



Developing the housing services – how you can help

Tenant Consultation

Newark and Sherwood Homes is committed to consulting you and involving you in the management of your home. In addition, we have a duty under the Housing Act 1985 to consult you on matters of housing management.

How can I get involved?

Involving tenants in service improvements is important to our success. The options for involvement and participation is at the heart of our work. We believe that tenants deserve a first-class housing service. This service should start as soon as they apply for a home and continue for the rest of their tenancy.

We have a comprehensive structure for involving tenants and improving our services and seeking their views, these include:

- Area and District Panels
- Housing Matters scheme
- Monitoring Groups
- Newsletters
- Surgeries
- Surveys
- Tenants Annual Conference
- Tenant Consultation Register
- Tenants and Residents Associations (TRAs)
- Tenant training courses

Tenants and Residents Associations (TRAs)

Throughout the District we have a number of Tenants and Residents Associations which work in partnership with us to help tenants in their areas. These are located in the villages and urban areas across the District. In addition there is the Rural Tenants Association, for those villages across the

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District that presently have no recognised Tenants and Residents Association. We are proud to have young people involved in the provision of the housing service. Presently there are youth Tenants and Residents Associations who are recognised as Tenants and Residents Associations. Alongside these groups are the Leaseholders Association which covers the Newark and Sherwood District.

Federation

Newark and Sherwood District Federation of Tenants and Residents Associations is the umbrella group that looks after the interests of these Associations. The Federation will also be able to give you contact details for the Associations across the District.

To contact the Federation write to:

1 Meering Avenue

Newark

NG24 2BL

Phone: 01636 684343

E-mail: nsdfederation@hotmail.com

If you are interested in setting up a Tenants and Residents Association in your area, please contact the Service Development Team on 01636 655522.

Help and advice is available to set up your group and even provide a starter grant and training to get you up and running. Details of groups in your area are also available.

Area and District Panels

These are held throughout the year in and around the District, in community centres. Tenants can take this opportunity to talk to senior managers and discuss issues of concern with them. This is also a good opportunity for tenants to meet us, in their communities and discuss issues which affect them.

Area panels are open to any tenants living in the local area to discuss local issues. Details of meetings are published in the tenants newsletter and publicised locally around the time of the meeting.

Tenant Consultation Register

We appreciate that not everyone has the time to attend a meeting or to become involved as much as others. Therefore we have established a register of interested individuals who want to be consulted on housing related issues. The Tenant Consultation Register is an opportunity for those tenants who want to be kept informed of the latest developments in housing and are willing to give constructive feedback on proposed policies and procedures sent to them by Newark and Sherwood Homes. Tenants who would like to be included should contact the Service Development Team.

Training courses

Training courses for Tenants and Residents Association members on a variety of topics including fund-raising, running a group or even minute taking are available through the Service Development Team.

Tenant Compact

The Compact is the agreement between Newark and Sherwood Homes and its tenants and residents. It sets out how we will consult tenants, how they can get involved and what everyone can expect from the process.

How do I become a Tenant Board member of Newark and Sherwood Homes?

Newark and Sherwood Homes is managed by a Board which includes five Tenant Board members. These Tenant Board members will be elected each year and will have an equal say in the running of the company with the five Council nominees and five independent members. Not all tenants will be re-elected each year to allow for continuity on the Board. All tenants will be notified when elections for Tenant Board members are being held.

Directors of the Board receive no payments for their role apart from out-of-pocket expenses.