examples of how councils, housing associations and arms-length management organisations approach involving their tenants and leaseholders and have tried to include what we think will work for Northampton tenants and leaseholders.

We need a regular quarterly review of implementation progress and to update the agreement as need arises, as we know that things will change as time moves on.

Councillor Yousuf Miah said, *"Tenants have been involved throughout the development of this agreement and will now be involved in ensuring that the Council delivers on the commitments it makes. A big thank you to everyone involved in making this happen"*.

2. Copy of page signed on behalf of the tenants and the Council

Insert Photos and signatures here

Signatures above names and titles

Sylvia Genus

Chair of NTACTION

Councillor Yousuf Miah

Portfolio holder for housing

Mairi McLean

Chief Executive

3. What is this agreement? Why do we need one?

It is an agreement between tenants and Northampton Borough Council about how they are to be informed, consulted and involved. It sets out the priorities and actions to be taken over the next few years and supports the overall strategy or approach to involving tenants in housing issues.

This agreement provides the best practice framework expected by the Department of Communities and Local Government (DCLG) guidelines and ensures that tenant involvement is driven forward as part of how the housing service is delivered and is a firm commitment on how this will be delivered.

4. Aims of the agreement

The aim of this agreement is to build on the approach outlined in the tenant participation strategy with real targets and actions, which outline a real commitment to involving tenants in decision-making. So it's an action plan for implementing the intentions highlighted in the strategy for tenant participation, which both tenants and the Council have formally signed up to. Progress against the actions planned will be monitored by tenants and Council staff and reported back to all tenants and all staff and Councillors.

5. Roles and responsibilities for tenant involvement

To ensure that tenants and leaseholders are able to play a proactive role in designing, developing, influencing and monitoring housing service responsibilities for that does what are key to achieving the aims of the agreement. Tenant involvement is not only the responsibility of the tenant involvement team. Everyone has his or her part to play. These responsibilities are outlined here.

The Council, tenants and leaseholders agree that:

Actions 2007/08	Target date	Responsibility	Monitoring method
All housing staff will have tenant involvement built into their job descriptions	June 2007	Human Resources & Corporate Managers	Agenda item team meetings

Targets for involving and consulting tenants and leaseholders will be set as part of performance review	Start January 2007 – ongoing	Corporate Managers & Team Leaders	Annual Housing Service Plan
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Tenant involvement activity is discussed at one to ones and team briefs and good practice shared	January 2007	Corporate Managers & Team Leaders	Tenant participation log sheets to be completed for each event/activity and forwarded to the Tenant Participation Co-ordinator
A specific area is designated on the intranet for staff to share experiences of tenant involvement activity and what has worked well	March 2007	Corporate Managers in liaison with IT & Tenant Participation Co-ordinator	Bi-monthly check on intranet & report to N-TACT quarterly
There is a specific co-ordinator role for resident participation driving the action plan for the strategy and agreement forward	In place end January 2007	Tenant Participation Co-ordinator Participation Team Leader	New Co-ordinator to attend N-TACT meeting January 2007

6. Getting the message across - Keeping you informed

To ensure every contact with tenants and leaseholders is an opportunity to promote, attract and inform people about tenant participation the Council and tenants agree to:

Actions for 2007/08	Target date	Responsibility	Monitoring method
Hold a launch event to raise awareness of the strategy & the agreement with formal “signing” ceremony	End of January 2007	Team Leader – Participation Team in liaison with Communications Unit	Report back to N-TACT February 2007 meeting and to all tenants in annual newsletter
An article in each edition of Housing Matters about tenant involvement, activity and what has been achieved as a result – N-TACT column	December 2006 March 2007 June 2007 September 2007	Tenant Participation Co-ordinator in conjunction with N-TACT and Communications Unit	Editorial panel meets quarterly and involves tenant representatives who decide content for N-TACT column & reports on activity sheets

			completed by staff
Hold strategy & awareness briefing sessions for staff & Councillors about the strategy and agreement	February 2007	Tenant Participation Co-ordinator together with N-TACT and Corporate Managers	One to ones and Councillor training feedback sheets
Editorial Panel reviews its terms of reference	March 2007	Tenant Participation Co-ordinator	Quarterly meetings of Editorial Panel
Review the area on the website for tenant participation and post up to date information about tenant involvement activities to it	March 2007	Tenant Participation Co-ordinator & IT department & N-TACT	N-TACT meeting On –line survey
Review existing leaflets for tenant involvement and develop new leaflets & posters summarising the new strategy and tenant participation agreement Display at housing offices, The Guildhall, the 'One Stop Shop' and community centres. Include in new tenants' sign up pack	April 2007	Tenant Participation Co-ordinator & N-TACT	N-TACT meeting and survey via Housing Matters newsletter
Ensure all leaflets, information and other resident involvement documents are provided in alternative formats eg languages, audio tape, large print	April 2007	Tenant Participation Co-ordinator	Report take up to N-TACT annually and in Housing Matters
N-TACT to develop with help from staff a 'tenant friendly' logo for NBC leaflets and publications	Sept 2007	N-TACT and Tenant Participation Co-ordinator	N-TACT and tenant sounding board
Draw up a calendar of local festivals & community events where tenant involvement can be promoted	End January 2007	Tenant Participation Co-ordinator	N-TACT meeting
Work together with Customer Services department to explore the potential for having TV video outlets running information about tenant involvement in public areas eg One Stop Shop and Housing offices	June 2007	Tenant Participation Co-ordinator & Corporate Manager for Customer Services	Report back to N-TACT

7. Ways for you to participate

As tenants may want to be involved in different ways so a range of options are available. People may want to be involved from a distance via surveys by

post or email or by taking part in a telephone focus group from the comfort of their own homes. Some people may want to be more proactively involved in meetings and panels.

The tenant participation strategy and compact working group decided to explore a range of options for participation. The survey of tenants and leaseholders in the September 2006 edition of Housing Matters showed that two third of the 369 respondents would prefer to take part via postal surveys. One seventh would like to be involved via telephone surveys, attending local meetings or N-TACT meetings.

N-TACT is the main formal tenant consultative forum working with the Council to improve and monitor housing services. N-TACT Committee is elected by tenants attending the Annual General meeting. The Committee has a formal constitution and meets 10 times per year.

A significantly lower number of tenants wanted to take part in small discussion groups. As less traditional style meeting opportunities for tenants seem to be less popular, this agreement with tenants and leaseholders offers a wide range of ways that tenants and leaseholders can influence the housing service.

The Council and tenants agree to support, develop and pilot the range of ways for tenants and leaseholders to influence the housing service, including:

Involvement activity	Level of commitments
Involvement in N-TACT Committee	<i>2-3 hours once a month plus some activities/events in between</i>
Membership of N-TACT(all Council tenants are automatically members)	<i>Open meetings four times a year for a couple of hours plus an AGM</i>
Tenant involvement in monitoring services on estates	<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 service standards	<i>Working groups & reality checks such as mystery shopping, 3-4 hours per month on average</i>
Tenant inspectors helping to improve the housing service – as a part of 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 service and develop ideas for improvement	<i>Half day, once a year</i>

Performance and Policy review working groups	<i>As part of the service review programme – duration 2 hours each meeting</i>
Involvement in the Housing Policy Board and Housing Strategy Steering Panel	<i>N-TACT elect 2 representatives who attend meetings of about 2 hours quarterly</i>
One-off housing focus/discussion groups to discuss tenants views of specific housing issues	<i>Take part as and when held, 2 hours duration</i>
All staff to promote tenant participation activity where appropriate and to highlight in consultation overviews.	<i>As and when appropriate</i>
Tenants sounding board - a database of tenants who want to be consulted from a distance by phone, email, post and SMS texting	<i>1 hour, once a month</i>
On-line discussion group as part of the Northampton website so tenants and leaseholders can discuss issues important to them over the internet	<i>Will vary</i>
Link into Youth Forum to discuss involvement opportunities	<i>How much time will depend on topic – but expect 3 hours, once a year</i>
Take part in national customer satisfaction surveys to feedback on the service tenants receive from Northampton Borough Council as their landlord and other local surveys	<i>Minimum of once every 3 years, an hour to complete</i>
Tenants take part in estate inspections with managers and contractors	<i>Once a month, 2 hours</i>
Involvement on the editorial panel producing the Housing Matters and other information for tenants	<i>2-3 hours, once a quarter</i>
Sheltered housing groups. Meet to discuss the issues about housing issues important to them	<i>Quarterly,</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>Will vary</i>
Tenants may exercise their 'Right to manage' by forming Tenant Management Organisations (TMO) Tenants explore the options available for	<i>Initially intensive Options, Feasibility and Development Studies involve meeting for 2-3 hours at least once a</i>

taking over collective responsibility for the management of an area, estate or neighbourhood of council housing which is then directly managed by tenants.	<i>month for two or more years while tenants explore the development of a tenant management organisation and ongoing involvement managing the TMO when set up</i>
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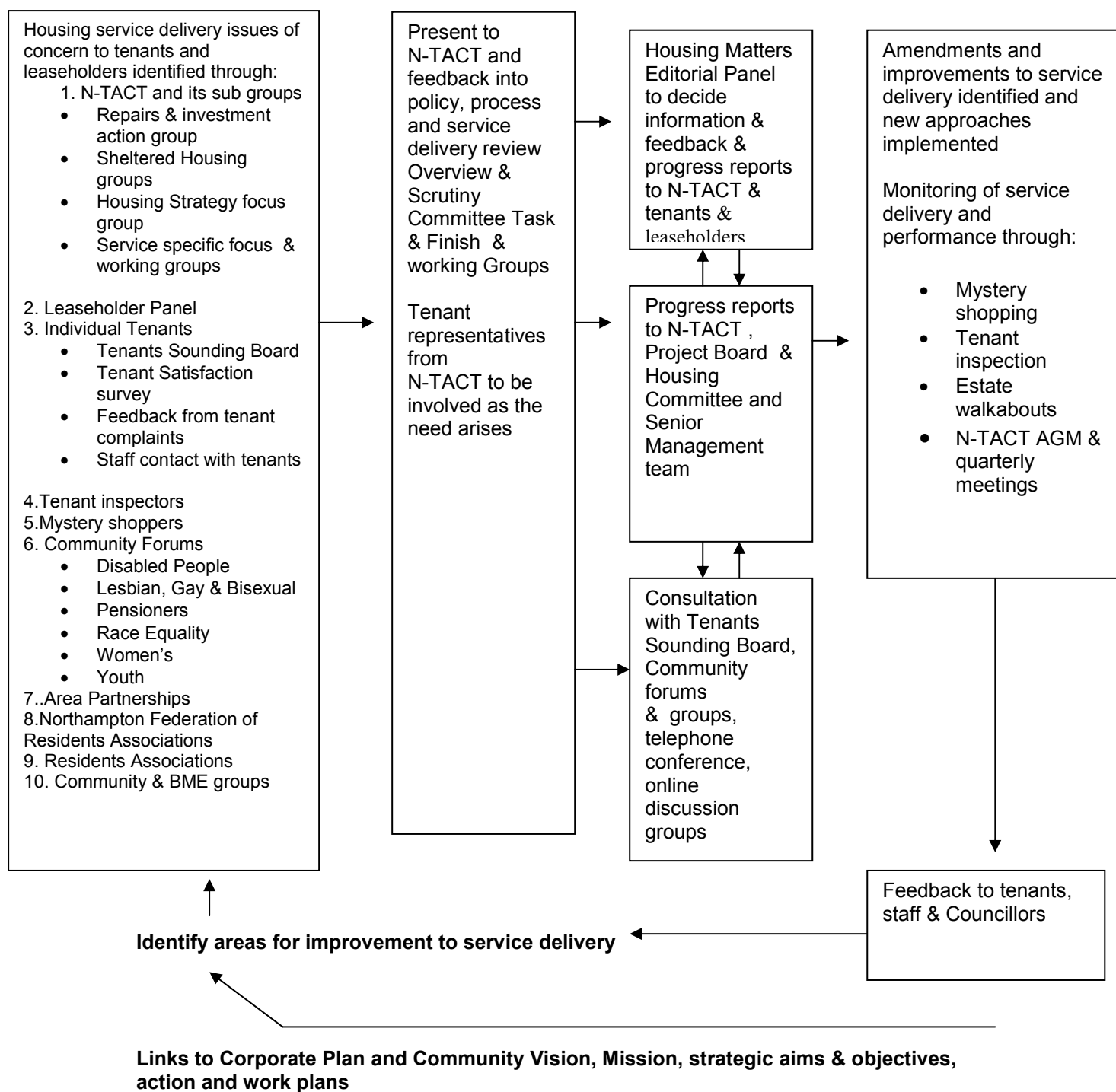
The Council, tenants and leaseholders agree to:

Actions 2007/08	Target date	Responsibility	Monitoring method
Build on the existing database of tenants interested in participating in the 'sounding board' by adding those people who have replied to the Sept tenant involvement survey. Include information in sign up pack	June 2007	Tenant Participation Officer	Report to N-TACT and tenants generally in Housing Matters and those on the database.
Staff will attend and support and service N-TACT meetings and other panels and residents' groups in the tenant involvement framework	January 2007 – ongoing	Tenant Participation Officer & Tenant Participation Co-ordinator	Minutes of meetings
Develop a work and action plan for N-TACT	February 2007	Tenant Participation Co-ordinator and N-TACT	Report to Corporate Manager and present to N-TACT meeting End February
Work with housing services and 'interested tenants' to develop a check list for tenants to use to monitor estate contracts	July 2007	Tenant Participation Co-ordinator & Estate Services	Report to N-TACT, and NBC SMT quarterly
Contact tenants on the Sounding Board database to offer involvement in piloting some of the new ways of involving people	March 2007	Tenant Participation Co-ordinator	Progress report to to N-TACT and Participation Team Leader
Work with housing services to develop estate profiles and the most appropriate way of involving tenants in addressing the issues identified by tenants from the tenants' survey September 2006	December 2007	Housing Officers & Tenant Participation Co-ordinator	Report to N-TACT and NBC SMT
Target 4 areas identified with housing services to work together with housingservices and neighbourhood wardens to develop involvement of tenants in addressing the issues important to local tenants and leaseholders	April 2007	Housing Officers & Tenant Participation Co-ordinator	Report to N-TACT and NBC SMT

Develop a costed outline brief for recruiting tenants as mystery shoppers and tenant inspectors and present to N-TACT and Senior Management	July 2007	Tenant Participation Co-ordinator	Present to N-TACT and Corporate Managers, Housing services & Customer Services
Plan and hold a tenants' day to celebrate achievements of tenant participation and discuss how tenants can be involved in developing housing services further & link into Balloon Festival or other existing event	July/August 2007	Tenant Participation Co-ordinator & N-TACT	Report to N-TACT and in Housing Matters
Review the responses to the Autumn Customer Satisfaction Survey with N-TACT in relation to tenant participation and how this fits into the agreement action plan and amend this plan as necessary	June 2007	Tenant Participation Co-ordinator	Report to N -TACT June 2007
Meet with Sheltered Scheme managers and discuss and plan their role in gathering input from tenants about their housing issues	May 2007	Tenant Participation Co-ordinator & Sheltered Housing Support Officer	Feedback to N-TACT via Sheltered Housing Group
Explore arrangements and cost of a dedicated 'telephone hotline' and email box specifically for tenant participation that can be promoted on literature and tenants 'Housing Matters' newsletters	September 2007	Tenant Participation Co-ordinator	Report to N-TACT September 2007
Identify with Housing Services the potential areas in the Borough for undertaking options studies for Tenant Management Organisations and explore section 16 grant funding for taking this forward with the Department of Community and Local Government	July 2007	Tenant Participation Co-ordinator and Corporate Manager for Housing	Report to N-TACT July 2007 and the Northampton Federation of Residents' Associations (NFRA) and Residents associations and NBC Cabinet

8. Tenant Involvement framework

The framework illustrated here shows how tenants and leaseholders can formally and informally influence the continuous improvement of housing service delivery. N-TACT, as the main consultative forum elected by tenants annually, play a key role in working with the Council to develop and monitor housing services



9. The areas of the housing service that tenants can be involved in

National guidance on core standards for tenant participation agreements are outlined by the Department for Communities and Local Government and expect tenants to be involved in the following areas:

- Developing housing policy and strategy
- Considering options for housing investment and improvements and developing and taking forward the chosen option
- Drawing up the capital & renovation programme
- Budgets, finance, rent points setting (not setting actual rents)
- Allocation & lettings policies including choice based lettings
- Anti-social behaviour policies & procedures
- Management of housing services
- Policies and procedures for repairs, maintenance, rent collection and rent arrears
- Tenancy management and sustainability issues, tenancy agreements and conditions
- Exploring the potential through options studies for Tenant Management Organisations
- Housing Benefit, debt advice, debt recovery procedures
- Leaseholder issues and charges
- Sheltered housing
- Service performance strategies, arrangements for monitoring and reviewing council performance, addressing shortcomings and remedial action
- Setting, monitoring and reviewing services, performance standards and targets for housing management and neighbourhood management services
- Proposed remedial action if performance on services falls short of delivery standards
- Proposals to contract housing services to other providers including through partnering contracts
- Neighbourhood management issues which affect tenants' homes or the management of the housing service
- Equality policies including race equality policies and policies on racial harassment
- Customer care service standards
- Environmental enhancement works
- Arrangements for providing information for tenant consultation and participation, including handling complaints and remedial action

A survey of the Borough's tenants and leaseholders sent out with the September edition of Housing Matters asked tenants about the things that they were particularly concerned about. The top six/nine areas identified by respondents indicates the areas of priority for the Council and the focus of this agreement with tenants and leaseholders for the next year are:

1. How anti-social behaviour is dealt with
2. Cleaning of communal areas

3. How well and quickly repairs are completed
4. Removal of bulk rubbish
5. How empty properties are allocated to new tenants
6. Arrangements for repairs appointments
7. Planned repairs programmes eg roofing, guttering
8. Gardening in communal areas
9. How quickly abandoned cars are dealt with

The Council, tenants and leaseholders agree to:

Actions 2007/08	Target date	Responsibility	Monitoring method
Feedback this survey information to housing servicesto feed into the estate profiling exercise mentioned earlier	End October 2006	Participation Team Leader	Tenant Participation Team meetings
Ensure that the tenants database 'sounding board' includes details of the areas of concern for tenants	February 2007	Tenant Participation Co-ordinator	Report to N-TACT quarterly
Report survey findings to tenants and leaseholders in December Housing Matters & N-TACT	December 2006	Participation Team Leader	Present report to N-TACT
Look at feedback from national customer satisfaction survey regarding areas of concern and interest for tenants and feedback to N-TACT	February 2007	Participation Team Leader & Tenant Participation Co-ordinator	N-TACT meeting

10. Support and training to encourage participation

The Council, tenants and leaseholders agree to:

Actions 2007/08	Target date	Responsibility	Monitoring method
Develop a training programme for staff, tenants and leaseholders to ensure awareness of the range of options for involvement and the skills needed to actively promote, support , encourage and monitor Tenant Participation activity	June 2007	Tenant Participation Co-ordinator & N -TACT	Report to N -TACT and tenants in Housing Matters & Corporate managers, Housing Services & Customer Services
Include tenant participation as part of staff induction and orientation programme	February 2007 onwards	Human Resources, Corporate Managers & Tenant Participation	Discuss with manager atOne to Ones Evaluation and feedback from induction

		Co-ordinator	programmes
Develop a training & support plan for N-TACT committee members	June 2007	Tenant Participation Co-ordinator & N-TACT	Report to N-TACT & NBC Cabinet if financial implications
Review the expense arrangements for tenants actively involved.	June 2007	Tenant Participation Co-ordinator	Report to N-TACT on budget, spend & good practice & report to NBC Cabinet
Research an incentive & reward scheme for tenants & residents actively involved	December 2007	Tenant Participation Co-ordinator	Report to N-TACT and NBC SMT
Explore the potential for a tenants' resource room and produce a costed proposal	September 2007	Tenant Participation Co-ordinator	Present to N-TACT Committee & NBC Cabinet
Review with N-TACT the budget for tenant participation	September 2007	Tenant Participation Co-ordinator	Present to N-TACT
Appoint Tenant Participation Co-ordinator and a Tenant Participation Officer as specialist tenant participation staff	January 2007	Participation Team Leader	Staff in post
Tenant Participation Co-ordinator to update the Portfolio Holder for Housing on progress of implementing the strategy and agreement	Ongoing	Tenant Participation Co-ordinator	Feedback from Portfolio holder reported to N-TACT
Share and brief staff about progress of implementing the tenant participation strategy and agreement	January 2007 onwards	Corporate Managers	Post updates to specific area of intranet + posters on staff notices boards

11. Involving all, excluding none

Tenants and leaseholders will be able to be involved and consulted in ways that are appropriate. To achieve this, Council, tenants and leaseholders agree to:

Actions 2007/08	Target date	Responsibility	Monitoring method
Review the arrangements for reimbursing child and dependency care costs for tenants actively participating	March 2007	Tenant Participation Co-ordinator	Report to N-TACT and NBC SMT
Ensure tenant participation staff are aware of how to access	March 2007	Participation Team Leader	Targets + one to ones and

interpreters, signers, information in large print and translated documents			appraisal
That the views of under-represented groups of tenants are sought by using the database of interested tenants and by linking into the NFRA, six community forums, eight areas partnerships and all RA's and BME Groups	January 2007 onwards – ongoing	Tenant Participation Co-ordinator in association with Area Forum and Community Forum Co-ordinator	Report to N-TACT quarterly
Young people are directed to the Money 4 youth funding for local projects	January 2007 onwards	Tenant Participation Co-ordinator in association with Area Forum and Community Forum Co-ordinator	Report to N-TACT
Work with tenant members of the disabled peoples' forum to identify the issues that are important for the involvement and participation of this group	February 2007 onwards	Tenant Participation Co-ordinator in association with Area Forum and Community Forum Co-ordinator	Report to N-TACT quarterly
Equality and diversity training is included in the training programme for staff and tenants	January 2007 onwards	Tenant Participation Co-ordinator in association with Area Forum and Community Forum Co-ordinator	
Invite representatives to N-TACT from Community forums, NFRA, RAs to share common ground that affect residents and tenants living on estates including mixed tenure	January 2007	Tenant Participation Co-ordinator in association with Area Forum and Community Forum Co-ordinator	

12. Resources for tenant participation

For tenant participation for be effective all parties involved need to work together to secure the resources needed to implement the strategy and agreement

The Council, tenants and leaseholders agree to:

Actions 2007/08	Target date	Responsibility	Monitoring method
Review the tenant participation budget to meet the needs of the tenant participation strategy and agreement	End March 2007	Tenant Participation Co-ordinator	Report to N-TACT meeting end March 2007

13. Monitoring and reviewing the tenant participation agreement

Everyone involved needs feedback about how tenant participation is helping to shape the housing service. Systems and processes need to be in place to ensure that the tenant participation activity is making a difference to services and is value for money. To achieve this the Council, tenants and leaseholders agree to:

Actions 2006/07	Target date	Responsibility	Monitoring method
Review results relating to tenant involvement from the national customer satisfaction survey and feedback to tenants	June 2007	Tenant Participation Co-ordinator	N-TACT meeting June 2007
Ensure tenants' groups, panels and N-TACT assess annually how their make up reflects the make up of the tenants and leaseholders that they represent	July 2007	Tenant Participation Co-ordinator	Report annually to N-TACT and at the AGM
Develop tenant participation performance indicators	September 2007	Tenant Participation Co-ordinator & N-TACT	Report to N-TACT Committee, Quarterly to Open meetings and AGM
Report performance information about tenant participation to N-TACT	Quarterly January 2007 onwards	Tenant Participation Co-ordinator	Report to N-TACT Committee, quarterly to open meetings and AGM
Report performance information about tenant participation achievements to tenants and leaseholders in Housing Matters annually	September 2007	Tenant Participation Co-ordinator & Editorial panel & Press & Communications team	Housing Matters
Conduct an assessment of costs and the impact that tenant Participation has over the year and report to tenants and staff	December 2007	Tenant Participation Co-ordinator	N-TACT Senior management

and Members			report Cabinet report
Explore possibility of purchasing an appropriate on line assessment tool for tenant participation eg 'Feel the Difference'	March 2007	Tenant Participation Co-ordinator in consultation with team Leader Procurement, IT infra structure & Systems Manager and Finance & Asset management	Report to N-TACT and NBC Cabinet
Explore and achieve recognition for excellent tenant participation and pin point quality accreditation from Tenant Participation Advisory Service (TPAS)	June 2008	Tenant Participation Co-ordinator & Corporate Managers & N-TACT	N-TACT Committee & Working group of tenants & staff
Review the tenant participation agreement with tenants and develop action plan for 2008/09	December 2007	Tenant Participation Co-ordinator & N-TACT	N-TACT Committee Working group of tenants & staff

Appendices

Appendix 1 Tenants Rights

What Rights do Tenants Have?

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

	Legal Right	Secure Tenants	Introductory Tenants
	Right to 'Succession'	√	√
	Right to Repair	√	√
	Right to be Consulted on Housing Management issues	√	√
	Right to take part in monitoring Housing Management Contracts	√	√
	<i>Right to Assign</i>	√	√
	Right to Buy	√	No but the Introductory period counts towards the discount
	Right to take in Lodgers	√	X
	Right to Sublet part of Property (with permission)	√	X
	<i>Right to carry out Improvements</i>	√	X
	Right to Exchange	√	X
	Right to Vote before a Transfer to New Landlord	√	X
	Right to Manage: Tenants can exercise their right to manage their Homes, Area, Estate or Neighbourhood of Council Housing following an a Options Study and a Feasibility Study before forming a Tenant Management Organisation (TMO)	√	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 (Right to Manage) regulations 1994 SI. No 627

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

Housing Act 2001

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

Race Relations Act

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: 0845 3300 637

Email: housingcustomerservice@northampton.gov.uk - Website: www.northampton.gov.uk

NBC – Tenant Participation Team:

Phone: 01604 837 836 – Email: participation@northampton.gov.uk

Tenant Participation Team Leader: Lindsey Cameron

Phone: 01604 838 931 – Email: lcameron@northampton.gov.uk

Tenant Participation Co-ordinator:

Phone: 01604 838 836 – Email: ??@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

GO-EM – East Midlands Tenants Participation Forum: Claire Newton EMPTF Facilitator

Phone: 0115 971 2663 – Email: goem.tpforum@goem.gsi.gov.uk

DCLG – Tenants Services Branch & Tenants Participation Unit:

Phone: 0207 944 3483 - Email: TP@communities.gov.uk - Website: www.communities.gov.uk

Tenant Participation Advisory Service (TPAS)

Free Phone 0500 844 111 – Email: info@tpas.org.uk - Website: www.tpas.org.uk

Community Access and Language Service – Phone: 01604 ???

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.hms.o.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.go-em.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

GO-EM = 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

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)