



**VENTURE HOUSING
ASSOCIATION LIMITED**

**TENANT INVOLVEMENT
POLICY**

Document History

<u>Date</u>	<u>Author</u>	<u>Comments</u>
22/03/2005	C Williams	Policy drawn up

Tenant Involvement Statement

Venture Housing Association is committed to the involvement of those we house, in the continuous challenge of improving our services and to acting upon the evidence of consumer research. (Business Plan aim no. 11).

We recognise that not everyone will want to join a tenant's group or attend meetings and will therefore ensure that a variety of methods are available to allow all tenants to have the opportunity for involvement.

The Association is committed to providing equality of opportunity and will ensure that all involvement opportunities are equally accessible to tenants regardless of ethnicity, gender, sexual orientation, disability, religious belief, age or social class. (Business Plan aim no. 8).

To achieve our involvement objectives we will:

- Encourage involvement by a range of methods including suggestion schemes, surveys, informal meetings, focus groups, panels, tenants associations, tenant's forum and Board membership. We also welcome tenants suggestions on any alternative forms of involvement
- Provide support for those wishing to become involved, this will include giving advice, financial assistance, practical assistance e.g. typing and photocopying and providing training when necessary
- Provide tenant resource facilities in both Wirral and Liverpool, which can be used by tenants groups and individual tenants for accessing IT and other equipment e.g. phone, photocopier, fax
- Provide clear and honest information and make sure that any consultation with tenants is followed up with appropriate and timely feedback. Information will be made available in different formats and languages on request
- Have a dedicated member of staff with overall responsibility for tenant involvement, whilst also ensuring that involvement is embedded into the work of all members of staff
- Will carry out an annual impact assessment which will review our involvement methods and involvement statement and lead to an action plan for improvement

Impact Assessment

This will take place during April each year and will be reported to the May Board Meeting.

In order to carry out an effective assessment we will ensure that all forms of tenant involvement that have occurred during the year are fully recorded. It will be the responsibility of a nominated person in each department to inform the central record keeper of any relevant activities as they take place.

In April each year, the tenant involvement group will meet to discuss the year's activities, analyse the impact they have had on the Association, revise the involvement statement if necessary and produce an action plan for the coming year.

The impact assessment will incorporate all forms of involvement such as:

- Tenants newsletter
- Tenants panel
- Tenants satisfaction survey
- Void visits
- New tenancy survey
- Complaints monitoring

All activities will be compiled in a table, which will outline what has been done, what the outcomes were and future recommendations e.g.

Activity	Details	Outcomes	Impact
Tenants Newsletter, April 2005	Article on paying rent by direct debit	100 tenants rang office to arrange this payment method	Reduction in late rent payments
Complaints Monitoring	Short survey sent to tenants on resolution of a complaint	79% of respondents felt the procedure was too long	Procedure reviewed, now less onerous for staff and tenants

This will then lead to the production of the annual action plan e.g.

Activity	Action	Deadline	Who
Newsletter	Repeat direct debit article	April 2006	Arrears Officer
Complaints	Continue survey	Report annually	Housing Manager