

COMMITTEE:	TENANTS ADVISORY GROUP
DATE:	15 OCTOBER 2002
SUBJECT:	DISCUSSION ON TENANT PARTICIPATION
REPORT OF:	HEAD OF HOUSING MANAGEMENT
Ward(s):	ALL
Purpose:	To discuss with Tenants Advisory Group new ways in which Tenants can be involved in service delivery and the work of the Advisory Group.
Contact:	Janet Canny, Head of Housing Management Telephone 01323 415306 or internally on extension 5306
Recommendation:	A "Tenants Away Day" is held in November, for all tenants representatives form formal or informal Associations to attend, to finalise the details of how these issues would be introduced.

1.0	<u>Introduction</u>
1.1	As tenants and members are aware, Tenants Advisory Group is a primary forum for tenants to discuss issues, which are important to them and to the future direction of the service.
1.2	As part of the Part II, Best Value Review of Housing Management, the Review team has discussed a range of ways to improve the opportunities for tenants to actively participate in how services are provided.

1.3	<p>As a result views of Tenants Advisory Group are sought as to how to improve on the existing arrangements.</p>
2.0	<p><u>Potential improvements</u></p>
2.1	<p>The following ideas have been raised as potential ways forward:</p> <ol style="list-style-type: none"> 1. Informal time at Tenants Advisory Group to have “questions and answer” sessions for all tenants to come to if required 2. The invitation of Officers from other parts of the council to discuss how the services they provide i.e. Parks and Gardens; Housing Benefits 3. The relaunch of a pre-agenda style meeting where tenants can raise issues they would like to see discussed at Tenants Advisory Group, or perhaps a ‘slot’ for this at the All Tenants Association meetings 4. Possible affiliation of one tenants group with another to allow tenants a greater voice 5. Tenants suggestion scheme – perhaps launched through the newsletter 6. Improved links with other community groups 7. Improved feedback on repairs and improvements services

3.0	<u>Conclusions</u>
2.2	The above listing is by no means exhausted and Tenants Advisory Group is asked to discuss what other improvements they would like to see. It is then suggested that a “Tenants Away Day” is held in November, for all tenants representatives form formal or informal Associations to attend, to finalise the details of how these issues would be introduced.
Janet Canny Head of Housing Management	
Background Papers: The Background Papers used in compiling this report were as follows: None To inspect or obtain copies of background papers please refer to the contact officer listed above.	