Further reading

The Tenant Participation Strategy
A Summary guide to Tenant Participation
The Tenant Involvement Guide
What is Best Value?
Becoming a Tenants Representative
Starting a Tenants Association
# Introduction

Stadium is committed to consulting you and acting upon your feedback to help bring improvements to our services. Consultation means inviting you to state your views before we make a decision. This policy sets out how we intend to consult you.

## Your right to be consulted

As an Assured Tenant, you have the right to be consulted if we are considering any of the following:

- changes in the management and maintenance of your home, such as the contracting out of these services
- improvements or major repairs to your home or estate
- demolishing your home
- transferring your tenancy to another landlord.

We will involve you early in the process and will give you feedback when decisions are made.

We will also consult you, in reasonable ways about all the services you receive and would like to receive and about the standards of those services.

## How we will consult you
We use a variety of ways to consult you, depending on the issue involved and length of the consultation process. To gain your feedback, we may ask you to:

- fill in a tenant satisfaction survey
- attend an open meeting
- invite you to a Focus Group discussion
- telephone or write to us with your views
- consider setting up a tenants association
- meet with us to obtain your views

We will give you enough information for you to understand what is being discussed and will try to make this as clear as possible. Where it is necessary, we will provide information in other languages, in Braille, on tape and arrange for a sign language interpreter.

Our Tenant & Resident Involvement & Policy & Strategy

Stadium has produced a comprehensive Tenant/Resident Involvement Policy and Strategy (TIPS) drawn up with Tenants’ support which sets out the arrangements for consulting and involving you. The Strategy provides you with information on:

- how we will consult and involve you
- the structure for participation (as shown on the next page)
- how we will promote participation
- what resources are available to enable tenants to get involved
- how we will monitor levels of involvement
- links with other strategies such as The Tenant Involvement Strategy for supported housing tenants
- how we consult and involve specific groups (such as young people or people from black and minority ethnic (BME) backgrounds)

A full copy of the Strategy and a Summary is available from us.

Guide to Issues for Tenant Involvement

With support from the tenants, Stadium has produced a quick reference guide to subjects for Tenant Involvement. This is known as The Guide to Tenant Involvement.

The Guide can be used to obtain an overview of the type and level of tenant involvement available. It lists a series of issues, states the form of consultation, lists the groups likely to be interested or affected and states who is responsible for making the final decision. It is updated every two years in consultation with The Tenants Forum. For a copy, please contact our offices.
Setting up and Supporting Tenants Associations

A Tenants Association is a group of tenants who get together to sort out issues associated with their housing and local community. Residents associations are similar but tend to involve people who own part or their entire home.

What are the benefits of starting a Tenants Association?

- You can raise money for the benefit of your community
- You can promote community spirit
- You can get involved in local
- You can meet new people
- You can build up your C.V.!
- You can produce your own newsletter
- You can find out more about how your landlord operates
- You can celebrate the diversity within your community

What support Network will provide

As a recognised Tenants Association, we will offer you the following support

- a start-up grant of £100 plus £2 per member
- access to photocopying equipment
- advice, guidance and training (including basic support with computers)
- help with finding you a space to meet
- an automatic right to apply for community improvements
- help with fund raising
- support at meetings

What you need to become recognized

- a constitution (set of rules)
- a democratically elected committee
- information telling us how you will involve all tenants in your area
- a bank account
- a membership list

How to start up a Tenants Association

If you are interested in starting up a Tenants or Residents Association and would like a copy of our leaflet on How to start up a Tenants Association, please contact the Community Initiatives Manager.
The Tenants Forum

The Tenants Forum is a consultative body of Stadium Tenant Representatives from estate, block and street properties who meet with Stadium’s senior management every six weeks to get involved in real decision making within the Association.

The Forum has set up the following sub-committees:

- The Community Improvements Programme
- The Newsletter Editorial Group
- The Annual Tenants Conference
- The Tenant Involvement Policy and Strategy

The Tenants Forum is chaired by Forum members. If you would like to join the Forum, you will first need to register your interest in becoming a Tenant/Resident Representative. You will then be invited to stand for election to the Forum at their Annual General Meeting.

Tenant Board Members

Stadium’s Management Board is a group of about 15 unpaid volunteers who are committed to the provision of housing for those in need. Each member brings a particular skill or area of expertise to the board such as financial expertise, management expertise or local knowledge. They are responsible for the overall direction and control of Network Housing Association.

Tenants and residents are often knowledgeable about the service we provide and can therefore bring a valuable community perspective to the Board. This can help to shape the future for our Tenants and Residents.

We have three places reserved for Tenant/Resident Board Members. Each year, on a rotational basis, one of the three Tenant/Resident Representatives stands down and an election takes place to fill the vacant position. All Tenants and Shared Owners are entitled to one vote per household and are invited to participate in voting for, nominating or standing themselves as a Tenant/Resident Representative on the Management Board.