



You and Your Council Working Together



Tenant and Leaseholder Participation Compact
2007 - 2010

Committing
to
Excellence

Promoting
Civic Pride
and an
Active Community

Creating a
Clean, Tidy
and
Safe Environment

Providing Affordable
Housing while
Protecting Green
Space

Ensuring a
Sustainable
Local Economy
and Jobs

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1 INTRODUCTION, AIMS AND ACHIEVEMENTS

Introduction

The Housing Service is pleased to present the revised Tenant and Leaseholder Compact for Dacorum, which outlines our commitment to working more closely with our tenants and leaseholders.

Our aim is to work in equal partnership to ensure the housing services you receive are continually reviewed and improved and that every tenant and leaseholder is encouraged and assisted to participate in the management of their home.

This agreement provides an excellent opportunity to place tenants and leaseholders at the centre of the decision making process, and by drawing on the valuable experience of those who receive Council services, will ensure better decision making by the Council and greater accountability of Council staff and Councillors.

Our thanks go to the tenants, leaseholders, elected Members and staff whose efforts have produced this improved document.

What is the Compact?

The Tenant and Leaseholder Compact is an agreement between Dacorum Borough Council and its tenants and leaseholders, setting out:

- how tenants and leaseholders can be involved in decisions on housing matters which affect their homes and communities;
- what tenants and leaseholders and the Council want to achieve through the Compact; and
- how the Compact will be monitored to ensure that it is working properly.

What are the Aims of the Compact?

- To set out our commitment to tenant and leaseholder participation and to ensure that it has a clear direction and role within the Housing Service.
- To provide the opportunity for all Council tenants and leaseholders to be involved in the development, delivery and monitoring of the Housing Service, at the level at which they wish to participate.
- To establish and develop a range of methods for seeking residents' views and enabling involvement.
- To achieve, through the involvement of tenants and leaseholders, continuous improvement in the quality of the services provided for them.
- To promote a wider understanding and improvement of the relationship between all of the parties to this agreement.



- To increase the level of tenant and leaseholder satisfaction with their homes, the area in which they live and the housing services they receive.
- To provide sufficient financial resources, training, advice and support to ensure that resident involvement is effective and encouraged.

What has the Compact Achieved?

Below are some examples of what has been achieved as a direct result of the Compact agreed in 2003:

- An increase in the number of Tenants' and Residents' Associations. There are currently 17 formally recognised Associations across the Borough.
- The introduction of the Village Voice initiative to ensure genuine participation in rural areas.
- An increase in the number of Street/Block Voice representatives. Dacorum Borough Council now supports seven Street/Block Voices.
- The production of an Ethnic Minority Involvement Strategy and the launch of the Dacorum Ethnic Leaseholders and Tenants Alliance to encourage the involvement of residents from ethnic communities in all matters affecting their homes, estates and communities.
- An induction programme for new members of the Housing Advisory Panel.
- Involvement of the Repairs and Maintenance Focus Group in the selection of contractors for major works, including the selection of Apollo, the Council's strategic partner for planned maintenance.
- The opening of a Tenants' and Leaseholders' Resource Centre on a trial basis to enable groups to be more self-supportive.
- Over £15,000 spent on estate improvements suggested by our Tenants' and Residents' Associations.
- The production of financial guidelines for Tenants' and Residents' Associations.
- Increased joint training opportunities for tenant and leaseholder representatives, officers and elected Members.
- The introduction of an improved Customer Satisfaction Survey.
- A complete review of the Tenants' and Leaseholders' Handbooks, resulting in new and improved versions.

For details of the targets we have set to further develop tenant and leaseholder involvement over the next three years, please refer to **The Way Forward Action Plan** on page 15.



How was this Compact Produced?

A Focus Group consisting of tenants and leaseholders, Council staff and Councillors was set up to revise the Compact agreed in 2003. The Compact was reviewed and updated using examples of good practice from other Local Authorities and Housing Associations, and guidance documents produced by the Tenant Participation Advisory Service. The Compact is based on the Government's standards in the National Framework for Tenant Participation Compacts.

The revised Compact was considered by the Housing Advisory Panel and elected Members of the Council's Social Overview and Scrutiny Committee, before being formally agreed by Councillor Janice Marshall, Portfolio Holder for Housing.

What Happens with the Compact Now?

The Compact is a working, flexible document that will be monitored every six months by the Housing Advisory Panel to ensure that it is kept up to date and continues to support, encourage and promote tenant and leaseholder participation at a level and pace agreeable to all parties involved.

If you would like to comment on the Compact or would like to find out more about tenant and leaseholder participation, please contact:

The Resident Involvement Team

Communities, Customers and Housing
Civic Centre
Hemel Hempstead
Hertfordshire, HP1 1HH

Telephone: **01442 228961/966**

Email: **resident.involvement@dacorum.gov.uk**



2 OPPORTUNITIES FOR TENANT AND LEASEHOLDER PARTICIPATION

Dacorum Borough Council would like to offer you a variety of opportunities to become involved, from simply being kept informed about housing issues to taking an active role in developing housing management policy and service delivery.

The Council supports the principles of developing resident involvement and consultation in ways that meet the needs of individual tenants and groups, consistent with Government expectations. Work will continue to examine new opportunities taking into account any costs to ensure that proposals are appropriate to the resources available.

Set out below you will find a summary of the current opportunities that exist, with a star rating that indicates the level of involvement required.

Star Rating

- * **Low level of commitment** - letters, questionnaires, focus groups and occasional contact with residents and the Council.
- ** **Medium level of commitment** - irregular meetings and occasional contact with tenants, leaseholders and the Council.
- *** **High level of commitment** - regular meetings with residents and the Council.

Tenants' and Residents' Associations

Star Rating **

Tenants' and Residents' Associations are groups of local people who come together to take up issues of common concern in relation to their housing, community and general environment.

Although all associations are different they do share common aims and objectives, which include identifying and trying to solve problems that affect tenants and residents, campaigning on particular issues, organising community events and creating a sense of community spirit.

Dacorum Borough Council now works in partnership with 17 Tenants' and Residents' Associations across the Borough and continues to promote and encourage the formation of new groups.

Street/Block Voices

Star Rating **

In areas where there is insufficient support for an association, individual tenants and leaseholders can volunteer to become Street/Block Voice representatives. A Street/Block Voice is an individual who lives in a particular street or area and represents the views of the residents in this area to the Council.

Village Voices

Star Rating **

The Housing Service is aware that the needs of rural participants may differ to those in urban areas. A Village Voice is an individual representative based within a village who represents the views of tenants and leaseholders to the Council.

The Dacorum Leaseholder Group

Star Rating **

The Dacorum Leaseholder Group was established in June 2002 and aims to represent the views of leaseholders across Dacorum in relation to housing management policy and service delivery.

The group meets every six weeks to discuss leaseholder issues and is represented in relevant panels and activities.

DELTA (Dacorum Ethnic Leaseholders and Tenants Alliance)

Star Rating **

DELTA is a specific consultation group which represents the views of ethnic minority tenants and leaseholders within the Borough. The group strives to uphold and promote equality and to work towards the elimination of all forms of discrimination, encouraging good relations amongst all members of the local community.

DELTA meets approximately four times a year and representatives also attend meetings of the Housing Advisory Panel and other consultation events throughout the year.

The Housing Advisory Panel

Star Rating ***

The Housing Advisory Panel (HAP) is the formal borough wide tenant and leaseholder consultative forum, which is made up of two elected representatives from each formally recognised Tenants' and Residents' Association, Street/Block and Village Voice representatives, two representatives from the Dacorum Leaseholder Group, two members of DELTA and one elected representative from other community groups. Five Councillors also attend, as well as Council officers, in a non-voting capacity, who ensure that appropriate action is taken and items progressed.

The Housing Advisory Panel meets approximately every six weeks and its role is to comment on and help improve the Housing Service for all tenants and leaseholders.

Appropriate training and information is provided to representatives of the Housing Advisory Panel. Feedback from the HAP is reported to tenants and leaseholders regularly through Housing News & Views and the agendas and minutes are published on our website www.dacorum.gov.uk



Focus Groups

Star Rating *

A focus group brings together tenants and leaseholders to discuss specific issues such as repairs and maintenance, landscape management and best value. Focus group meetings are normally one-off exercises or held over a short period of time, they do not require a long-term commitment.

The Repairs and Maintenance Focus Group

Star Rating ***

The Repairs and Maintenance Focus Group is a panel of tenants and leaseholders who have volunteered their services to provide support and advice to the Maintenance Service.

Areas in which the Focus Group is involved include:

- Commenting on budget setting
- Reviewing repairs and maintenance strategies
- Advising on repair priorities
- Advising on service standards
- Informing policies and procedures
- Contract procurement
- Monitoring service delivery (including the Apollo Partnership)

Project Specific Focus Groups

Star Rating **

Project specific focus groups are set up to deal with tenant and leaseholder issues for the duration of a specific project where the tenants and leaseholders are directly affected, for example during major refurbishment works. These groups meet with the Council on a regular basis whilst these works are carried out.

Individual Feedback Opportunities

Star Rating *

The Council recognises that many tenants and leaseholders may not want, or be able to get involved in the ways mentioned. You can still get involved and let us know your views by:

- writing a letter to us at either:

**The Housing Service
Dacorum Borough Council
Civic Centre, Marlowes
HEMEL HEMPSTEAD
Herts, HP1 1HH**

**The Housing Service
Dacorum Borough Council
Civic Centre, High Street
BERKHAMSTED
Herts, HP4 3HD**

- telephoning or emailing the Housing Service
- visiting our website www.dacorum.gov.uk
- reading **Housing News & Views** and **Dacorum Digest**
- completing Customer Satisfaction Surveys and questionnaires

Your level of involvement is a matter of individual choice.

Equal Opportunities

We believe that everyone should have an equal right to get involved at the level that suits their needs. This includes residents of sheltered schemes, young people, ethnic minority tenants and leaseholders and people with disabilities.

To encourage the involvement of these groups, we have included a number of measures within this Compact, which aim to remove any barriers that may prevent people from getting involved. You can find out more about these measures in the following section.



3 CORE STANDARDS FOR TENANT AND LEASEHOLDER INVOLVEMENT

The core standards are based on the Government's National Framework for Tenant Participation Compacts and are agreed levels of service and support for tenant and leaseholder participation.

Standards for Housing Services

Tenants and leaseholders play an important role in the delivery and improvement of housing services. Tenants and leaseholders will be consulted and can be involved in the decision making process in the following areas:

- Developing the Council's housing policies, strategy and business plan.
- Setting budgets.
- Allocation and lettings policies, including choice based lettings.
- Anti-social behaviour policies.
- Management of housing services.
- Tenancy conditions and agreements.
- Leaseholder issues and charges.
- Sheltered housing services.
- Neighbourhood issues which affect residents' homes or the management of the Housing Service.
- Equality policies, including race equality policies and policies on racial harassment.
- Customer care.
- Arrangements for providing information for tenant and leaseholder consultation and involvement, including handling complaints.



Support for Tenants and Leaseholders

The Council recognises that both practical and financial resources should be made available to ensure that tenants and leaseholders have the support needed to set up and sustain residents' groups and to encourage residents from all sections of the community to become involved.

A specific Tenant Participation budget will make the following resources available:

- Financial support for recognised Tenants' and Residents' Associations including an annual maintenance grant, and start up grants for new groups.
- An Estate Improvement Budget for one off local projects that are of benefit to the local community.

- Travel and Care allowances for representatives attending Council meetings and training.
- Taxis to meetings, for those who do not have access to transport.
- The Tenants' and Leaseholders' Resource Centre, which provides tenant and leaseholder representatives with modern office equipment, access to the internet and a library of information on tenant participation and other related issues.
- A computer with internet access and a printer for the secretary of each formally recognised association.



- Membership and free independent advice from the Tenant Participation Advisory Service (TPAS).
- Tailored training to meet the needs of individual representatives or tenant and leaseholder groups, including joint training with Council staff and Members.

The Council also has a dedicated Resident Involvement Team who are responsible for:

- Developing and implementing the Tenant Participation Compact
- Providing day to day support for residents' groups
- Setting up new groups
- Supporting borough wide groups
- Promoting opportunities for tenant and leaseholder participation
- Attending Tenants' and Residents' Association meetings as required
- Supporting and facilitating the Housing Advisory Panel and any other consultation body
- Co-ordinating the joint training programme
- Managing the Tenants' and Leaseholders' Resource Centre, Residents' Expenses and Grant Schemes
- Working with Council officers to improve standards of resident consultation and involvement both within the Housing Service and other related services
- Collating and reporting performance information in relation to the Compact to the Housing Advisory Panel

Standards for Information

The style and content of all written material should be easy to understand and available to everybody. All information relating to the Housing Service will be in plain English, timely and relevant to tenants' and leaseholders' needs. This information will be provided on request wherever possible in large print, other languages and in Braille.

The Housing Service will provide information on:

- housing strategies, business plans, policies and procedures;
- housing management and other relevant services;
- present and future capital works affecting tenants and leaseholders, their homes and their area;
- arrangements for developing and implementing best value, including monitoring and reviewing performance and setting service standards and targets;
- the Compact and how tenants and leaseholders can get involved in housing management and decision making and what this would mean for them, including benefits for both residents and the Council.

Standards for Residents' Groups

The Council is committed to fully involving residents' groups in its decision making process. In these circumstances standards need to be set to ensure groups have a mandate to get involved by meeting reasonable criteria for formal recognition by the Council.

Residents' groups wishing to participate in the Council's decision making, either local to an area or borough-wide, will need to show that they are democratic, accountable and meet the following criteria:

- A minimum membership of 10% Council tenants and leaseholders.
- A written constitution which conforms to the Council's model.
- An equal opportunities statement.
- Agreed objectives.
- A committee of at least 7 members including a Chair, Secretary and Treasurer.
- An Annual General Meeting plus at least two General Meetings each year.
- Minutes kept of all meetings and made available to members on request.
- Annual audited accounts or certified by the Council.

In addition to the above, associations should be able to show how they have tried to ascertain local residents' needs and views and demonstrate that action has been taken to encourage all residents to get involved. The composition of the committee should aim to reflect the make up of the local community.

Once recognised, associations are entitled to receive a number of benefits from the Council which include the following:

- Access to Council grants and other funding
- Representation on the Housing Advisory Panel
- Free training



- Travel and care expenses for tenant and leaseholder representatives
- Access to the Tenants' and Leaseholders' Resource Centre
- Free support and advice from the Tenant Participation Team
- Certifying of accounts
- Attendance by housing officers at association meetings when requested

Standards for Meetings

The Council wishes to ensure that wherever possible meetings organised by both the Council and residents' groups are effective. There should be opportunity for all to participate fully and contribute to the decision making process. Each meeting should:

- Be publicised effectively and in good time. Tenants' and Residents' Associations should notify their local Councillors of all open meetings as a matter of courtesy.
- Be held at suitable times and in accessible venues, which take into account the needs of disabled and able-bodied persons who may wish to attend.
- Have an agenda which will be set prior to the meeting taking place and adhered to in order for the meeting to progress smoothly.
- Be properly chaired, and conducted in a fair and democratic way so that everyone gets a chance to have their say.
- Have minutes or meeting notes, with a clear action plan to deal with matters arising.

Attendance expenses will be paid to all tenant and leaseholder representatives who are asked to attend any meetings called by the Council.

If groups are finding it difficult to meet any of the Standards for Residents' Groups or Meetings, the Tenant Participation Team can provide assistance and advice on:

- Organising meetings
- Producing agendas and minutes
- Producing leaflets and posters to publicise the meeting
- Delivering publicity material
- Increasing the number of residents that attend meetings

These are just a few ways in which help and support is available. For other ways please refer to Support for Tenants and Leaseholders starting on page 9.



4 MONITORING PERFORMANCE

It is very important that this agreement between the Council and its tenants and leaseholders is monitored and reviewed on a regular basis to ensure that arrangements made continue to deliver agreed expectations.

The Council's performance on the Compact will be monitored on a regular basis by the Housing Advisory Panel. To assist with this process the Housing Advisory Panel will be provided with updates on the Council's performance against the agreed actions set out in this agreement. This should provide for early indication of any under performance or highlight examples of good practice in tenant and leaseholder participation.

As well as the regular monitoring that will be carried out by the Housing Advisory Panel, two Best Value Performance Indicators (which are required by the Government) will be used to measure the success and effectiveness of the Compact and tenant and leaseholder participation. These are:

- Satisfaction of all tenants with the Council as Landlord.
- Satisfaction of all Council tenants with opportunities for participation in management and decision making.

As part of our commitment to continual improvement a survey will be sent to tenants and leaseholders which will include the above indicators. This survey will be carried out every three years in accordance with Government guidelines and the results will be fed back to all tenants and leaseholders using Housing News & Views.

In addition to the formal monitoring that is carried out, there are a number of other methods to assess our performance in relation to the Compact and tenant and leaseholder participation. These include:

- Setting clear standards and targets for tenant and leaseholder participation.
- Regular Customer Satisfaction Surveys that include specific questions on tenant and leaseholder participation.
- Monitoring and assessing the outcome of consultation and surveys to find out whether or not any change has come about as a result.
- Assessing performance against other Housing Organisations and ensuring best practice in tenant participation through our involvement in TP Herts.
- Monitoring the number and type of complaints made in connection with tenant and leaseholder participation issues and the Compact.

5 MONITORING AND DEALING WITH COMPLAINTS

By monitoring this compact on an ongoing basis we aim to ensure that any complaint relating to the Compact is identified at an early stage so that we can take appropriate action to resolve the issue.

Any complaints arising out of the operation of the Compact will be dealt with under the Council's Complaints Procedure, which is set out in the Tenants' and Leaseholders' Handbooks. Such complaints can be made by any residents' groups or by individual residents. Such complaints may relate to:

- actions of a residents' group or panel or of an individual in their capacity as a member of a group or panel which are contrary to their constitution or terms of reference
- the actions or performance of the Council in relation to the delivery of agreed action under the Compact

Complaints should first be referred to the Chair of the relevant residents' group or to the Tenant Participation Team for resolution. If this action is not successful the complainant should use the Council's publicised Complaints Procedure.

As well as measuring our performance in relation to the standards and targets detailed in this document, the Housing Advisory Panel will be provided with details of any complaints that specifically relate to the Compact for information purposes.

If the Housing Advisory Panel takes the view that a series of complaints, or failures have amounted to a breach of this Compact, then the Panel will register this complaint with the Head of Housing. The Head of Housing will respond to these concerns within 20 working days.

In unresolved or serious cases an independent mediator will be asked to work with both parties to find a compromise to which all parties agree.

THE WAY FORWARD ACTION PLAN 2007-2010

Objective	Agreed Action	Target	Responsibility
<p>Ensure a corporate approach to tenant and leaseholder participation</p>	<ul style="list-style-type: none"> • Raise the profile of tenant and leaseholder participation within the Corporate Management Team and ensure their commitment to actively supporting and promoting tenant and leaseholder participation • Ensure that the Strategic Directors understand the principles of tenant and leaseholder participation and ensure their staff are committed to working in partnership to implement, continuously improve and widen the remit of the Compact to include all Council services • Raise awareness of tenant and leaseholder participation amongst all service directorates and ensure that all staff are informed of the rights, expectations and benefits of tenant and leaseholder involvement 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Director of Communities, Customers and Housing</p> <p>Director of Community Partnerships and Housing</p> <p>Resident Involvement Team</p>
<p>Integrate tenant and leaseholder participation into the culture of the Council</p>	<ul style="list-style-type: none"> • Encourage and help Tenants' and Residents' Associations and Street/Block/Village Voices to arrange estate walkabouts within three months of being requested • Organise and facilitate joint training for tenants and leaseholders, staff and Councillors • Actively encourage staff to attend meetings of the Housing Advisory Panel to increase awareness of the group's role within the Housing Service 	<p>Ongoing</p> <p>Ongoing</p> <p>December 2007</p>	<p>Resident Involvement Team</p> <p>Resident Involvement Team</p> <p>Resident Involvement Team</p>

Objective	Agreed Action	Target	Responsibility
<p>Improve communication between tenants and leaseholders representatives and Councillors</p>	<ul style="list-style-type: none"> • Ensure that Councillors are kept informed of tenant and leaseholder participation issues to enable them to offer direction and support and monitor the progress of the Compact • Encourage the five Councillors appointed to the Housing Advisory Panel, to regularly attend • Provide feedback to the Housing Advisory Panel on the outcome of housing related reports presented to Cabinet 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Resident Involvement Team and Portfolio Holder for Housing</p> <p>Resident Involvement Team and Portfolio Holder for Housing</p> <p>Portfolio Holder for Housing</p>
<p>Review structure of tenant and leaseholder participation</p>	<ul style="list-style-type: none"> • Determine whether there is sufficient commitment from Representatives to develop an independent Tenant and Leaseholder Federation for Dacorum • Promote a Hertfordshire wide Leaseholder Federation • Research and implement new opportunities for hard to reach groups, including residents of sheltered schemes, young people, black and ethnic minority tenants and leaseholders and people with disabilities • Encourage and help Tenants' and Residents' Associations to develop Local Compacts based on local needs and issues within the Community to maintain their focus for the future • Increase the number of Street/Block/Village Voice Representatives by at least three each year 	<p>April 2008</p> <p>April 2008</p> <p>December 2007</p> <p>April 2008</p> <p>Annually</p>	<p>Resident Involvement Team</p> <p>TP Herts</p> <p>Resident Involvement Team</p> <p>Resident Involvement Team</p> <p>Resident Involvement Team</p>

Objective	Agreed Action	Target	Responsibility
<p>Review funding arrangements</p>	<ul style="list-style-type: none"> • Research and agree level of financial support for a Tenant and Leaseholder Federation • Annually review financial support that is provided for recognised Tenants' and Residents' Associations and Street/Block/Village Voices as part of annual budget preparation • Annually review travel and care allowances for representatives attending Council meetings and training 	<p>April 2008</p> <p>Annually</p> <p>Annually</p>	<p>Resident Involvement Team</p> <p>Resident Involvement Team</p> <p>Resident Involvement Team</p>
<p>Enable groups to be more self supporting</p>	<ul style="list-style-type: none"> • Evaluate success of Tenants' and Leaseholders' Resource Centre and consider whether to make facility permanent • Develop an independent Tenant and Leaseholder Federation for Dacorum • Assist in the production of a regular Federation newsletter 	<p>January 2007</p> <p>April 2008</p> <p>January 2008</p>	<p>Housing Advisory Panel</p> <p>Resident Involvement Team</p> <p>Resident Involvement Team</p>
<p>Improve the promotion of tenant and leaseholder participation</p>	<ul style="list-style-type: none"> • Ensure all recognised Tenants' and Residents' Associations and Street/Block/Village Voices are provided with a noticeboard • Encourage and help Tenants' and Residents' Associations and Street/Block/Village Voices to produce regular newsletters • Ensure promotion of tenant and leaseholder participation issues in all relevant Council publications • Develop the tenant and leaseholder participation section of our website and include links to relevant websites • Produce promotional material and encourage it to be displayed in accessible locations across the Borough 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>April 2007</p> <p>December 2007</p>	<p>Resident Involvement Team</p> <p>Resident Involvement Team</p> <p>Resident Involvement Team</p> <p>Resident Involvement Team</p> <p>Resident Involvement Team</p>

Objective	Agreed Action	Target	Responsibility
<p>Enhance Housing Maintenance monitoring procedures</p>	<ul style="list-style-type: none"> • Ensure complaints regarding standards of work are investigated within 20 working days and a timescale for rectification is agreed • Ensure regular updates are provided to the Housing Advisory Panel on satisfaction with the service • Encourage greater involvement of tenant and leaseholder representatives in the monitoring of the repair service, through the Repairs and Maintenance Focus Group • Investigate options for ensuring that satisfaction slips are completed following every job (following the outcome of the market testing of the Housing Repairs Service) 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>September 2007</p>	<p>Repairs and Maintenance Manager</p> <p>Repairs and Maintenance Manager</p> <p>Repairs and Maintenance Manager</p> <p>Repairs and Maintenance Manager</p>
<p>Review the Tenant Participation Compact</p>	<ul style="list-style-type: none"> • Produce an understandable and improved working document • Establish clear guidelines to monitor performance in relation to the standards and targets set out in the document 	<p>January 2007</p> <p>January 2007</p>	<p>Compact Focus Group</p> <p>Compact Focus Group</p>
<p>Assess the continuous development of tenant and leaseholder participation</p>	<ul style="list-style-type: none"> • Continue to monitor tenant and leaseholder participation using the Housing Service's Customer Satisfaction Survey • Ensure tenant and leaseholder satisfaction levels with opportunities to participate are maintained and improved • Provide regular reports to the Housing Advisory Panel on how well tenant and leaseholder participation arrangements are working, in relation to the standards and targets set out in the Compact 	<p>Ongoing</p> <p>Ongoing</p> <p>Every Six Months</p>	<p>Resident Involvement Team</p> <p>Resident Involvement Team</p> <p>Resident Involvement Team</p>

7 CONTACTS AND FURTHER INFORMATION

If you are not already involved and would like further information on the opportunities to participate in the Housing Service, as outlined in this document, please contact:

The Resident Involvement Team

Communities, Customers and Housing

Dacorum Borough Council, Civic Centre, Hemel Hempstead, Hertfordshire, HP1 1HH

Telephone: **01442 228961/966**

Email: **resident.involvement@dacorum.gov.uk**

Alternatively, you could join your local Tenants' and Residents' Association. If there is not an association in your area, please contact the Resident Involvement Team for advice on setting one up.

Tenants' and Residents' Associations

Association	Contact Details	Area Covered
Bellgate Area (Highfield)	Anthony Styles (Chair) Email: ajstyles@ntlworld.com Website: www.bara.ik.com	Allandale, Bathurst Road, Bellgate, Bowmans Court, Fletcher Way, Glanfield, Knoll Green, Marchmont Green, Paston Road
Briery Underwood (Adeyfield)	Richard Dunn (Chair) Telephone: 01442 395455	Briery Way, Leverstock Green Road, Underacres, Wood Lane End
Grovehill West	Roger Andrews (Chair) Telephone: 01442 265836 Website: www.grovehillwestres.org.uk	Argyll Road, Claymore, Dunlin Road, Isenburg Way, Katrine Square, Laidon Square, Leven Way, Lomond Road, Ninian Road, Rannoch Walk
Heather Hill (Old Town Hemel Hempstead)	Lesley Tomlin (Chair) Telephone: 01442 252359	Figtree Hill, Heather Way
Hyde Meadows (Bovingdon)	Sylvia Briden (Secretary) Telephone: 01442 832501	Hyde Meadows
Long Marston	Phyllis Proctor (Chair) Telephone: 01296 668113	Bromley, Station Road, Tring Road (Council only)
NASH (Nash Mills)	Gerry Trotter (Chair) Telephone: 01442 389164	Chambersbury Lane, East Green, Gade Tower, Georgewood Road, High Barnes, Meadow Road, Mill Close, Nash Green, Pond Road

Association	Contact Details	Area Covered
Northend	John Taylor (Chair) Telephone: 01442 254244	Arran Close, Barra Close, Colonsay, Handa Close, Lismore, Manan Close, Northend, Oronsay, Rathlin, Sanday Close, Stornoway, Stroma Close, Stronsay Close, Taransay, Tiree Close, Westray
Pelham Court (Leverstock Green)	Eric Phelps (Secretary) Telephone: 01442 259025	Pelham Court
The Planets (Highfield)	Mark Mannell (Secretary) Telephone: 01442 392266	Callisto Court, Deimos Drive, Ganymede Place, The Heights, Hidalgo Court, Hyperion Court, Jupiter Drive, Martian Avenue, Mercury Walk, Saturn Way, Solway
The Quads (Bennetts End)	Mick Lancaster (Secretary) Telephone: 01442 253155	Barn Close, Barnfield, Deansway, Great Elms Road, Upper Barn
R.B.R (Leverstock Green)	Gillian Redman (Secretary) Telephone: 01442 260962	Brickmakers Lane, Rant Meadow, Ritcroft Close, Ritcroft Drive, Ritcroft Street
Redgate (Bennetts End)	Irene Kirby (Secretary) Telephone: 01442 242167	Gatecroft, Leys Road, Reddings
Shepherds Green (Chaulden)	Rose Kosmalski (Secretary) Telephone: 01442 398596	Shepherds Green
Thumpers (Highfield)	Pat Cox (Chair) Telephone: 01442 266992	Thumpers
Tresilian Square (Grovehill)	Herman Fernandes (Treasurer) Telephone: 01442 392982	The Dee, St Agnells Lane, Tresilian Square
The Tudors (Woodhall Farm)	Helen Batchelor (Chair) Telephone: 01442 407411 Email: tudor_resident_assoc@yahoo.co.uk	Aragon Close, Boleyn Close, Catherine Close, Cleves Road, Jane Close, Kimpton Close, Northaw Close, Parr Crescent

Street/Block/Village Voices

Representative	Contact Details	Area Covered
Douglas Gardens Street/Block Voice (Berkhamsted)	Christine Cusack Telephone: 01442 384963	Douglas Gardens (1-12 and 31-34 only)
Farm Place Street/Block Voice (Berkhamsted)	Renee Denton Telephone: 01442 878515	Farm Place
Gaddesden Row Village Voice	Sharon McVaigh Telephone: 01582 840098	South Dene, West Dene
Gossoms Ryde Street/Block Voice (Berkhamsted)	Geraldine Corry Telephone: 01442 875388	Gossoms Ryde
Hazel Road Street/Block Voice (Berkhamsted)	Denise Delderfield Telephone: 01442 874385	Hazel Road
Hérons Elm Street/Block Voice (Northchurch)	Katharina Fowler Telephone: 01442 386654	Hérons Elm, High Street (171-179 odds and 154-172 evens only)
Hilltop Road Street/Block Voice (Berkhamsted)	Kevin Gladwell Telephone: 01442 875808	Hilltop Road (1-65 odds numbers only)
Rice Close Street/Block Voice (Adeyfield)	Peter Van Dyke Telephone: 01442 216102	Rice Close
Typledén Close Street/Block Voice (Highfield)	Ghazala Safdar Telephone: 01442 268244	Typledén Close
Winchdells Street/Block Voice (Bennetts End)	Nirmala Shrestha Telephone: 01442 262860	Winchdells

The Dacorum Leaseholder Group

Michael Blackman (Chair)

Telephone: **01442 394841**

Website: www.dbcleaseholdergroup.btik.com

Organisations and Useful Contacts

Chartered Institute of Housing

9 White Lion Street, London, N1 9XJ

Telephone: **020 7837 4280**

Website: www.cih.org

Seeks to promote good practice in tenant participation through the Housing Management Standards Manual, the work of the Good Practice Unit and various briefings and publications.

Department for Communities and Local Government (DCLG)

Eland House, Bressenden Place, London, SW1E 5DU

Telephone: **020 7944 9645** Website: **www.communities.gov.uk**

The Government department that deals with housing laws, policies and finance.

Leasehold Advisory Service (LEASE)

31 Worship Street, London, EC2A 2DX

Telephone: **0845 345 1993** Website: **www.lease-advice.org**

Provides free advice on the law affecting residential long leasehold property.

The National Communities Resource Centre

Trafford Hall, Ince Lane, Wimbolds, Trafford, Chester, CH2 4JP

Telephone: **01244 200246** Website: **www.traffordhall.com**

Funded by the Government, the National Communities Resource Centre, is a registered charity offering a wide range of useful and informative residential training courses to help tenants become actively involved in their communities.

Priority Estates Project Ltd (PEP)

Unit 22, Chatterley Whitfield Enterprise Centre,

Chatterley Whitfield, Stoke on Trent, Staffordshire, ST6 8UW

Telephone: **01782 790900** Website: **www.pep.org.uk**

Provides advice, hands-on project work, training and research services for tenants and residents to tackle social exclusion, support neighbourhood renewal and build sustainable communities.

Tenant Participation Advisory Service (TPAS)

5th Floor, Trafford House, Chester Road, Manchester, M32 0RS

Telephone: **0161 868 3500** Website: **www.tpas.org.uk**

Provides information, advice, training, seminars and conferences on all aspects of involving tenants in the management of their homes.

TPAS Freephone Advice Line 0500 844 111

Freephone advice line for tenants providing independent advice and information on all aspects of tenant involvement. Dacorum Borough Council is a full member of TPAS and tenants are entitled to make full use of the services they offer. Visit their website for up to date information on training, conferences and information sheets to download.

Tenants' and Residents' Organisations of England (TAROE)

41-42 Estate Buildings, Railways Street, Huddersfield, West Yorkshire, HD1 1JY

Telephone: **01484 223466** Website: **www.taroe.org**

A democratically run, accountable, national organisation which unites tenants' and residents' groups from social housing across England. TAROE is run by tenants for tenants to represent and campaign for their interests and to ensure that all have rights of access to well maintained, safe and secure homes.

TP Herts

Website: **www.tpherts.org.uk**

A Hertfordshire wide Tenant Participation networking group of officers from other Local Authorities and Housing Associations.

8 JARGON BUSTER

The Jargon Buster provides explanations of terms used throughout this document. If you spot any jargon in the Compact that does not have an explanation here please contact the Tenant Participation Team who will provide the information you need.

AGM	Annual General Meeting. An open meeting held once a year.
Best Value	A duty to deliver services to clear standards - covering both cost and quality - by the most economic, efficient and effective means available.
Best Value Performance Indicators (BVPI)	Key service areas identified by the Audit Commission which all Local Authorities have to report performance against on an annual basis.
BME	Black and minority ethnic.
Capital Programme	A plan, usually over at least one year, for building and improving housing.
Choice Based Lettings	A way of allocating housing by giving tenants a greater say over where they live. Vacant properties, available under the scheme, are advertised on a weekly basis and applicants are able to express an interest in the properties they are eligible for.
Corporate Management Team (CMT)	A group made up of the Council's Chief Executive, Directors and other senior officers.
Committee	A group of people elected by an organisation's members to carry out the work of the organisation. Committees should always have a Chair, Secretary and Treasurer.
Constitution	A document produced by a group that states its aims, objectives , membership, rules, etc.
Core Standards	Based on the Government's National Framework for Tenant Participation Compacts, the core standards are agreed levels of service and support for tenant and leaseholder participation.
Councillors (Elected Members)	People elected to serve on the Council to represent a local area and make Council policy.
Council Tenant	A person who pays rent to the Local Authority.
Customer Satisfaction Surveys	Form of consultation with tenants to find out how satisfied they are with housing services.
Dacorum Digest	Quarterly magazine produced by Dacorum Borough Council containing news and information for all residents of the Borough.

Dacorum Ethnic Leaseholders and Tenants Alliance (DELTA)	A specific consultation group which represents the views of black and minority ethnic tenants and leaseholders within the Borough.
Department for Communities and Local Government (DCLG)	The Government department that deals with housing laws, policies and finance. Formerly the Office of the Deputy Prime Minister (ODPM).
Equal Opportunities	Treating all people equally and not being prejudiced or discriminating against someone because of their ethnic origin, religion, sexuality, disability, gender or age.
Estate Improvement Budget	An annual budget for one off local projects that are of benefit to the local community.
Estate Inspections (Walkabouts)	Arranged by representatives from a Tenants' and Residents' Association and the Tenant Participation Team to 'walkabout' the estate looking at areas of concern to local residents. The group usually comprises a number of tenant representatives, Councillors and Council officers.
Federation	A Tenants' and Leaseholders' Federation is a group of Tenants' and Residents' Associations and individual representatives, who have decided to work in the interests of all residents in an area.
Housing Advisory Panel (HAP)	A formal panel of tenant and leaseholder representatives, Councillors and officers which meets every six weeks to discuss issues of housing management policy, practices and service delivery.
Housing Associations	Non profit making organisations that provide social housing and are registered with the Housing Corporation. Also referred to as registered social landlords.
Housing News & Views	A quarterly newsletter produced by the Housing Service containing news and information for tenants and leaseholders.
Housing Options Appraisal	A Government requirement to review all the options that are available for the long-term future management of the Council's housing stock.
Housing Revenue Account (HRA)	A record of income and expenditure relating to the Council's housing stock, consisting of items such as income from rent and service charges, costs of management, repairs, housing benefit and any other housing costs.
HRA Business Plan	A statement of the actions the Council intends to take to ensure that the resources it has are used to sustain and develop its housing stock and the Housing Service.

Housing Strategy	The Housing Strategy sets out the Council's strategic objectives for housing. It includes details of current and predicted future resources, partnerships, sources of funding, and has a detailed Action Plan which sets out objectives and targets across the Housing Service.
Leaseholder	A person who has purchased a flat or maisonette from the Council (the freeholder).
(Dacorum) Leaseholder Group	A group which represents the views of leaseholders across Dacorum in relation to housing management policy and service delivery.
Leaseholders' Handbook	Handbook containing useful information about the lease and the Council, distributed to leaseholders each year.
Local Authority	A body providing and managing local public services (such as housing) in a defined area.
Mediation	A method of resolving disputes between two parties using a third, external party, known as a mediator. The mediator, who must be neutral in the dispute, aims to bring the two parties to an understanding of the issues, including each other's point of view, thus reaching an agreed resolution to the dispute.
National Framework for Tenant Participation Compacts	A toolkit provided by the Government, to help Councils and tenants agree and implement effective arrangements for tenant involvement in their area.
Repairs and Maintenance Focus Group	A panel of tenants and leaseholders who have volunteered their services to provide support and advice to the Maintenance Service.
Resident Involvement Team	Team responsible for supporting and developing tenant and leaseholder participation in Dacorum.
Social Overview and Scrutiny Committee (SOSC)	A committee made up of 11 elected Members whose role is to guide and examine the Council's policies and procedures in relation to Housing, Cultural Services and Community Involvement.
Street/Block Voice	An individual who lives in a particular street or area and represents the views of the residents in this area to the Council.
Tenant and Leaseholder Participation	A two way process, involving sharing of information and ideas, where tenants and leaseholders are able to influence decisions and take part in what is happening.
Tenant Participation Advisory Service (TPAS)	A national organisation dedicated to tenant involvement, offering training and support for individual tenants and tenant organisations.

Tenants' and Leaseholders' Resource Centre	A centre which provides tenant and leaseholder representatives with modern office equipment, access to the internet and a library of information on tenant participation and other related issues.
Tenants' and Residents' Association (TARA)	A voluntary group made up of residents who live in a particular area, who have come together to have their say on local issues, improve their area and organise social events.
Tenants' Handbook	Handbook containing useful information about the tenancy and the Council, distributed to tenants each year.
TP Herts	A Hertfordshire wide Tenant Participation networking group of officers from other Local Authorities and Housing Associations.
Village Voice	An individual based within a village who represents the views of the residents to the Council.

You and Your Council Working Together

Tenant and Leaseholder Participation Compact 2007 - 2010

This publication is about Dacorum Borough Council's Housing Service (Information for Tenants). If you would like this information in another language or would like to contact the Council in any other language not listed below please call 01442 867213.

If you would like this information in another format, such as large print or audio tape, please call 01442 228961. To contact the Council via the Minicom service, please call 01442 867877.

這刊物是有關 Dacorum 地區政府的房屋服務並有住戶資料。如果你需要以你的母語寫成的資料，或有任何問題需要聯絡政府，請于每星期四上午九時至下午三時致電 01442 867213 查詢。

如果你需要這資料的其他形式，例如大字版或錄音帶，請致電 01442 228961 或 01442 867877 (聾人電話)。

આ પ્રકાશન ડેકોરમ બરો કાઉન્સિલનાં ઘરો વિષે છે અને ભાડૂતો માટે માહિતી ધરાવે છે. જો તમને તમારી ભાષામાં આ માહિતી મેળવવી હોય અથવા બીજીકોઈ બાબત માટે કાઉન્સિલનો સંપર્ક સાધવો હોય તો, મહેરબાની કરીને બુધવારે અને શુક્રવારે સવારે ૯ થી ૧૨ વાગ્યાસુધી ટેલિફોન નંબર 01442 867213 ઉપર ફોન કરો.

જો તમને આ માહિતી જુદી રીતે મેળવવી હોય તો દા. ત. મોટા અક્ષરો અથવા ઓડીયો ટેપ, તો મહેરબાની કરીને 01442 228961 અથવા 01442 867877 (માત્ર મીની કોમ) ઉપર ફોન કરો.

یہ شامٹ ڈیکورم ہاروکونسل کی کونسل کی رہائش کے بارے میں ہے اور کرایہ داروں کے لئے معلومات ہے۔ اگر آپ یہ معلومات اپنی زبان میں حاصل کرنا چاہتے ہیں، یا کسی اور معاملے کے بارے میں کونسل سے رابطہ کرنا چاہتے ہیں تو برائے مہربانی پیر اور منگل کے دن صبح 9 بجے سے دوپہر 12 بجے تک اس نمبر پر فون کریں 01442 867213۔

اگر آپ کو یہ معلومات کسی دوسری شکل میں درکار ہوں، جیسے بڑی چھپائی یا آڈیو ٹیپ، تو برائے مہربانی فون کریں 01442 887877، 01296 228961 (صرف منی کام)