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# **WORKING TOGETHER**

## **Our Resident Participation Compact**



**HackneyHomes**

In partnership with  **Hackney Council**

## **Our Resident Participation Compact**

All residents should be able to have a real say in how Hackney Homes is run and be able to be involved in decisions which directly affect them.

Through this Compact, Hackney Council, Hackney Homes and residents are working together to make this happen.

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# I. FOREWORD AND ACKNOWLEDGEMENT

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## Foreword

We are pleased to endorse and welcome you to this updated version of Hackney Homes' borough-wide Resident Participation Compact. It demonstrates our recognition of the importance of resident involvement in decision making and our commitment to working together to ensure that Hackney Homes' residents receive excellent housing services.

Tenant Participation Compacts are part of the Government's agenda for improving services for local people. The Compact is an agreement between Hackney Homes, working in partnership with Hackney Council and Hackney Homes' residents.

We know that Compacts that work well place residents at the heart of decision making and service delivery. The aim of the Compact is to give all our residents a greater say in the way Hackney Homes' services are provided and to offer the widest range of opportunities for involvement. We have described the many ways in which you can become involved and the help available to enable you to do so.

This Compact has been formally agreed by the Hackney Homes Board, the Cabinet Member for Neighbourhoods, the Neighbourhood Panels and the Resident Liaison Group.

Local neighbourhood compacts may also be setup to agree additional more detailed agreements around local service provisions.

The Compact will be formally reviewed every year, to make sure that it is kept up to date and contains all the information that residents need. To test how well it is working and to check progress made against the Action Plan, it will also be monitored every six months.



# i. FOREWORD AND ACKNOWLEDGEMENT

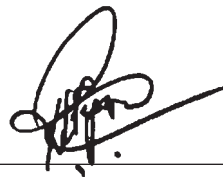
## Acknowledgement

Hackney Homes' resident representatives and Hackney Homes' staff have been working together to review and update the previous Compact which was produced in 2006. The Compact has been reviewed and updated to reflect the changes in resident participation since then. Much of the credit must go to the members of the Resident Compact

Working Group who braved many a dark and cold night when meeting at the Town Hall to produce the initial drafts. However, we must also thank others including the Resident Liaison Group and the Neighbourhood Panels along with all the tenants and residents across the borough who responded to questions on issues around the Compact.



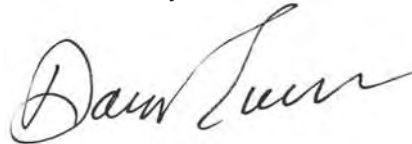
**Councillor Jamie Carswell**  
Deputy Mayor



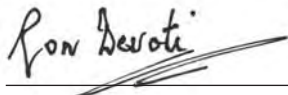
**Rupert Tyson**  
Chair Hackney Homes' Board



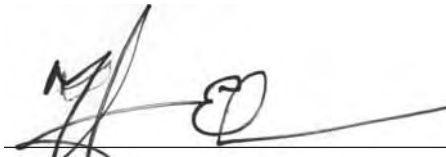
**Peter Kinsey**  
Resident Liaison Group Leaseholder



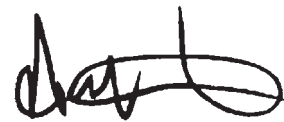
**Danny Neeson - Chairperson**  
Central Neighbourhood Panel Representative



**Ron Devoti - Chairperson**  
Clapton Neighbourhood Sub Panel



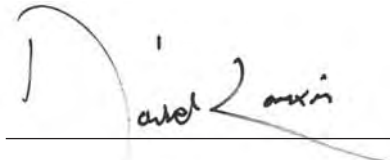
**Terry Edwards - Chairperson**  
MESH Neighbourhood Panel



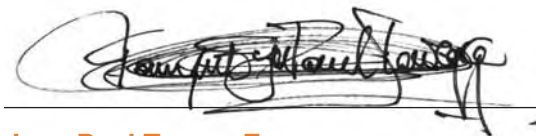
**Audrey Villas - Chairperson**  
Shoreditch Neighbourhood Panel



**Muriel Gordon MBE - Chairperson**  
Stamford Hill Neighbourhood Sub Panel



**David Larkin - Chairperson**  
Stoke Newington Neighbourhood Panel



**Jean Paul Tampu-Eya**  
BME Groups Representative

Date: **24 April 2008**

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### **For more information**

If you are thinking about starting a Tenants' and Residents' Association, more information can be found in the Hackney Homes publication 'Tenants and Residents Associations Handbook- Start-up Resource Pack'.

If you would like to know more about how to get involved or would like further information about anything in this Compact, please contact our Resident Participation Team on 020 8356 7845.

**Note – wherever used in this Compact, the term 'residents' refers to Hackney Homes' tenants; to leaseholders and also to those freeholders who receive housing services from Hackney Homes, for which they pay through their service charges.**

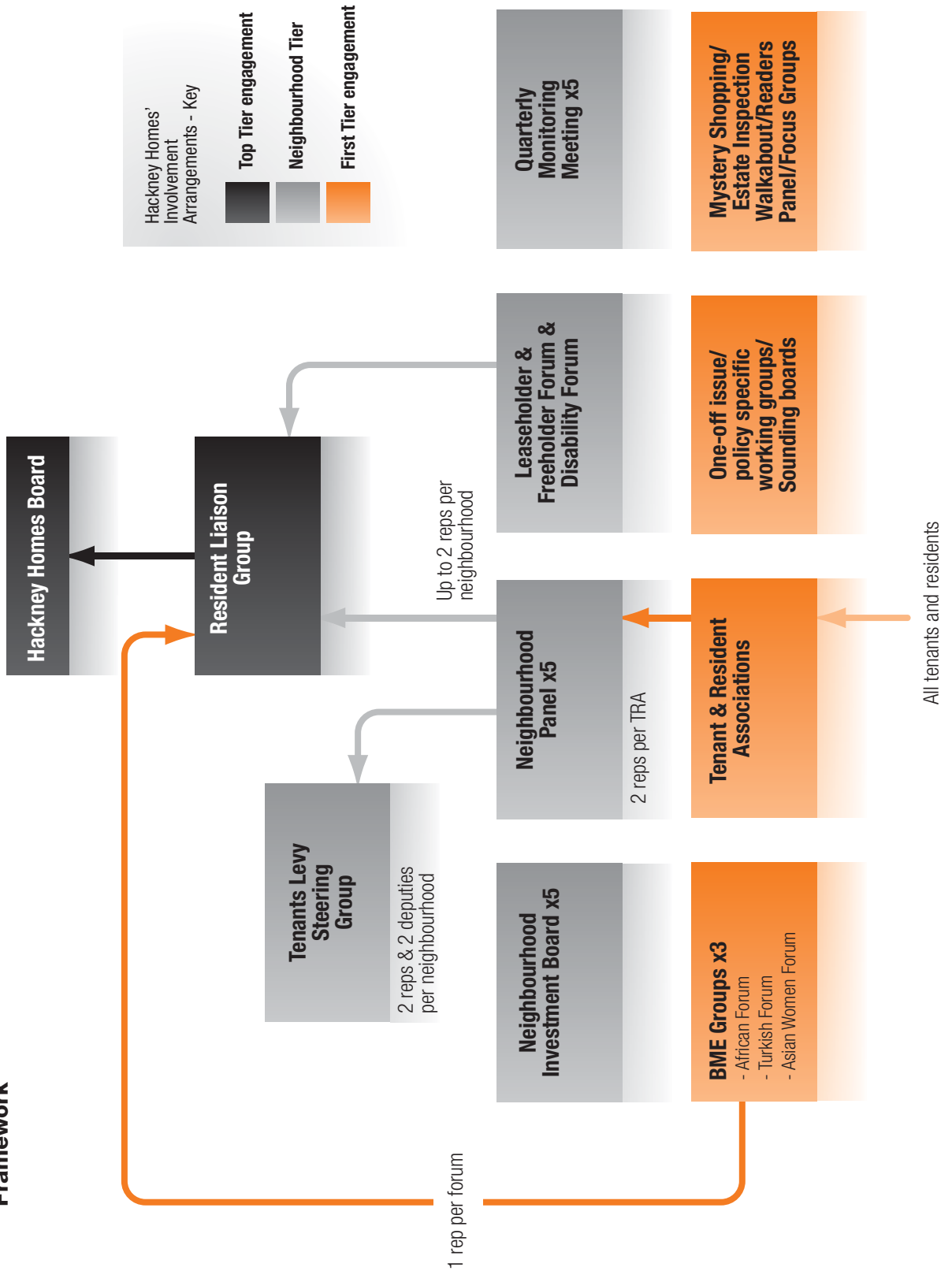
**Other terms used in this document are explained in the 'Explanation of Terms' at Appendix 1.**

# ii. THE RESIDENT INVOLVEMENT FRAMEWORK

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# II. THE RESIDENT INVOLVEMENT FRAMEWORK

## The Resident Participation Framework



# 1. COMPACT PROMISES

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# 1. COMPACT PROMISES

## Hackney Homes will:-

- Support and encourage residents to play as full a part as possible, as individuals or as part of a group, in influencing decisions made about their homes and living environment and in improving the quality of housing services;
- Ensure that all residents who wish to get involved in the management of their homes and communities are aware of all the opportunities to do so and maximise the ways in which residents can be involved;
- Ensure that residents receive good, clear, timely information about their housing services, are directly involved in evaluating the service provided and receive regular feedback on performance.
- Encourage and support the empowerment of residents and build the capacity of individuals and groups, through the setting up of new resident groups and by continuing to provide advice and support to existing groups;
- Ensure that residents who want to get involved have well supported opportunities to do so at local, Neighbourhood and Borough level, including training on relevant issues and grants to meet basic running costs;
- Through more open and democratic structures and innovation, work to make resident involvement reflect the diverse communities in the Borough and encourage and support resident groups in their own efforts to become more inclusive and representative of their communities;
- Be innovative, to encourage and facilitate increased involvement amongst traditionally under-represented groups such as Black and Minority Ethnic groups, young people, young families and people with disabilities
- Widen the opportunity for resident involvement in other services provided by the Council and its partners;
- Work together with residents, to establish, monitor and review the Resident Participation Compact;
- Implement an effective Communications Strategy, to inform residents of all the opportunities available for Resident Involvement; to define clearly the roles of the Resident Participation Team and of Estate Managers;
- Involve Tenant and Resident Association representatives, residents, estate management staff and estate service providers in regular estate walkabouts, to monitor and improve the condition of estates;
- Ensure that all our publications are written in plain jargon-free language and, where jargon or technical terms are unavoidable, they are fully explained;
- Ensure that resident groups receive training on relevant issues and on the grants and other resources available to support them.
- Dedicate space to resident issues in Hackney Homes News and on the Hackney Homes' - website [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk).
- We will continuously seek to improve resident satisfaction with our Resident Involvement Strategy. During 2008, our target is for a 10% increase in resident satisfaction.



# 2. INTRODUCTION

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## 2. INTRODUCTION

### 2.1 Hackney Council and Hackney Homes

Hackney Homes is the Arms Length Management Organisation (ALMO) responsible for providing housing management and maintenance services for residents of Hackney Council homes. Hackney Homes is wholly owned by Hackney Council but run by an independent Board made up of five residents, one freeholder/ leaseholder, five Council nominees and five independent people.

Housing management services for tenants and leaseholders are carried out by three housing management partners (Pinnacle, Pathmeads and the Mouchel Group), who operate from five neighbourhoods, this also includes the Tenant Management Organisations.

Hackney Council remains the landlord and has a statutory duty to consult residents. Hackney Homes carries out consultation through the resident involvement arrangements detailed in this Compact. Hackney Homes also promotes and encourages resident involvement in Council services and in services provided by other partners.

**Hackney Homes aims ‘To deliver excellent, responsive housing services with decent homes and estates. To help residents lead healthy lives in safe and sustainable communities.’**

Hackney Homes involves and consults residents on service provision, including:-

- Anti-Social Behaviour, Hate Crime and Domestic Violence policies;
- Business Plan and Performance Plans;
- Cleaning services;
- Comments and Complaints;
- Customer Services and Customer Satisfaction;
- Environmental works and budgets on estates;
- Equality and Diversity issues;
- Leasehold issues and charges;
- Letting of contracts;
- Major works and the Decent Homes programme;
- Re-letting standards;
- Rent and service charge levels and budgets;
- Arrears Collection;
- Repairs and maintenance services and priorities;
- Resident Involvement arrangements; and,
- Service Promises and Standards

### 2.2 Residents’ Rights

Hackney Homes’ residents, individually and collectively, have a number of rights, including the:-

- Right to information – Hackney Homes’ tenants have the right to information about the terms of their tenancy, including: - Hackney Council’s allocation policy and procedures; their rights as a tenant; Hackney Homes’ repair obligations and the arrangements for consultation. Leaseholders also have the right to information about issues which affect them, including: - Major works, Right-to-Buy and Service Charges.
- Right to be consulted – Hackney Homes’ residents have the right to be consulted individually and collectively about any changes which may affect them;
- Right to Manage – Hackney Council tenants and leaseholders have the right to take over the management of their homes, providing they meet certain conditions.

In addition to the above, every resident has the right to:

- Access relevant papers or background information (excluding those of a confidential nature), in order to make an informed decision on services provided for them;
- Be involved in the decision making process concerning Housing Services, working in partnership with Hackney Council and Hackney Homes;
- Have their views recorded to reflect a true, accurate measure of their needs and to ensure there are no misunderstandings;
- Indicate at what level, stage, or by what method they wish to be consulted or involved and the level of responsibility they wish to take on;
- Establish or join a residents’ group;
- Get support to start a residents’ group;
- Receive training and information, to support resident involvement activities;
- Sit in for the public part of Hackney Homes’ Board meetings.

## 2. INTRODUCTION

Residents living in a street property also have the right to take part in the Street Property Sounding Board.

Members of registered Tenant and Resident Associations have the right to:-

- Representation on the Neighbourhood Panel;
- Be consulted and have access to information;
- Influence Hackney Homes' policies and spending priorities;
- Agree spending on environmental improvement budgets;
- Negotiate a local Compact with Hackney Council and Hackney Homes;
- Receive regular funding (if registered) to assist with running costs;
- Be invited to participate in regular walkabouts with Hackney Homes' staff;
- Have Hackney Homes' staff take part in your meetings;
- Have access to training, information, independent advice and other Tenant and Resident Associations around the country.

Members of Neighbourhood Panels have the right to:

- In addition to the above
- Send delegates to the Resident Liaison Group.

### 2.3 Equalities and Diversity

Hackney Homes promotes equality and seeks to eliminate discrimination. Working together, we want to build a community where tolerance and acceptance are common, where diversity is truly celebrated and where people are on equal terms with their neighbours. We want to create social conditions that help people from all backgrounds to come together and develop a sense of inclusion and shared local identity.

Some groups of people often do not get a chance to have their say. We believe that everyone should have an equal opportunity to get involved. This includes older persons, younger residents, lone parents, residents of minority ethnic groups and people with disabilities. This Compact is intended to encourage the involvement of these groups.

Key to this commitment is making sure that the arrangements for involvement include options that meet all residents' needs. It is also essential to ensure that the membership of formal groups fully reflects the communities which they represent. Hackney Homes will work with underrepresented groups, TRAs and Neighbourhood Panels, to ensure any barriers to involvement are removed and so that all members of the community feel confident and welcome enough to take part in decisions affecting them.

By working together, Hackney Homes will support resident groups in their own efforts to become more inclusive and representative of their communities. This will be achieved specifically through training for existing groups on valuing the diversity of our communities and by developing training focussed on under-represented groups.

**Working together we can create successful neighbourhoods and improve the quality of life for all members of the community.**

Hackney Homes is committed to Equal Opportunities and strives to involve everybody. This is demonstrated by:

- At annual registration, all Tenant and Resident Associations are asked to share good practice on how they have achieved the involvement of all members of the community in their activities;
- Meetings held during the afternoon and evening – to ensure that as many people as possible can attend;
- Regular meetings of a number of Black and Minority Ethnic (BME) Outreach Groups;
- Innovative partnership projects with young people;
- Regular meetings with Disability Hackney;
- Free transport to and from meetings (or reimbursement of travel costs);
- Child care and carer allowances

**For further information on support available see Section 5.**

# 3. THE RESIDENT PARTICIPATION COMPACT

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## 3. THE RESIDENT PARTICIPATION COMPACT

### 3.1 What is the Resident Participation Compact?

The Resident Participation Compact is an agreement between Hackney Council, Hackney Homes and residents. It explains how Hackney Homes and Hackney Council residents are working together to ensure that residents are involved in decisions affecting their homes and communities and how residents can become involved. It sets out standards for ways of working together.

The Compact is designed to ensure that Hackney Homes becomes more accountable to residents, by letting residents know who is responsible for decisions and how those decisions are made. Residents are invited to get involved in housing matters and, by working together with Hackney Homes, to look at ways of measuring success, and identify areas where performance can be improved.

### 3.2 How was this Compact produced?

Based on the Government's standards in the National Framework for Tenant Participation Compacts, this is the third version of the Compact. Hackney Homes' staff and residents have been working together to review and update the previous Tenant Participation Compact.

A number of changes were necessary, as a result of:

- The creation of an Arms Length Management Organisation (ALMO)
- Changes made to the arrangements for Resident Participation;
- Feedback received from residents about changes needed to the last Compact;
- The need to respond to issues raised in our recent Audit Commission inspection;
- Changes to Hackney Homes' services;
- Introduction of a 'clock rating', to respond to residents' requests for better information about the amount of time needed for the different types of involvement;
- Responding to external guidance and to reflect positive practice;
- To give an update about progress made against the last Compact Action Plan.

**This Compact is a working document. The way it is being implemented will be reviewed every six months and the contents will be reviewed annually by the Resident Participation Team working together with Tenants' and Residents' Associations, Neighbourhood Panels and other resident representatives.**

### 3.3 What has the Compact Achieved?

Below are some examples of our achievements since the last Compact.

Working together we have:

- Residents on the Hackney Homes' Board;
- Reviewed the arrangements for resident involvement;
- Produced a Start-up Resource Pack for new Tenant and Resident Associations;
- Introduced a Tenant and Resident Association database;
- Produced a 'menu' of involvement opportunities for residents to access;
- Supported the development of two new Tenant Management Organisations;
- Created a 'Community Leadership' award, to recognise the voluntary efforts of resident representatives (now known as the Resident Award Scheme);
- Carried out telephone mystery shopping;
- Undertaken a residents' survey and published the results for tenants and leaseholders;
- Involved residents in the renewal of neighbourhood partnering contracts and in shaping both the capital and the Decent Homes programmes.
- Held focus groups with groups of residents from minority communities (Asian Women, Turkish and African and Caribbean);
- Held a number of 'Reaching Out' events with young people, people with disabilities and BME groups, to reach people who may not normally join a Tenant and Resident Association.

# 4. RESIDENT INVOLVEMENT

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## 4. RESIDENT INVOLVEMENT

### 4.1 Levels of Involvement

Hackney Homes is committed to encouraging greater levels of involvement in the Resident Involvement structures described in this Compact. Whether starting up a new group, or expanding the membership of an existing one, Hackney Homes will do all it can to facilitate wider involvement through the training and support detailed in this Compact document. This section of the Compact describes all the arrangements which are in place for resident involvement.

The Compact defines levels of resident involvement as follows:

#### **Information**

A letter or meeting to let you know what is happening.

#### **Consultation**

Through a letter, questionnaire, exhibition or meeting, asking tenants to give their views on proposals. Following any consultation, residents are made aware of the outcomes.

#### **Participation**

Hackney Homes and/or Hackney Council staff working together with Tenant and Resident Association members, Neighbourhood Panels, BME Focus Groups/alternative forums to agree plans and procedures or develop proposals.

#### **Delegation**

Residents control the budget or manage the service themselves.

### 4.2 Consultation

The word 'consultation' is used to describe the involvement and participation of residents at various levels all of which will have different outcomes. It is important that residents understand the level of the consultation exercise being carried out by Hackney Homes and the possible outcomes. This is described in more detail below.

In order for Hackney Homes to achieve Best Value for its residents, consultation must be at the heart of service delivery and improvements. Hackney Homes has produced a Consultation Strategy which reflects its commitment to ensuring that residents are at the heart of any decisions made. This Compact is consistent with that Strategy.

Housing is a very dynamic area with changes occurring all the time. Some changes are prompted by central government initiatives, others by more localised initiatives. Hackney Homes regularly consults with its residents and has in place the necessary structures for this consultation.

Following any consultation, residents will be made aware of the outcomes and how their views were taken into account. If the views of the residents cannot be implemented according to their stated preferences, Hackney Homes will explain why this is so.

Consultation can be a process rather than a one-off action. What starts as an exercise to get the opinions of residents by letter or survey may end through a letter to the affected people telling them what is going to happen. Equally it might result in the setting up of a new resident group or a partnership with a group.

As well as consulting with individuals and existing resident groups, one-off groups with specific functions and goals may be set up for particular consultation purposes.

The following table outlines what each type of group does.



## 4. RESIDENT INVOLVEMENT

Name	Function	Example
<b>Focus Group</b>	Focus groups look at specific issues and problems and will highlight the feelings and experiences of those affected – action can then be taken accordingly	Groups set up to find out why certain people are under-represented in the decision making process.
<b>Steering Group</b>	Steering groups will usually have some delegated decision making functions or will advise and guide those with delegated decision making functions	Tenant Levy Steering Group
<b>Working Group</b>	A working group will be set a particular task which it will aim to complete in a given timescale and will then report its findings/ recommendations	Tenant Compact Working Group
<b>Panel</b>	Panels are set up to evaluate services or to monitor agreements	Neighbourhood Panels

### 4.3 Resident Involvement Options

Hackney Homes recognises that many residents may not want, or be able, to get involved in a formal group. Residents can give their views on the services received informally by:-

- Letter writing;
- Telephoning;
- Fax or electronic mail (email);
- During a home visit or visit to the Neighbourhood Office;
- Going onto the website [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk);
- Completing surveys and questionnaires;
- Attending conferences and one-off events.

**The level of involvement is a matter of individual choice.**

We are continually looking at innovative ways of increasing involvement opportunities.' New approaches which will be developed during 2008 include the creation of a 'Housing Views' team and the introduction of 'Resident Inspectors'.



There are many formal ways that residents and Hackney Homes are working together.

### Resident Involvement Options

Group/Activity	Purpose	Membership	How often takes place	Contact
<b>Mystery Shopping</b>	Residents take part in mystery shopping, to check service quality	Residents who wish to/ are able be involved and are trained.	As/when required	Service Development Team
<b>One-off working groups, Road-shows and Focus Groups</b>	To investigate/consult on issues put forward by Hackney Homes or the Resident Liaison Group	As required from residents, Tenant and Resident Groups (TRAs) and councillors.	As/when required	Resident Participation Officer or other designated officer
<b>Tenant and Resident Association (TRA)</b>	To facilitate tenant and resident involvement and community improvement	All residents in the catchment area.	As/when required	Resident Participation Officer
<b>Youth Committee/ Youth Parliament</b>	To engage with young people on Hackney Homes' estates on a wide range of issues	Young people from Hackney Homes' estates.	As/when required	Housing Youth Co-ordinator
<b>Neighbourhood Panel</b>	Neighbourhood wide and strategic issues	Two reps from each registered Tenant & Resident Associations & TMO's in the neighbourhood area.	Monthly	Resident Participation Team
<b>Executive Board of Hackney Homes</b>	Main decision making forum for Hackney Homes.	5 residents, one freeholder/ leaseholder, 5 Council nominees and 5 independents.	Monthly	Governance Team
<b>Tenant Management Organisation (TMO)</b>	To allow residents to manage housing services on their own estate	Board consists of elected residents.	Routinely monthly, may vary	Tenant Management Organisation Team
<b>Tenant Levy Steering Group</b>	Administer the Tenant Levy in the form of grants to resident groups	Resident reps. from Neighbourhood Panels.	Every six weeks	Tenant Levy Officer
<b>Estate Development Committee (EDC)</b>	Work with officers and partners on an estate going through major redevelopment/regeneration	Elected residents.	Every two months	Estate Renewal Team
<b>Resident Liaison Group</b>	Borough-wide representative role (replaced the Tenants and Residents Convention) Considers: strategic and Policy issues service issues where they affect the whole or a large part of the Borough; service improvement on a service wide basis; matters referred by Neighbourhood Panels and Estate Service Boards; results of consultation.	1-2 reps. from each Neighbourhood Panel; 1 rep. from each established BME Forum; 1 rep. from Disability Forum; 1 rep. from the Leaseholders Forum, Cabinet member for Housing; Chief Executive, Directors and senior officers from Hackney Homes.	Every two months	Governance Team

## 4. RESIDENT INVOLVEMENT

Group/Activity	Purpose	Membership	How often takes place	Contact
<b>BME Forum meetings</b>	To break down barriers to involvement by addressing people's needs and providing a safe, supportive environment for BME residents to have their say on the housing service.	BME residents who have expressed an interest in becoming part of this group.	Quarterly	Resident Participation Team
<b>Borough-wide Leaseholder and Freeholder Forum</b>	An independent group working to improve services and raise leaseholder and freeholder concerns.	All leaseholders/freeholders in Hackney.	Quarterly	Leasehold & Right to Buy Services Team
<b>Disability Forum</b>	To consult residents with disabilities on the housing services that affects them directly.	Residents with disabilities from Hackney Homes' estates.	Quarterly	Resident Participation Team
<b>Enhanced Tenant and Resident Association</b>	Enhanced role at estate level – including certain functions and budgets, including the Environmental Improvement Budget (EIB)	TRA reps, Councillors, the Housing/Estate Manager and other officers, by specific request in advance of the meeting.	Quarterly	Resident Participation Officer/Estate Management Team
<b>Estate Walkabouts</b>	Review work needed to be done on an estate	Anyone who lives on the estate/ in the area.	Quarterly	Estate Management Team
<b>Quarterly Performance Monitoring Meetings</b>	To review the performance of neighbourhood partners and services.	All residents in catchment area, Councillors, Housing Managers and other Officers.	Quarterly	Housing Services Division
<b>Reading Panels</b>	Read newsletters and feedback comments.	Any resident who has expressed an interest to become part of this group.	Quarterly	Communications Team
<b>Street Property Sounding Board</b>	To facilitate street property resident involvement and community improvement	All residents in catchment area.	Quarterly	Resident Participation Team
<b>Resident Compact Review Panel</b>	Monitor the Compact, highlights non-compliance	Residents/nominees from resident groups, Neighbourhood Panels and BME Forums.	Every six months	Resident Participation Team
<b>184 Inspection</b>	To identify, with local residents, works which may be funded from the annual '184 budget'	Resident representatives from the Neighbourhood Panel, TRA committee members and other Officers.	Annually	Jointly by Estate Management and the Estate Safety and Security Team

#### 4.4 Tenant Management Organisations

Tenant Management Organisations (TMOs) are not a new concept in Local Authority/ALMO Housing. Many TMOs in Britain have been in existence for more than 20 years and the option to 'do it yourself' has proved a popular path for many resident groups throughout the country.

Central Government has always supported Tenant Management to varying degrees. At times in the 1980s and 1990s, some form of Tenant Management was a pre-requirement to an estates' eligibility for Estate Action funding and various sources of funding have only been available to those estates that opt for a management structure which deviates from conventional Local Authority/ALMO management. Tenant Management was promoted, by many of the agencies assisting resident groups, as a defence against the threat of 'stock transfer' and many groups pursued the initiative as a response to what they perceived as poor performance and a belief that they could 'do a better job'.

The motivation for the TMOs in Hackney falls in to one or more of the above categories, however in Hackney Homes, the policy is to promote and support Tenant Management as another sphere of partnership working and localised community empowerment.

Hackney, at present, has ten Tenant Management Organisations that make up approximately 20% of Hackney Homes stock. These vary in size from a little over 100 units in Tower TMO to over 1400 units in Wenlock Barn TMO. They also vary greatly in the range of responsibilities they have taken responsibility for. (see 10.5 for contact details)

Tenant Management is inevitably more expensive in cash terms than conventional management although this extra expense can be justified by the belief that it is a more responsive and better quality method of delivering services on our estates and leads to greater levels of resident satisfaction. This belief is reinforced by successive resident surveys which

suggest that those who report they are satisfied or very satisfied with estate based services are 20% higher if they live on a Tenant Managed estate. The fact that Tenant Management is more expensive can be attributed to factors such as economies of scale, higher staffing levels and enhanced allowances to provide committee training and servicing. It is also recognised that the collateral benefits of Tenant Management such as combating social exclusion, empowerment and general community development add to the value of the initiative.

Hackney Homes recognises and promotes the willingness to establish TMOs and have put in place specific provisions to provide guidance and support. Specialist TMO officers provide day-to-day advice and assistance on matters ranging from legislative framework, management agreement and maintenance allowances (see 10.1 for contact details).

#### 4.5 Involvement Clock Rating

We recognise and value the commitment of residents who give their time to take part in resident involvement activities. Although it can only be a guide, the clock rating below aims to give an indication of the average amount of time required for each type of involvement activity.

##### Clock Rating



Low level of commitment. As and when required. An average of 2-4 hours a month.



Medium level of commitment. Occasional involvement. An average of 4-8 hours a month.



High level of commitment. Regular involvement. An average of 8-16 hours a month.



## 4. RESIDENT INVOLVEMENT

The Options	Star Rating	Level of Involvement
Conferences and one-off social events		Information Consultation Participation
Focus Groups		Information Consultation Participation
Letters, Leaflets, Surveys and Questionnaires		Information Consultation
Mystery Shopping		Participation
Reading Panel		Information Consultation Participation
184 Inspection	 	Information Consultation Participation
Black and Minority Ethnic (BME) Housing Forum	 	Information Consultation Participation
Borough-Wide Leaseholder and Freeholder Forum	 	Information Participation Delegation
Disability Forum	 	Information Consultation Participation
Enhanced Tenant and Resident Association meetings*	 	Information Consultation Participation Delegation
Estate Development Committee (EDC)	 	Information Participation Delegation
Estate Walkabouts	 	Information Participation
Quarterly Performance Monitoring Meetings	 	Information Participation
Street Property Sounding Board	 	Information Consultation Participation
Tenant and Resident Association meetings*	 	Information Consultation Participation
Tenant Levy Steering Group	 	Information Participation Delegation

<b>Working Groups/Steering Groups/ Special Interest Groups/Review Panels</b>		Information Participation
<b>Youth Committee/Youth Parliament</b>		Information Consultation Participation
<b>Hackney Homes Board of Directors – Representative</b>		Hackney Homes' main Decision making forum.
<b>Member of Resident Liaison Group</b>		Information Consultation Delegation
<b>Neighbourhood Panels</b>		Information Consultation Participation
<b>Setting up Tenant Management Organisation</b>		Information Consultation Delegation

\* Residents on the executive committee of Tenant and Residents Associations may find that they have regular involvement and require a high level of commitment - i.e.



# 5. SUPPORT AVAILABLE FOR RESIDENT INVOLVEMENT

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## 5. SUPPORT AVAILABLE FOR RESIDENT INVOLVEMENT

Hackney Homes recognises the need to provide appropriate resources to support and maintain effective resident involvement and will make the following resources available:-

### 5.1 The Resident Participation Team

A dedicated, trained Resident Participation Team, comprising:

- Resident Participation Manager;
- Tenant Compact/Levy Officer;
- 7 Resident Participation Officers (RPOs)
- Housing Youth Co-ordinator.

is working together with Tenant and Resident Association members (TRAs), supporting the entire range of resident involvement activities (see also 'Contacts' in Section 7).

The Resident Participation Team will:-

- Provide advice and assistance on all matters relating to resident involvement. When the advice sought is outside the remit of the Team, contact details will be provided for the relevant person(s) or organisation(s).
- Keep all tenant and resident associations informed on issues (both local and national) related to resident involvement.
- Listen to, consider and respect expressed views from members of tenants and residents' associations and uphold confidentiality at all times.
- Assist and advise tenants and residents associations where necessary. Any advice will always be for the benefit of the association. It is the responsibility of the association to make decisions based on the advice given.

Resident Participation Officers will: -

- Undertake a regulatory role to oversee the election process at AGMs;
- Support, guide and build TRA capacity within a neighbourhood/area;
- Develop new TRAs, forums and alternative methods of engagement;
- Offer intense support to all newly formed Tenant and Resident Associations for the first three months. (After this period all committee members shall be expected to fully (actively) take on the positions to which they were elected);
- Support estates without a Tenants & Residents Association on an individual basis;
- Take the lead in running focus groups and consultations, including BME groups;
- Provide comprehensive training for residents in all aspects of involvement;
- Provide guidance and assistance with funding applications;
- Manage the data-base of contact lists;
- Compile and collate local issues' surveys for existing and new groups;
- Work with Neighbourhood Panels and other groups;
- Work with TRAs on issues relating to the management of community halls;
- Set up and run issue specific groups; both short-life and long term;
- Work with under-represented groups;
- Assist the project management of local resident initiatives;
- Resident Participation Officers will attend, on request, TRA meetings, subject to any prior commitments. Where possible a minimum of 14 days notice (either in writing or via email) must be given. Relevant documents such as agendas and minutes from previous meetings should be supplied within 10 days of any meetings.

**The Resident Participation Manager has overall responsibility for resident involvement.**

**The Tenant Compact/Levy Officer provides guidance and advice to all residents on Compact issues; supports residents in monitoring the Compact; supports the Tenant Levy Steering Group and administers the Tenants' Levy Grant.**

**Resident Participation Officers are responsible for a geographical area, responding flexibly in response to demands. They also develop specialisms on a borough-wide basis.**

**The Housing Youth Co-Ordinator is responsible for youth provision on Hackney Homes Estates.**

## 5. SUPPORT AVAILABLE FOR RESIDENT INVOLVEMENT

### 5.2 Estate Managers

In addition, to the work of the Resident Participation Team, within each Neighbourhood Office Estate Managers support the work of Tenant and Resident Associations (TRAs). The housing management services for residents are carried out by three housing management partners (Pinnacle, Pathmeads and the Mouchel Group).

**Estate Managers liaise directly with TRAs, ensure that issues raised are actioned and keep Tenant and Resident Associations informed of the progress of works.**

Recognising the importance of working together:-

- New Estate Managers will make contact with TRAs in their management area within two weeks of starting employment;
- Housing Management Team Leaders will make contact with TRAs in their area within four weeks of starting employment;

Estate Managers will:-

- Maintain frequent and regular contact with all TRAs at least once a month;
- Reply to written correspondence from TRA within ten working days;
- Arrange visits within 5 working days of the TRA's request;
- Confirm action in response to telephone calls from the TRA, in writing, within 10 working days;
- Attend all enhanced TRA meetings; take note of, and agree with the Chair, all Action Points and ensure that appropriate follow-up action is provided in a timely manner
- Attend other TRA meetings to which they are invited, subject to other work commitments;
- Undertake regular estate inspections with residents; Progress all issues raised within 15 working days;

### 5.3 Funding

A range of funding is provided to assist registered<sup>1</sup> Tenant and Resident Associations to meet their running costs.

Funding Type	Available to	Purpose	Amount	Administered by
<b>Start up Grant*</b>	All registered Tenant & Resident Associations, Constituted Groups and Social Sub Committees of TMO	A start-up grant to enable new groups to cover initial administrative/ running costs (e.g. stationery/ postage/ photocopying/ hall hire)	Up to £200	Tenant Levy Steering Group
<b>Levy Grant*</b>	All registered Tenant & Resident Associations, Constituted Groups and Social Sub Committees of TMO	Twice yearly grants to meet running costs of TRAs (photocopying, printing, typing and cost of computer equipment etc) and to fund special projects	Agreed maximum according to number of dwellings	Tenant Levy Steering Group
<b>Tenants Levy Special Projects Grant</b>	All registered Tenant & Resident Associations, Constituted Groups and Social Sub Committees of TMO	A grant for TRAs to undertake special projects such as fun days, improvements, bringing young and old together; for community development	Each application considered on its own merits	Tenant Levy Steering Group
<b>Environment Improvement Budget</b>	All registered Tenant and Resident Associations & some TMO's	Small scale projects which bring a physical benefit to the estate or schemes which develop a spirit of co-operation	£25.25 per household within the committee's catchment area	Tenant and Resident Associations & some TMOs
<b>Enhanced TRA Meeting Grant (Admin Costs)</b>	All registered Tenant and Resident Associations	To cover the cost of providing administration support at the enhanced TRA meetings.	£300.00	Resident Participation Section

<sup>1</sup>To become registered, TRAs must meet certain criteria - see 7.2

<b>Section 184 Budget</b>	Neighbourhood Panels	Large scale projects which bring a physical benefit to the neighbourhood or schemes which develop a spirit of co-operation	£200,000-£400,000 depending on size of area	Neighbourhood Panel
<b>Neighbourhood Panel Grant</b>	Neighbourhood Panels	Yearly allocation paid quarterly to cover <ul style="list-style-type: none"> <li>• Administration</li> <li>• Residents Training</li> <li>• Publicity/Promotions/newsletters</li> </ul>	£16,000-£21,000 depending on size of area	Neighbourhood Panel

### Personal Allowances

Hackney Homes believes that those participating should not incur any out-of-pocket expenses. Reasonable expenses, incurred in line with this policy will be reimbursed. All expense claims must be made on an 'official claim form' which is obtainable from the Resident Participation Team. All claims for expenses will be processed within 5 working days of receipt of the claim. All claims must be supported by the original receipt, whenever possible.

### Type of Expense

Bus, tube, rail and taxi fares  
 Gift Vouchers  
 Car parking  
 Child Care/Carers allowance

### Amount Reimbursed (Expense rates for 2007/2008)

Amount paid  
 £20.00 per session<sup>2</sup>  
 Cost incurred  
 Evidence (registered childminders)

\* The Tenant Levy fund is collected weekly from tenant's rents at the rate of 10p per week. The money is then distributed via applications from registered organisations, and in accordance to the criteria set by the Tenant Levy Steering Group.

<sup>2</sup> Provided for participants in Focus Groups and one-off working groups.



## 5. SUPPORT AVAILABLE FOR RESIDENT INVOLVEMENT

### 5.4 Resources

Resource	Details	Available to
<b>Regular Meeting Place</b>	Hackney Homes will, as far as possible, provide accessible meeting places for associations and groups from available resources. A review of the availability of meeting rooms/halls is taking place.	All registered TRAs
<b>Meeting Place for other consultative resident groups</b>	Hackney Homes will, as far as possible, provide accessible meeting places for consultative resident groups including Town Hall and neighbourhood facilities where these are available.	Properly constituted consultative groups
<b>Computers</b>	Residents can apply to the Tenants' Levy Fund to meet the costs of purchasing a computer (maximum limit applies).	Registered TRAs, where the intended users have attended an IT training course
<b>Internet Access</b>	Access points in housing offices*. Levy Grant for Internet access charges.	Subject to access. All registered TRAs.
<b>Membership of external advice agencies</b>	Membership and free independent advice from the Tenant Participation Advisory Service (TPAS) – as well as voluntary organisations and other public bodies.	All registered TRAs and neighbourhood panels
<b>Portable induction loop systems</b>	To assist those with hearing difficulties to participate fully in meetings, these can be loaned from the Resident Participation Team. They must be booked at least 5 working days in advance of the meeting.	All registered TRAs and neighbourhood panels
<b>Projector and Screen</b>	These can be loaned from the Resident Participation Team. They must be booked at least 5 working days in advance of the meeting.	All registered TRAs and neighbourhood panels
<b>Training</b>	<p>Whilst not compulsory, all new Tenant and Resident Associations are encouraged to attend training as part of an induction process. Existing groups are encouraged to review their training needs regularly and to take advantage of any training available.</p> <p>Hackney Homes will facilitate and contribute to this process. Individual and group training can be provided on:</p> <ul style="list-style-type: none"> <li>• IT skills</li> <li>• Committee skills – including managing finances / Chairing skills / and the role of the secretary.</li> <li>• Equalities and Diversity</li> </ul> <p>Working with the Tenants On-line project, a limited number of laptop computers are available for training purposes. Neighbourhood Panels and Tenant Management Organisations Committees are provided with funding for external training that they require.</p>	All registered TRAs and neighbourhood panels
<b>Website</b>	Web space on the Hackney Homes' website, <a href="http://www.hackneyhomes.org.uk">www.hackneyhomes.org.uk</a> dedicated to resident issues, is to be developed.	
<b>Newsletters</b>	Support will be given to designated groups to enable information newsletters to be produced	

\*A full list of Hackney Council and Hackney Homes' Offices, Neighbourhood Housing Offices and libraries with public access points is included in the Contacts Section.

Please see Section 10 for a list of contact numbers including your local Resident Participation Officer, who will help with further details on any of the above.

# 6. INFORMATION

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## 6. INFORMATION

Hackney Homes recognises that comprehensive information must be provided in an accessible manner, to enable residents to access the services they require and to facilitate effective resident involvement in decision making.

### 6.1 Provision of Information

Information can be provided in many different forms including handbooks, reports, minutes, newsletters, on the website and directly at visits and meetings.

Hackney Homes commissions and produces various performance monitoring studies, reports and Best Value Reviews covering all aspects of service provision. In addition, many projects and programmes will have feasibility studies and research papers attached to them.

Much of this information is publicly available from Hackney Homes' website but the sheer volume of paperwork would be too much to send out to everyone in an efficient and effective way. Reports and strategy documents will be sent to relevant groups for consideration/information and are available upon request.

### 6.2 The Freedom of Information Act

Under the Freedom of Information Act 2000 and the Data Protection Act 1998, residents have the right to information. Hackney Homes will make sure that:

- All information considered to be in the public domain is available, on request, to residents. If a request cannot be met, a clear and justifiable reason will be given;
- The responsible section will deal with all requests for information within 20 working days, or earlier if possible;

Examples of the information residents can ask to see includes:

- Decisions made, through minutes and agendas, including minutes of Neighbourhood Panels, the Resident Liaison Group and of Hackney Homes' Board;
- Details of Hackney Homes' performance, measured against agreed standards and targets;
- Housing policy, strategy and procedures;
- Major work programmes and other plans for investing in housing;
- Options for involving residents in housing services;
- Details of major improvement work taking place on estates or in your area;
- Financial and budget information;
- Names, contact details, work plans and responsibilities of all staff, including contact details for a lead person working on a project where residents are consulted;
- How to complain about a service, officers, or contractors.

### 6.3 Hackney Homes Consultation Strategy

Hackney Homes Consultation Strategy adheres to the conditions set by Hackney Council as well as the legislative requirements to consult. This is detailed within Appendix 4.



## 6. INFORMATION

### 6.4 Information Sources

Information is provided in the ways detailed below:

#### 6.4.1 Hackney Homes Initiatives

Information Source	Method of communication	Frequency	Directly sent to	Copies available from
Letters to all residents	Post	As/when required	All residents	Housing Offices/on website
Hackney Homes News	Newsletter	Monthly	All residents	Housing Offices/ Libraries/on website
Tenants' Handbook	Booklet	At sign up	New tenants at sign up, existing tenants when updated	Housing offices/ Libraries/ on website
Leaseholder and Freeholder Handbook	Booklet	As/ when required	Leaseholders and Freeholders	Leasehold & Right to Buy Team/on website
Resident Participation Compact	Booklet	Yearly	Tenants & Residents Associations	Housing offices/ Neighbourhood Panels/Libraries
Outcome of Estate Inspections	Response to individuals, as required.	Ongoing	Residents	Housing offices
Neighbourhood Panel and Resident Liaison Group reports and minutes	Paper copy and email	Within 15 days of meeting	Members of Panel/Group	By request from Chair/ Secretary
Hackney Homes' Board reports and minutes	Paper copy and email	Within 10 days of the meeting	All members of the Committee	By request from Governance Team

The address of Hackney Homes' website is [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)

The address of Hackney Council's website is [www.hackney.gov.uk](http://www.hackney.gov.uk)



### 6.4.2 Resident Initiatives

Tenants and Residents Associations recognise that it is not possible for all their members to be involved in every participation/consultation group in the borough. However, all residents have a right to information about these groups and the issues the

groups are considering. This requires that information is shared between groups in an agreed fashion and is made available to Hackney Homes and/or the Council upon request.

<b>Name of Information</b>	<b>Method of Publication</b>	<b>Frequency</b>	<b>Directly sent to</b>	<b>Where copies are available from</b>
<b>TRA minutes*</b>	Paper Copy	15 days after meeting*	Local residents	By request from Chair/ Secretary
<b>Enhanced TRA meetings Action Points</b>	Action Points taken at meeting by Estate Manager	Carbon pad copy provided to Chair at meeting	Chair of TRA	From Chair/ Secretary/ Estate Manager/ Resident Participation Section
<b>TRA newsletter/ information sheet**</b>	Flyer/ newsletter	As necessary to publicise meetings/ events	Local residents	By request from Chair/ Secretary
<b>Tenants Levy Group minutes</b>	Paper Copy/ Email	15 days after meeting	Group members	By request from Levy Officer
<b>Tenant Levy Group Annual Report</b>	Booklet	Annually	All registered TRAs and Neighbourhood Panels	By request from Levy Officer/ Hackney Homes' website

\*It is recognised that some TRAs may not have committee members available to produce published minutes or may choose to publish update reports in the form of a newsletter.

\*\*It is recognised that some TRAs may not have committee members available to produce newsletters/flyers, however AGMs must be publicised and Resident Participation Officers are available to help with this.

# 7. STANDARDS

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## 7. STANDARDS

Within the involvement and decision making structures, there will be many meetings held by Hackney Homes<sup>3</sup> and the various resident groups around the borough. Certain standards should be met to ensure that we are working together in an effective way. The standards will help to ensure that meetings achieve their purpose; that all those taking part are treated fairly and in an inclusive way and that meetings follow a format that is understood by all those taking part.

### 7.1 Standards for meetings

Meetings are called for a purpose, usually to consider items which need resolving in some way or to give out information to those invited to attend. It is important that the purpose of the meeting is known before the actual date of the meeting so that everyone can arrive fully prepared. Meetings should have clear agendas which are published in good time and in accordance with the constitution of the group that is calling the meeting or the Council's own standards.

Before a meeting takes place the following preparations should happen:

- **Set time and date avoiding clashes with other meetings and commitments that some people may have (i.e. child minding/other caring needs, faith obligations etc).**
- Avoid starting evening meetings too early as this may cause problems for those arriving from work;
- Avoid finishing later than 9pm (especially in winter time);
- Try to keep meetings under 2 hours in total duration and allow breaks if necessary.
- **Book a meeting place ensuring it can hold the number of people expected to attend and is accessible.**
- **Draw up an agenda which includes the following items:**
  - Apologies for non-attendance;
  - Introductions (as necessary if new members/guests are present);
  - Minutes and matters arising;

- Report from delegates/representatives; (this is an opportunity for those attending other meetings or sub-groups to report back on what was discussed and to seek additional views to raise at the next sub-group meeting);
- Any Other Business.
- Publicise meeting date and location giving adequate/required notice.
- Send out agendas with any accompanying papers which need to be considered at the meeting. Ensure that papers are circulated (if possible by email and hard copy) in a timely manner, (if possible, a minimum of 10 working days before the meeting) so that they can be thoroughly considered before the meeting.

During a meeting the following should happen:-

- **The meeting should be chaired in a manner that allows for maximum involvement of all those present and entitled to take part.**
- The meeting should be minuted (or noted) to reflect the item under discussion and the action agreed for that item.
- The Chair should attempt to deal with all agenda items.
- An opportunity should be given for items to be raised which do not appear on the agenda (Any Other Business). (The Chair may ask for notice of these items at the start of the meeting and will be entitled to put off items to a later meeting, if there is insufficient time or the necessary people are not present to fully deal with the item at the present meeting\*.)

\*It is crucial that residents are able to suggest items for inclusion on the agenda. Therefore provision must be made within each group to allow for properly notified items to be dealt with.

<sup>3</sup> Official Hackney Homes' meetings are bound by the requirements of Hackney Council's Standing Orders.

## 7. STANDARDS

### Behaviour at meetings

- **The behaviour of all those present must comply with the Code of Conduct for meetings (see 7.2 below) and it is the Chair's responsibility to ensure compliance with the Code.**
- **If a vote is taken on an item or proposal, voting rights should be given according to the rules of the constitution of each particular group. (Voting, where this takes place, is usually carried out by a show of hands but may be conducted as a ballot with votes cast on paper where necessary.)**

After a meeting the following should happen:-

- **The minutes (or notes) should be prepared by the Secretary and signed off by the Chair before being published within the agreed timescales.**
- **Those responsible for carrying out actions points should ensure the agreed actions are carried out and should report completion to the appropriate person.**

### 7.2 Standards for Groups

#### Recognition by Hackney Homes

Any group wishing to be recognised by, and registered with, Hackney Homes must adopt the measures already described in this section as well as those detailed below. This is to ensure that all groups are organised in a fair, democratic and accountable way.

#### The Constitution

A Tenant and Resident Association will have a written constitution which contains the main 'rules' on how the Association will operate and who can take part. A Model Constitution (attached as Appendix 3) which contains the main required elements.

#### Code of Conduct

A Tenant and Resident Association will want to ensure that Association business is conducted in a way which shows respect for all those taking part whether as a member of the Association or as an invited guest. Any breach of the Code is initially dealt with by the committee of the Association but breaches can be reported to the Hackney Homes' Resident Participation Officer/Manager.

#### Equal Opportunities Policy

A Tenant and Resident Association must incorporate an Equal Opportunities statement, consistent with that of Hackney Homes, to ensure the views of all the residents in its area are represented.

#### Terms of Reference

The 'Aims of the Association' for each Tenant and Resident Association should usually be quite general allowing the Association a wide remit to be involved in anything affecting its immediate environment. However, other Groups within the consultation/involvement structure can be set up for a specific purpose.

#### Financial Records

As well as receiving support from Hackney Homes and Council sources, Tenant and Resident Associations may be able to receive funding from external funders\* because of the recognition given to them by Hackney Homes. Hackney Homes is under a duty to protect public money and to ensure funding is spent for the benefit of the intended recipients; therefore, Associations are required to keep a record of all funds and equipment they have received, the source from which it came and how the funds have been spent/equipment used.

Accounts should be independently audited. For Tenant and Resident Associations accounts this may be carried out by the Resident Participation Officer/Manager. For more complex accounts the auditing will need to be carried out by more qualified persons. Original receipts and bank statements should always be kept.

\*For further advice and assistance with funding options and grants contact the Resident Participation Section on 020 8356 7845

# 8. MANAGING THE COMPACT

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## 8. MANAGING THE COMPACT

In order to be effective, a Compact needs to be a live and relevant document. Keeping it live means that it needs to be monitored to ensure it is responding to residents' rights and needs. Keeping it relevant means ensuring that all those with rights and obligations know of its existence and use it to guide their housing activities; where no guidance currently exists, or existing guidance becomes out

of date, ensuring the Compact has the flexibility to be upgraded and reviewed.

### 8.1 Implementation

We will ensure that the Compact is well publicised.

Residents	Target Date	Hackney Council, Hackney Homes and Partners	Target Date
<ul style="list-style-type: none"> <li>• There will be a special feature in the residents' newsletter 'Hackney Homes';</li> </ul>	May 08	<ul style="list-style-type: none"> <li>• The Hackney Homes' Board will receive a presentation on the contents of the Compact;</li> </ul>	July 08
<ul style="list-style-type: none"> <li>• Every household in the borough will receive a summary of the Compact and each new tenant will be given a copy when they sign their tenancy agreement;</li> </ul>	Aug 08	<ul style="list-style-type: none"> <li>• The Compact will be made available on the staff intranet;</li> <li>• All Hackney Homes' staff and partners will receive a summary of the Compact;</li> </ul>	July 08 July 08
<ul style="list-style-type: none"> <li>• Copies of the full Compact will be available at libraries and housing offices and an electronic version will be available on the Hackney Homes' website;</li> </ul>	July 08	<ul style="list-style-type: none"> <li>• All councillors will receive a summary of the Compact;</li> <li>• All main service heads will receive a full copy of the Compact;</li> </ul>	July 08 July 08
<ul style="list-style-type: none"> <li>• Every Tenant &amp; Resident Association in the borough will be sent a full copy;</li> </ul>	July 08	<ul style="list-style-type: none"> <li>• Full presentations will be made to as many Hackney Homes' and partners' staff as possible, to ensure they fully understand its contents;</li> </ul>	On-going
<ul style="list-style-type: none"> <li>• All Neighbourhood Panels and the Resident Liaison Group will receive a presentation on the Compact.</li> </ul>	August 08	<ul style="list-style-type: none"> <li>• Staff will be briefed, as necessary, to implement the Compact.</li> </ul>	On-going



## 8. MANAGING THE COMPACT

### 8.2 Monitoring

Regular monitoring of the way the Compact is being implemented is essential to keep the Compact relevant and up-to-date and to ensure that it continues to meet residents' needs.

Hackney Homes will provide information about the future development of the Compact, including progress reports and requests for feedback, in future issues of Hackney Homes News and on the website: [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk).

Monitoring of the Compact will take place on a six monthly basis reporting back to the Resident Liaison Group. Monitoring forms will be distributed by the

Resident Participation Officer at the Enhanced TRA meeting and also sent out by the Compact Officer to all the tenant and resident groups in the borough and other resident representatives. The monitoring forms will be collated and the results presented to the Resident Liaison Group.

In addition, one annual meeting of the Resident Compact Review Panel will meet formally to review the content. Feedback from the six monthly reviews will also be presented to this Panel.

The Annual Review Panel will discuss the following (see table below):

Item	Action
<b>How the Compact is succeeding or failing in delivering increased involvement and decision making opportunities to residents;</b>	Make recommendations for changes in the Compact and for new Action Plan targets;
<b>Review and ensure the Compact remains relevant and up to date;</b>	Make recommendations for changes in the Compact
<b>How well items contained in the Compact's Action Plan are progressing;</b>	Advise of potential failings/Make recommendations for new Action Plan targets;
<b>To hear complaints regarding non-compliance with the Compact which have not been resolved by other methods*.</b>	Take action according to the Compact Complaint Procedure below*.

\*Hackney Homes and the Council's standard complaint procedure is not affected by the Compact and all residents retain the right to bring a complaint in the usual way if they so wish. Non-Compact related complaints can only be brought under Hackney Homes and the Council's standard complaints procedure.

Through the Hackney Homes' newsletter, the website, Tenant and Resident Association meetings and other promotions, individual residents will be given an opportunity to participate in the six monthly and annual Compact review. In this way, all residents will be given an opportunity to comment on the way the Compact is working and to propose changes needed.



**8.3 Dealing with Complaints and Disputes**

- i. All complaints should first be raised with those not complying with Compact obligations, to allow an opportunity for the complaint to be resolved at a local level;**
- ii. If the complaint is not resolved at a local level, it should be brought to the attention of the Hackney Homes’ Compact Officer who will raise the matter with the appropriate Neighbourhood Panel;**
- iii. The Panel will attempt to resolve/deal with the complaint, according to the methods available to it;**
- iv. If the complaint remains unresolved it will be referred for discussion at the next meeting of the Resident Liaison Group (subject to agenda restrictions).**

Neighbourhood Panels hearing complaints about Compact obligations will be able to take the following action according to the seriousness of the complaint (see table below).

If you feel that any part of the Compact is not being put into practice, please contact the Compact Officer (see Contacts Section). The Compact Officer will respond within 15 working days.

You may still use the Hackney Homes’ official complaints system for all complaints and comments about Hackney Homes’ Services. However, the above procedure covers complaints specifically within the terms of the Compact. If you need any more details, please phone the Compact Officer on 020 8356 2126, or email: [Faisal.Pirbhai@hackneyhomes.org.uk](mailto:Faisal.Pirbhai@hackneyhomes.org.uk)

Action	Details
Written direction to put matters right	The Neighbourhood Panel will direct that non-compliance must be rectified within a certain time period.
Formal letter to the Chief Executive	The Neighbourhood Panel will formally write to Hackney Homes’ Chief Executive (with a copy to the Cabinet Member for Neighbourhoods) detailing the area in which performance of Compact obligations has failed.
Referral to the Annual Review Panel	The Neighbourhood Panel will ask the Resident Liaison Group to add the complaint to the agenda of their next meeting and make a recommendation. (subject to agenda restrictions)

# 9. THE ACTION PLAN

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## 9. THE ACTION PLAN

### Key:

A – Substantial progress within 3 months of compact signing

B – Progress made and updated within 6 months

C – Ongoing work to be reviewed periodically

	Action	Who is leading	Category
1	Monitor the current review of the availability of meeting rooms/halls and the availability of resource centres	Housing Services Division	B
2	Set up Black and Minority Ethnic/hard to reach focus groups to explore methods of wider involvement	Resident Participation Section	A
3	Recruit and train mystery shoppers for all neighbourhoods	Service Development Section	A
4	Ensure that TRA database is up to date and all TRAs are properly registered	Resident Participation Section	C
5	Establish a Compact monitoring mechanism	Resident Participation Section	C
6	Encourage TRAs to increase the level of resident involvement (first year to concentrate on youth)	All Tenant and Resident associations	B
7	Develop the use of IT for the sharing/ dissemination of information to and between residents and resident groups	Hackney Homes/TRAs & Other Resident Groups	B
8	Encourage TRAs and Neighbourhood Panels to network with strategic partners such as the Police	Tenant and Resident Associations Resident Participation Section	C
9	Be aware of and bid for external resources e.g. Housing corporation Grants	Resident Participation Section	B
10	Actively work towards raising the number of resident groups in the borough	Resident Participation Section	C



# 10. CONTACTS AND FURTHER INFORMATION

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## 10. CONTACTS AND FURTHER INFORMATION

### 10.1 Resident Participation Team

All members of the Team are based at:

**Housing Services Division**  
**136-142 Lower Clapton Road**  
**London E5 0QJ**  
**020 8356 7845**



(L-R) Jennifer, Derek, Coralie, Mariarosa, Emmanuel, Debbie and Sam - Hackney Homes Resident Participation Officers (RPOs).

Details	Telephone Number	Email
<b>Resident Participation Manager</b> Faisal Pirbhai	020 8356 2126	Faisal.Pirbhai@hackneyhomes.org.uk
<b>Tenant Compact/Levy Officer</b> Gareth Peters	020 8356 3930	Gareth.Peters@hackneyhomes.org.uk
<b>Housing Youth Co-ordinator</b> Sonia Bradley	020 8356 6128	Sonia.Bradley@hackneyhomes.org.uk
<b>Principal TMO Officer</b> Vacant	020 8356 2131	
<b>TMO Officer</b> Alex Heslop	020 8356 6027	Alex.Heslop@hackneyhomes.org.uk

#### Resident Participation Officers

<b>NORTH EAST</b> Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>SHOREDITCH</b> Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>HOMERTON</b> Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
<b>QUEENSBRIDGE &amp; DEBEAUVOIR</b> Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
<b>NORTH WEST</b> Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk

# 10. CONTACTS AND FURTHER INFORMATION

## 10.2 Neighbourhood Housing Offices

Neighbourhood Housing Office	Service Provider	Address	Telephone	Opening Hours
<b>North East Neighbourhood</b>	Pinnacle	Clock House, 149 Stamford Hill London N16 5LG	020 8356 6500	Mon-Fri 9am-5pm
Estate Team Leader			020 8356 6534 or 6554	
Rents Team Leader			020 8356 6511	
<b>North West Neighbourhood</b>	Pathmeads	Stoke Newington Municipal Offices, Stoke Newington Church Street, London N16 0JR	020 8356 6151 or 6152	Mon-Fri 9am-5pm
Estate Team Leader			020 8356 5934	
Rents Team Leader			020 8356 6479	
<b>Homerton Neighbourhood</b>	Mouchel Group	92 Well Street, London E9 7JA	020 8356 7800	Mon-Fri 9am-5pm
Estate Team Leader			020 8356 7893	
Rents Team Leader			020 8356 3335	
<b>Queensbridge &amp; De Beauvoir</b>	Mouchel Group	31 De Beauvoir Road London N1 5SJ	020 8356 6600	Mon-Fri 9am-5pm
Estate Team Leader			020 8356 5943	
Rents Team Leader			020 8356 7842	
<b>Shoreditch</b>	Pinnacle	1 Copley Street, London N1 7PT	020 8356 6705	Mon, Tues, Wed, Fri 9am-5pm, Thurs 8.30am-7.30pm)
Estate Team Leader			020 8356 6275	
Rents Team Leader			020 8356 6731	

### 10.3.1 Hackney Council Contacts

Details	Telephone Number	Email
<b>Michelle Patterson - Performance &amp; Strategy Officer</b>	020 8356 7538	Michelle.Patterson@hackney.gov.uk

### 10.3.2 Council offices and libraries with public internet access points

Name	Address	Telephone Number
Clapton Library	Northwold Road, London E5 8RA	020 8356 1620
CLR James Library	24-30 Dalston Lane, London E8 3AZ	020 8356 1665
Hackney Central Library	Technology and Learning Centre, 1 Reading Lane, London E8 1GQ	020 8356 2542
Hackney Town Hall	Mare Street, London, E8 1EA	020 8356 3366
Homerton Library	Homerton High Street, London E9 6AS	020 8356 1690
Shoreditch Housing Neighbourhood Office (Pinnacle PSG Ltd)	Bletchley Court, 1 Cropley Street, London, N1 7PT	020 8356 6705/6715
Shoreditch Library	80 Hoxton Street, London N1 6LP	020 8356 4350
Stamford Hill Library	Portland Avenue, London N16 6SB	020 8356 2573
Stoke Newington Library	Stoke Newington Church Street, London N16 0JS	020 8356 5230/5231

### 10.4 Registered Tenant and Resident Associations

Name	Neighbourhood	Resident Participation Officers	Telephone Number	Email
Acton Estate TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Alden and Broadway TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Aspland and Marcon TRA	Homerton	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
Avenue House TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Banister House TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Beckers TRA	North East	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Beeholme & Casimir Community Assoc.	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Blackstone Estate TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Boscobel House TRA	Homerton	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
Burma, Arakan and Clissold TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Charles Square and Pitfield TA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Clapton Park TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Colville TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk

## 10. CONTACTS AND FURTHER INFORMATION

<b>De Beauvoir TRA</b>	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
<b>East Reservoir Residents Assoc.</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Fairbank Community Association</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Fawcett Estate TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Fellows Court TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Follingham Court TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Frampton Park TRA</b>	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
<b>Gascoyne 2 TA</b>	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
<b>Gooch House TRA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Gordon Lodge TRA</b>	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>Haberdasher Estate TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Harman Estate TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Hawksley Court TRA</b>	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>Holly Street Courtyard TRA</b>	Stoke Newington	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
<b>Holmleigh Road TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Hunsdon TRA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Jack Watts TA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Joseph Court TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Keir Hardie Estate TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Kingsland Estate TRA</b>	Queensbridge & De Beauvoir	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
<b>Landfield Estate TRA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Lea View House TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Lincoln Court TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Linzell TRA</b>	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
<b>Lister Court TRA</b>	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>Lockner &amp; Kingsgate Residents Assoc.</b>	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
<b>Lordship North TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Manor TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Mapledene Estate TRA</b>	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk

<b>Milton Gardens TRA</b>	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>Mountford Estate TRA</b>	Homerton	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Nelson Mandela TRA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Nightingale Partnership Residents Assoc.</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>North &amp; South Defoe TRA</b>	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>Nye Bevan TRA</b>	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
<b>Pond Farm &amp; Mildenhall TRA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Provost TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Radley Square &amp; Southwold TRA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Regents Estate TRA</b>	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
<b>Rhodes Estate TRA</b>	Stoke Newington	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
<b>Rowley Gardens TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Shellgrove Estate TRA</b>	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>Shepherds Market TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Sherrys Wharf TRA</b>	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
<b>Shrubland TRA</b>	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
<b>Smalley Road TRA</b>	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>Somerford &amp; Shacklewell TRA</b>	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>Springpark TRA</b>	North East	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>St Johns Estate TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>St Leonards Court TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>St Marys Estate TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Stanway TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Stonebridge Estate TRA</b>	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
<b>The Mount TRA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Tower Gardens TRA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>Trelawney TRA</b>	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
<b>Warburton &amp; Darcy TRA</b>	Queensbridge & De Beauvoir	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
<b>Webb Estate TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk

## 10. CONTACTS AND FURTHER INFORMATION

<b>Welshpool House TRA</b>	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
<b>Whiston &amp; Goldsmith TRA</b>	Queensbridge & De Beauvoir	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Wilton Estate TRA</b>	Queensbridge & De Beauvoir	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
<b>Woodberry Down North TRA</b>	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
<b>Wrens Park TRA</b>	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
<b>York Row TRA</b>	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
<b>Yorkshire Grove TRA</b>	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk

### 10.5 Tenant Management Organisations (TMOs)

<b>Name &amp; Address</b>	<b>Contact</b>	<b>Telephone</b>	<b>Email</b>
<b>Arden TMO, 16a Malcolm House, Arden Estate, Shoreditch, N1 6PN</b>	Angela Austin (Secretary)	020 7739 7075	anglinze@yahoo.co.uk
<b>Clapton Park TMO, The Housing Office, 4A Gilpin Square, E5 0HL</b>	Daren Willoughby	020 8356 6300	Daren.Willoughby@hackney.gov.uk
<b>Cranston South Estate TMO, 13 Daniell House, Cranston Estate, N1 5EH</b>	Karen Royce	020 7684 6873	Karen@cranstontmo.co.uk
<b>Downs Estate, 5 Kingsdown House, Downs Estate, Amhurst Road, E8 2AS</b>	Sharon Cadogan	020 7923 9053	demo.tmo@btconnect.com
<b>Lordship South TMO, 14 Lordship Grove, N16 0QA</b>	Jim Duke/ Beverley Gale	020 8211 8363	lordship_south@btconnect.com
<b>Suffolk Estate TMO, The Housing Office, Welshpool Street, E8 4PF</b>	Griffith Quartey	020 7923 3774	Griffith@suffolktmo.co.uk
<b>Tower TMO, Grange Court, 355 Queensbridge Road, E8 3JB</b>	Simon Bertrand (Chair)	020 7254 8314	Kenneth.Gilmour@hackney.gov.uk
<b>Wenlock Barn TMO, Wenlock Barn, Shoreditch, N1 7NX</b>	George Varughese	020 7253 2371	george.wenlock@btconnect.com
<b>Wick Village TMO, Anchor House, 25 Meadow Close, Wick Village, E9 5NZ</b>	Andriy Shulga	020 8533 4311	andriy.shulga@wickvillagetmc.co.uk
<b>Wyke Estate TMO, Estate Office, 10 Wick Road, E9 5AZ</b>	Christine Arach	020 8533 6077	christine@wykehousing.com

## 10.6 Borough-wide Groups

Details	Contact	Telephone	Email
<b>Asian Women's Group</b>	Coralie Francis	020 8356 8149	Coralie.Francis@hackneyhomes.org.uk
<b>Black and Minority Ethnic Groups</b>	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
<b>Borough-wide Leaseholder and Freeholder Forum</b>	Pat Ronayne	020 8356 2146	Pat.Ronayne@hackneyhomes.org.uk
<b>Disability Forum</b>	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
<b>North East Leasehold Association</b>	Diana Patience Otieno	020 8356 6573	Diana.Otieno@hackneyhomes.org.uk
<b>Street Property Sounding Board</b>	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
<b>Youth Committee/Youth Parliament</b>	Sonia Bradley	020 8356 6128	Sonia.Bradley@hackneyhomes.org.uk

## 10.7 Other Organisations

### Tenant Participation Advisory Service (TPAS)

5th Floor  
Trafford House  
Chester Road  
Manchester  
M32 0RS

Telephone: 0161 868 3500

Email: [info@tpas.org.uk](mailto:info@tpas.org.uk)

Website: [www.tpas.org.uk](http://www.tpas.org.uk)

### TPAS Freephone advice line: 0500 855111

This is a Freephone advice line for tenants providing independent advice and information on all aspects of tenant involvement. Hackney Homes is a full member of TPAS and tenants are entitled and encouraged to make full use of the services they offer. Visit their website for up to date information on training, conferences and information sheets to download.

### The National Tenants Resource Centre

Trafford Hall  
Ince Lane  
Wimbolds Trafford  
Chester  
CH2 4JP

Telephone: 01244 300246

Website: [www.traffordhall.com](http://www.traffordhall.com)

Funded by the Government, this is an independent organisation which offers a wide range of useful and informative residential courses to help tenants become actively involved in their estates and communities.

### Tenant and Residents Organisation of England (TAROE)

41-42 Estate Building  
Railway House  
Huddersfield

The following guides are also available:

Information	Produced by
<b>Tenant Start-up Resource Pack</b>	Resident Participation Team
<b>Tenant Handbook</b>	Service Development Team
<b>Leaseholder and Freeholder handbook</b>	Leasehold & Right to Buy Team

# APPENDICES

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# APPENDICES

## Appendix 1

## Explanation of Terms

<b>Action Plan(s)</b>	Plan which identifies areas targeted for improvement over a twelve month period.
<b>Arms Length Management Organisation (ALMO)</b>	Responsible for the housing management services of the local authority owned stock.
<b>Best Value Performance Indicators (BVPI)</b>	Key service areas identified by the Audit Commission, against which all Councils and Arms Length Management Organisations have to report performance on an annual basis.
<b>Best Value/service reviews</b>	A duty to deliver services to clear standards – covering both cost and quality – by the most economic, efficient and effective means available.
<b>Constitution</b>	The written set of rules that must be followed to ensure that organisations are run properly and effectively.
<b>Compact</b>	An agreement, which states standards for how Hackney Homes will consult residents and how they can get involved in decision making.
<b>Diversity</b>	Understanding, celebrating and valuing the diversity of the community and of staff; appreciating and valuing differences in individuals' life experiences, skills and perspectives.
<b>Equality</b>	Ensuring that all Hackney Homes' services meet the needs and aspirations of all service users; that services are provided in a fair and equitable way and are accessible to all.
<b>Estate Walkabouts/ 184 Inspections</b>	Look at areas of concern to local residents. Attended by Individual residents and representatives from tenants and residents associations, neighbourhood panels, along with local councillors and officers.
<b>Focus Group</b>	One-off sessions of small gatherings, usually of up to twelve tenants, designed to gather information on specific issues.
<b>Hackney Homes' Board</b>	Main decision makers for Hackney Homes.
<b>Hackney Homes' Model Constitution</b>	Approved set of 'guidelines' to which a TRA agrees to work.
<b>Hackney Homes News</b>	Monthly newsletter produced by Hackney Homes, containing news and information for residents and their families.
<b>Housing Management</b>	The range of housing services provided by Hackney Homes, including re-letting empty homes, rent collection, repairs, tenancy advice and estate services.
<b>Lead person or officer</b>	The main person responsible for overseeing work or consultation we carry out. S/he will be the person to contact if you have any questions or complaints.
<b>Leaseholders</b>	Tenants who live in flats or maisonettes that they have bought from Hackney Council for a specific period of time - (usually for 125 years)
<b>Minutes</b>	Formal record of meeting discussion and agreed actions.
<b>Service Standards</b>	An agreed level of service or support that residents and staff are guided by.
<b>Street Properties</b>	Properties that are not within the boundaries of an estate.
<b>Resident Involvement</b>	Residents getting involved and having a say in the way services are provided.
<b>Resident Liaison Group</b>	Borough-wide organisation representing the interests of residents and residents associations.
<b>Reading Panel</b>	Provides feedback on Hackney Homes' literature.
<b>Tenant and Residents Organisation of England (TAROE)</b>	A national organisation representing the views of tenants. Run by tenants for tenants.
<b>Tenants and Residents Associations (TRA)</b>	Tenants (including Leaseholders and Residents who pay service charges) who live in an area who have formed a group to deal with issues of mutual interest. (Often known as a Tenant and Resident Association - TRA). TRAs often also organise different community activities for members.
<b>Tenant Participation Advisory Service (TPAS)</b>	A national organisation dedicated to tenant involvement, offering training and support for individual tenants and tenant organisations.

# APPENDICES

## Appendix 2 Hackney Homes' Model Constitution

### Model Constitution

#### NAME

1. The Association shall be known as the XXXX Tenants and Residents Association, hereafter referred to as the Association.

#### OBJECTIVES

2. The objectives of the Association shall be:
  - To promote the exercise of residents' rights and the maintenance and improvement of their housing conditions, amenities and environment;
  - To provide facilities for recreation and amenity and to encourage a community spirit;
  - For the furtherance of these objects to represent the interests of residents in consultation with the local authority and other bodies;
  - To promote equal opportunities by being positively committed to opposing all direct and indirect discrimination in all its activities and services.
3. This Authority therefore seeks to implement a programme of positive action to make this fully effective, by ensuring no member receives less favourable treatment on the grounds of race, colour, gender, marital status, ethnic or national background, sexual orientation, disability, education, religious belief, political belief, trade union activity, dependency, unrelated criminal conviction or unemployment.
4. The Association shall have the power to affiliate to any body whose objects may be of benefit to its membership.
5. Monies raised by or on behalf of the Association shall only be applied in furtherance of the objects of the Association.

#### MEMBERSHIP

6. Membership shall be open to all residents living in XXXX.
7. It shall be a condition of membership that members at all times conduct themselves in a reasonable manner at meetings or in premises used by the Association. Any member may be excluded for breach of this condition, or for any other conduct contravening the objects of the Association, by a majority of those present and voting at any Committee or General Meeting. Any member so excluded shall have a right to appeal to the following General Meeting.

#### CONDUCT OF BUSINESS

8. The business of the Association shall be conducted by a Committee elected at each Annual General Meeting, which shall consist of a Chairperson, Treasurer, Vice-Chairperson, Secretary and not less than five other members. No two or more officers shall be elected from the same household.
9. Elected councillors of the landlord authority shall not be eligible for election as officers of the Association, nor shall they represent the Association in its dealings with the Council or any other body.
10. The election or removal of officers or Committee members may only be carried out by a General Meeting of the Association. The Committee may temporarily fill any vacancy arising among the officers of the Association from its other members until the next General Meeting of members.

#### COMMITTEE MEETINGS

11. The Committee shall meet as necessary and not less than XXXX times in each year. Committee Meetings shall be open to any member of the Association wishing to attend who may speak but not vote.

#### GENERAL MEETINGS

12. Not less than four of the Committee's meetings shall be General Meetings of the Association open to all members to speak and vote. The decisions of General Meetings of the Association shall be binding on the Committee. All decisions shall be taken by a simple majority of members present and voting. All members shall be given not less than fourteen days' notice of any General Meeting.

#### ANNUAL GENERAL MEETINGS

13. The Committee shall call an Annual General Meeting of the Association each year in the month of January. Not less than 28 days notice of the Annual General Meeting shall be given to all members.

At this meeting:

- the Committee shall present an annual report of the Association;
- sub-committees shall present an annual report and accounts of their activities;
- the Committee shall present the audited accounts of the Association for the previous year;

- the Officer, Committee and Auditor for the next year shall be elected;
- any proposals submitted to the Secretary in writing not less than seven days in advance of the meeting shall be discussed.

### **SPECIAL GENERAL MEETING**

14. The Secretary shall call a Special General Meeting at the request of a majority of the Committee; or on receipt of a written petition by not less than XXXX members of the Association giving reasons for their request. The Secretary shall give not less than seven days' notice of the holding of a Special General Meeting, which shall take place within 21 days of the receipt of the request or petition.

### **QUORUM**

15. The quorum for Committee Meetings of the Association shall be one-third of its elected membership or XXX members whichever is the lesser.

### **NOTICE OF MEETINGS**

16. Notice of all meetings where required shall be sent to each member's dwelling and shall include the date, time and place of the meeting and an Agenda of matters to be discussed.

### **SUB-COMMITTEES**

17. The Committee may appoint such sub-committees as may be required to carry out the activities of the Association. Such sub-committee shall agree in advance the terms of reference of any sub-committee, which may then act and apply any finance raised by itself or on its behalf only within those terms.
18. Where any sub-committee is to continue in existence beyond the Annual General Meeting following its appointment, its members shall submit themselves for re-election at that meeting and annually thereafter.
19. All sub-committees shall keep proper accounts of income and expenditure, and a proper record of all meetings, and shall report on them or deliver them up as required by the Committee or General Meeting.
20. The Committee or General Meeting may dissolve any sub-committee whereupon the accounts, records and assets, financial and otherwise of the sub-committee shall pass into the hands of the committee.

### **DUTIES OF OFFICERS**

21. THE CHAIRPERSON (or in his/her absence the Vice-Chairperson or other Committee Member) shall conduct the meetings of the Association.
22. THE TREASURER shall open and maintain a banking account in the name of the Association. All cheques shall be signed by the Treasurer and one or two other Committee members nominated by the Committee as signatories. The Treasurer shall keep proper accounts of income and expenditure and report on them or deliver them up as required by the Committee or General Meeting. Such accounts shall be audited by a qualified accountant or a non-member of the Association appointed by the membership at the Annual General Meeting.
23. THE SECRETARY shall be responsible for the convening of all meetings and the giving of the prescribed notice to members. She/He shall ensure that a proper record is kept of all meetings of the Association its Committee and sub-committees in the form of minutes; and shall deliver up such records as required by the Committee or General Meeting. The Secretary shall permit the minutes to be examined on receipt of not less than 7 days notice by any 2 members of the Association.
24. Any member(s) or Officer(s) delegated to represent the Association in consultation with any other body shall act on the instructions of the Association and shall report back to the following Committee or General Meeting, whichever is the sooner. Only Full Members of the Association shall be delegated to consult with the local authority on matters of housing management.

### **ALTERATIONS TO CONSTITUTION**

25. Any proposal to alter this Constitution must be submitted to the Secretary of the Association not less than 28 days before the meeting at which it is to be discussed. Not less than 14 days notice shall be given of such a meeting, together with the wording of the proposed alteration(s). Any alteration shall require the approval of two-thirds of those present and voting at the meeting.
26. If the Committee, or if a Committee no longer exists, any ten members of the Association, shall decide that the Association should be dissolved, they shall give at least 14 days notice to all those eligible for membership of a meeting at which the matter shall be discussed. For the

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sole purpose of dissolution a quorum need not apply, and the Association may be dissolved by a two-thirds majority of those present. The assets, financial and otherwise, remaining when

the Association has satisfied its liabilities, shall be applied for such purposes of benefit to the community as the meeting shall decide.

**Name of Tenants & Residents Association:**

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**Signed**

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**Position**

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**Date**

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## Appendix 3 Hackney Homes Consultation Strategy

### Hackney Homes Consultation Standards

Hackney Homes has standards for how all public consultations are conducted.

Hackney Homes will:

1. Seek to involve the widest spectrum of residents in our consultations. We will undertake equalities monitoring to ensure all residents have the opportunity to participate.
2. Recognise the particular needs of faith groups, residents who don't speak English as a first language and people with physical or learning disabilities. This will include arranging interpreters where appropriate and using induction loops in meeting rooms. We will ensure all venues selected for focus groups and consultations are DDA compliant.
3. Explain why we are consulting people and how we are going to take account of their views.
4. Provide background material where appropriate and use plain language in all consultation documents. All consultation documents will include a translation strapline to provide the opportunity for people to have the information in a different language, large print or Braille.
5. Explain which people and groups are being consulted and why they have been selected (for example: this proposal especially affects young people or people living in Shoreditch)
6. Ensure that the consultation process is understood by all involved and that consultees are provided with an accurate expectation of what their participation will lead to.
7. Provide the name and contact phone number for someone who can answer questions about the consultation.
8. Describe how we will consult on an issue. For example, a public meeting, postal survey, electronic survey, conference, telephone interview.
9. Organise consultation in ways that are convenient and accessible to the people whose views we are seeking.
10. Ensure information we provide is honestly interpreted.
11. Report back to the public what they've told us during the consultation and what we've done as a result.
12. Act on the findings to improve services, programmes and policies and the quality of housing for local residents.
13. Abide by the provisions of Data Protection legislation regarding information collected.
14. Use competent and trained staff or contractors to carry out the consultation.
15. Publish a list of forthcoming consultations on the Hackney Homes website and include details in the Hackney Homes News and Hackney Today.

If you would like to receive a copy of the full Hackney Homes Consultation Strategy, please contact our Resident Participation Team on 020 8356 7845.

**This is the Resident Participation Compact. The aim of the Compact is to give all residents a greater say in the way Hackney Homes services are provided and to offer the widest range of opportunities for involvement. If you would like a translation of this document please call the Housing Contact Centre on 020 8356 3691 or tick the appropriate box and return this form to the freepost address below.**

**Bengali**

এটা হলো রেসিডেন্ট পার্টিসিপেশান কম্প্যাক্ট বা আবাসিকদের অংশগ্রহণ সংক্রান্ত একটা চুক্তি। এই চুক্তির লক্ষ্য হলো যেভাবে হ্যাকনি হোমস এর সেবাগুলি প্রদান করা হয় সে সম্পর্কে সকল আবাসিকদের আরও বেশী করে বক্তব্য বলার অধিকার প্রদান করা এবং জড়িত হওয়ার জন্য তাদেরকে অত্যন্ত ব্যাপকভাবে স্বেচ্ছাধি প্রদান করা। যদি আপনার এই দলিলের অনুবাদের দরকার হয় তাহলে অনুগ্রহ করে 020 8356 3691 নম্বরে হাউজিং কন্টাক্ট সেন্টারকে ফোন করুন অথবা উপযুক্ত বাস্তবে টিক দিন এবং এই ফর্মটি নিচের ফ্রীপোস্ট (ডাক টিকেট লাগবে না) ঠিকানায় ফেরত পাঠান।

**Somali**

Kani waa Compact-ga ka Qaybqaadashada Deganayaasha (Resident Participation Compact). Danta laga leeyahay Compact-ga waa in ay deganayaashu door-libaax ka ciyaaraan sida loo bixiyo adeegyada Hackney Homes iyo in la siiyo fursado ballaaran oo ay uga qaybqaadanayaan. Haddii aad jeclaan laheyd dokumeentigan oo tarjuman fadlan ka wac Xarunta Xiriirka Guriyeynta (Housing Contact Centre) halkan 020 8356 3691 ama sax godka ku haboon foomkana ku soo dir boostada bilaashka ah ee cinwaanka hoose.

**French**

Voici le plan Compact de Participation des Résidents (Resident Participation Compact). Le but du Compact est de donner la parole aux résidents pour décider la façon dont les services publics de Hackney Homes sont dispensés et d'offrir beaucoup plus d'opportunités pour participer. Si vous désirez une traduction de ce document appelez le Centre de contact de la cité (Housing Contact Centre) au 020 8356 3691 ou bien cochez la case appropriée et renvoyez le coupon à l'adresse port payé ci-dessous.

**Spanish**

Este es el Contrato de Participación para Residentes (Resident Participation Compact). El propósito de este contrato es dar a todos los residentes una mayor voz en el modo en que se proporcionan los servicios de Hackney Homes y ofrecer el máximo de oportunidades de participación. Si desea una traducción de este documento, llame al Centro de Contacto de Vivienda (Housing Contact Centre) al 020 8356 3691 o marque el símbolo tick (✓) en la casilla adecuada y reenvíe el formulario a la dirección de freepost que aparece abajo.

**Kurdish**

Ev dokument, Peymana Tevlêbûna Niştecîh e. Armanca Peymanê ew e ku li ser awayê pêşkêşkirina xizmetên Hackney Homes bêtir mafê gotinê bide hemû niştecîhan û ji bo tevlêbûnê derfetên herî pîrcure pêşkêş bike. Heke hun wergerandina vê dokumentê dixwazin, ji kerema xwe telefon bikin bo Navenda Têkiliyê ya Karûbarên Xanî li 020 83563691, an jî qutîka minasib îşaret bikin û vê formê ji navnîşana posta bêpere ya jêrîn re bişînin.

**Turkish**

Bu, Kiracı Katılımı Sözleşmesi'dir. Sözleşmenin amacı Hackney Homes hizmetlerinin sunuluş şekliyle ilgili bütün mukimlere daha fazla söz imkanı vermek ve katılım için en geniş yelpazeli imkanlar sunmaktır. Bu dökümanın tercümesini isterseniz, lütfen 020 8356 3691'den Konut İşleri İlişki Merkezi'ne telefon edin veya uygun kutuyu işaretleyerek, bu formu aşağıdaki ücretsiz posta adresine gönderin.

**Polish**

Mają Państwo w ręku porozumienie w sprawie współdziałania mieszkańców (Resident Participation Compact). Ma ono na celu zwiększenie wpływu opinii mieszkańców na usługi świadczone przez firmę zarządzającą Hackney Homes oraz zaprezentowanie szerokiego wachlarza możliwości zaangażowania się w jej prace. Jeżeli zechcą Państwo uzyskać tłumaczenie tego dokumentu, prosimy o kontakt z Punktem Informacji dla Mieszkańców (Housing Contact Centre) pod numerem 020 8356 3691 lub o zaznaczenie odpowiedniego pola na tym formularzu i odesłanie go bezpłatnie na adres podany poniżej.

**Vietnamese**

Đây là Thỏa Thuận Tham Gia (Resident Participation Compact) của Cư Dân, Thỏa Thuận này nhằm mang đến cho tất cả cư dân có nhiều quyền quyết định hơn về phương cách mà các dịch vụ của Hackney Homes được cung cấp và cung cấp nhiều cơ hội nhất cho việc tham gia này. Nếu quý vị muốn có bản dịch của tài liệu này, vui lòng gọi đến Trung Tâm Liên Lạc Nhà Ở (Housing Contact Centre) qua số 020 8356 3691 hoặc đánh dấu chọn vào ô thích hợp và gửi lại mẫu đơn này đến địa chỉ miễn bưu phí bên dưới.

**Urdu**

یہ سکونت پذیر شراکتی معاہدہ (Resident Participation Compact) ہے۔ اس معاہدے کا مقصد ہیکنی ہومز کے ذریعہ فراہم کی گئی خدمات کے طریقے کے بارے میں تمام سکونت پذیر لوگوں کو زیادہ اظہار خیال اور شمولیت کے لئے وسیع ترین قسم کے مواقع کی پیش کش کرنا ہے۔ اگر آپ کو اس دستاویز کا ترجمہ چاہئے تو برائے مہربانی اقامت کاری رابطہ مرکز (Housing Contact Centre) کو 020 8356 3691 پر کال کریں یا مناسب خطیے پر نشان لگائیں اور اس فارم کو ذیل کے مفت ڈاک پیسے پر واپس بھیج دیں۔

**Chinese**

這是居民參與合同 (Resident Participation Compact)。合同旨在給所有居民就哈克尼之家服務的提供方式以更多的發言權，並為其提供最廣泛的參與機會。如果您想要這份檔的翻譯，請撥打住房聯繫中心 (Housing Contact Centre) 電話 020 8356 3691 或在相應的方框中打勾並 將此表格寄回到以下免郵資地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

**In large print**  **In Braille**   
**On Disk**  **On audio tape**   
**In another language, please state:**

Name:   
Address:   
Tel:

**Return to:** Resident Participation Team, FREEPOST NAT21828, Hackney Homes, 136-142 Lower Clapton Road, London E5 OQJ