

TENANT PARTICIPATION COMPACT REVIEW

1 SUMMARY

- 1.1 This report invites Members to consider the update of the Tenant Participation Compact Action Plan following its review and update at the Tenant Liaison Meeting on 31 August 2000.

2 INTRODUCTION

- 2.1 The Tenant Participation Compact was concluded and signed by the then Chairman of Housing Management Sub-Committee and Tenant Representatives in March 2000. Shortly afterwards the Action Plan was agreed and appended to and became part of the Compact.
- 2.2 It was agreed that the Action Plan be reviewed on a six monthly basis to monitor progress.

3 REVIEW

- 3.1 The first review of the Compact took place at a tenant liaison meeting on 31 August 2000 and was attended by the Chairman of Rochford and Great Stambridge Tenants Association, the Chairman of Rayleigh and Rawreth Tenants Association, Chairman of Housing Management Sub-Committee and other tenant representatives.
- 3.2 The appended Action Plan shows progress on certain initiatives and proposals for the future. Members are asked to consider the revised programme dates for certain activities and to note progress on the Action Plan to date.

4 RECOMMENDATION

It is proposed that the Sub-Committee **RESOLVES**

- (1) That the revised programme dates be accepted.
- (2) That the Action Plan be further reviewed in March 2001.
(HRHM)

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TENANT COMPACT ACTION PLAN

This Action Plan shows how the Council (Officers and Members) and the Tenants and Leaseholders will progress the issues raised in it. It is framed around the Key Objectives prioritised by a Tenants Survey carried out late in 1999. This set the Agenda for improvement over the next two years.

The Tenant Liaison Panel will review progress against the Action Plan not less than six monthly.

Objective	Tasks and Action	Who	Time Scales	Expected Outcome	Latest Position
1. Working to reduce Crime and Disorder	a. Review Tenancy Agreement and strengthen areas associated with Crime, Anti-Social Behaviour and bad neighbourliness	RDC	1 April 2000	Better policing of the Tenancy Agreement and action taken against transgressors	Completed
	b. Work together with other agencies to reduce the number of incidents of criminal damage, particularly vandalism and graffiti, on Council estates	RDC + Tenant Groups	1 April 2001 (some reduction) 1 April 2002 (significant reduction)	Better environment in which to live. Reduce fear of crime.	On target – Tenants happy with progress – some problems with Rochford Garden Way – raised flower beds installed

	c. Formulate a policy on abandoned vehicles on Council Estates	RDC	1 October 2000	Areas cleared of dangerous vehicles and illegally parked cars/vans.	Report drafted for T & ES Committee 21/9/00
	d. Identify areas where improved estate lighting would make a significant contribution to tenant safety	Tenant Groups	1 December 2000	All existing lamp columns functioning and new columns installed where necessary	Not yet started
	e. Participate in the St. A.R. Project to improve the environment in St Andrews and Roche Wards of Rochford	RDC+Tenant Groups	Ongoing to March 2002	Reduced crime levels Reduced fear of crime	Consultation undertaken and model complete

	<p>f. Highway improvements and better standards on estate roads and private parking areas.</p> <p>Survey “hot spots” and report to RDC</p>	Tenant Groups	October 2000	<p>Speed reduction</p> <p>Better driving standards</p> <p>Vacant parking places</p>	No progress at present suggested redate April 2001
	<p>g. Better controls exercised over Drug and Alcohol Abuse</p> <p>Better reporting of incidents</p>	RDC + Tenant Groups	Immediate and ongoing	<p>Reduced evidence of abuse (inc needles)</p> <p>Less linked crime</p>	Some individual incidence of drug trafficking reported to police and action awaited
	<p>h. Include clause in Tenancy Agreement appropriate to Domestic Violence</p>	RDC	April 2000	<p>Evictions because of Domestic Violence or Less Domestic Violence</p>	Completed

	i. Forge closer links with other agencies to help prevent Crime and Disorder and Anti-Social behaviour	RDC+Tenant Groups	October 2000 and ongoing	Agency reps to attend Tenants Meetings	Domestic violence co-ordinator visiting October meeting
	j. Create a Housing Officer post specifically to address issues relating to working to reduce Crime and Disorder and to liaise regularly with tenant groups	RDC	April 2000	Officer in Post and working to reduce Crime and Disorder/liaison	No progress in this area - conflicts with BV Review of function – Redate April 2001
2. Doing Repairs Quickly	a. Review the existing arrangements for reporting repairs	RDC+Tenant Groups	December 2000	Quicker response to repairs	CD(F&ES) working on report
	b. Review existing arrangements of canvassing tenants views on the quality of repair/maintenance	RDC	October 2000	Regular reports to Tenant Liaison Group on Performance	Now implemented phone call or letter/card survey

	c. Try to reduce waiting times for repairs	RDC	December 2000	Regular reports to Tenant Liaison Group on Performance	Still to action
	d. Introduce an appointment system for planned maintenance and improvements and monitor effectiveness	RDC	December 2000	Regular reports to Tenant Liaison Group on Performance	Still to Action
3. Improving Neighbourhoods	a. Identifying areas most likely to benefit from a proactive improvement programme	Tenant Groups	December 2000	Schedule to be considered by Housing Management Sub-Committee	Still to action

	b. Identify funding for areas of improvement such as landscaping, graffiti removal and better estate management	RDC	January 2001	Report to Housing Management Sub-Committee	Funds allocated within HRA
	c. Identify projects for community involvement, community halls, meeting places for young adults, mother and toddler groups, older citizen groups	Tenant Groups	March 2001	Better community spirit and 'good citizenship'	Tenants request copies of Community Services Committee Agendas in order to better perform this function
	d. Ensure high standards of grounds maintenance and estate management. Clearance of rubbish when reported	RDC	December 2000	Customer survey with satisfactory results	Redate Jan 01 to coincide with Housing Survey
	e. Caretaker services extended to all areas of the District	RDC	December 2000	Frequent and regular visits by Estate Caretaker -	HRHM to report to Committee

4. Keeping Rents Low	a. Undertake a fundamental review of the Housing Management function to ensure service is cost effective	RDC	December 2000	Report to Housing Management Sub-Committee or Auditors	Report identified areas of concern and timetable only. Suggest longer timescale to fulfil
	b. Ensure that arrears are kept low and not a burden to good rent payers	RDC	April 2000 and ongoing	Evictions where appropriate	Improvements reported
	c. Establish a policy to end long-term empty properties – maximise rental income	RDC	March 2000	More rent collected	Redate to March 2001 – needs to accord with Government Empty Homes Strategy
	d. Ensure all those entitled to Rent Rebate have it paid	RDC	April 2000 and ongoing	Take-up campaign Better Publicity	Include in Tenants Welcome Pack. Allocation Officer to give advice. Highlight at Rent Upgrade time

	e. Ensure contractors are employed at the most competitive rates	RDC	October 2000	Full review of contractors employed	Nearing completion
5. Improving Older Flats and Houses	a. Identify housing lacking and requiring central heating, provide full explanation of cost implication where refusal given	RDC	October 2000	Report to Tenant Liaison Group	2001/2 Capital Programme considered by Housing Management Sub-Committee 14/9/00
	b. Identify housing lacking and requiring replacement windows	RDC	October 2000	Report to Tenant Liaison Group	“
	c. Identify housing requiring major improvement works	RDC	October 2000	Report to Tenant Liaison Group	“
	d. Identify funding for a, b and c above	RDC	December 2000	Report to Housing Management Sub-Committee	Include in HIP Bid for 2001/2

	e. Survey tenants asking what improvements they would like to see in the future.	RDC + Tenant Groups	May 2001	Survey Results available	Not Started
6 Consultation Matters	a. Develop and improve annual report and tenant news letter 'Your Home'	RDC+Tenant Groups	Ongoing	More tenant related articles	Now starting to get contributions from tenants/residents
	b. Undertake an annual consultation/survey exercise as in 1999. Analyse results	Rochford District Council Tenant Groups	November 2000 + November 2001	Report to Housing Management Sub-Committee	Survey despatched Sept 2000 Results under analysis
	c. Aim to improve Membership to Tenant Groups in number, age spread and be participate	Tenant Groups + RDC	May 2001	Membership maintained at 1% +	No progress despite efforts
	d. Consult on all matters relating to rights and obligations	RDC	Ongoing	Better consultation even on minor issues	All items affecting tenants now consulted upon

7. Training	a. Staff and Tenants Reps to receive regular training on Tenant Participation	RDC	Ongoing	Better Trained and able to deal with issues	Several courses attended or booked for 2000/01
8. Political	a. Establish strong links between Tenants reps and political policy in the decision-making process	RDC+Tenant Groups	Ongoing annually in May	Committee Advisors nominated	Chairman of Tenants Association appointed as advisors to Housing Management Sub - Committee
9 Performance Monitoring	a. Establish a mechanism where Tenants reps. can monitor performance of Housing Management and Building Maintenance teams on a not less than 3 monthly basis	RDC	Oct 2000	Quarterly reports produced	Redate to December 2000 – Tenants Assocs to receive copies of Q M Reports
10. Tenants Compact and Participation	a. Review the Compact on a not less than annual basis	RDC + Tenant Groups	6 monthly	Compact reviewed	Now agreed to review 6 monthly in October and April

	b. Council's policy on Tenant Participation reviewed annually and Tenant Involvement Steering Group Members to attend Liaison Meetings on a regular basis	RDC	Annually in October and ongoing	Policy Review and frequent Councillor attendance	Report to go to Housing Management Sub-Committee in February 2001.
	c. Council to reconfirm its "Equal Opportunity in Rented Housing" policy annually	RDC	Annually in October Report in Nov	Policy reconfirmed	Report planned for November Meeting – Housing Management Sub-Committee

Sjc Ten Part Com 9 Nov/Reports Holding