



RESIDENT INVOLVEMENT POLICY

1 INTRODUCTION

- 1.1 The purpose of this policy is to enable as many residents as possible to comment and get involved in shaping the Associations services. By adopting a customer focused approach service delivered will be what people want and they will feel they can have a real say in decision making. The recent tenants survey suggested that satisfaction levels are still high however, satisfaction will not stay still and service must continually improve.

2 POLICY STATEMENT

CONTEXT

- 2.1 The Association has a range of legislation with which it must comply. This Policy has been formulated with consideration and regard to legislative and regulatory requirements, as well as internal documents, as follows:

Internal

- Complaints Policy
- Equality and Diversity Strategy
- Supported Housing Policy

External

- What Tenants Want
- Housing Corporation Involvement Policy for the Social Housing Sector 2004
- Disabilities Discrimination Act 1995 and 2005
- Data Protection Act 1998
- Regulatory and Investigatory Powers Act 2000
- Human Rights Act 1998
- Housing Act 1996
- CRE Code of Practice on Racial Equality in Housing
- The Housing Corporation Good Practice Notes 4 & 8
- Housing Corporation Regulatory Code
- Audit Commission Key Line of Enquiry (KLOE) 5: Resident Involvement

ASSOCIATION STANCE

DEFINITIONS

ASSOCIATION APPROACH

The Association has a comprehensive approach to involving residents and stakeholder in service delivery and other management issues which affect them. Over the last 12 months a strategy has been produce in conjunction and with input from residents which enables involvement in areas of interest and in a way to suit individual tenants. Training will be made available to tenants to enable them to get involved in ways that interest and suit them. The association has developed a “menu of option for involvement” which is promoted in a service leaflet.

- Board Membership
- Residents Forum
- Service Review Groups
- Repairs Review Group
- Editorial Panels
- Surveys and questionnaires
- Residents Day
- Area Inspections
- Estate Surgeries
- Satisfaction surveys
- Residents Day
- Newsletters

CODE OF CONDUCT

The purpose of the Code of Conduct is to set standards to which tenants must adhere to when they become involved with the Association staff.

Staff have legislation and regulation which must be adhered to when performing their duties.

The principle behind the legislation is that Association staff, tenants and close relatives of both should not personally benefit in any way from their involvement with the Association.

It is the duty of all residents to ensure their conduct complies with the Code. Residents will be provided with sufficient training and information to enable them to discharge their responsibilities.

The Association may exclude any resident for deliberate or frequent breaches of the Code.

Conflicts of interest:

Residents must not expect favourable treatment by the Association staff, nor should they be treated any less favourably eg. completion of a repair or allocation of a property.

Residents must inform the panel if they have a close relative who might gain advantage from the change; or if they have an interest in a contractor whose work is being discussed). Individual residents may be asked to abstain from discussion and decisions about an item in which they have an exclusive, financial or material interest.

General Conduct:

Residents will be courteous to each other and support and assist other members in seeking the best possible solutions to problems being discussed, allowing each other the opportunity to speak and comment.

Residents should remember that the purpose of the involvement is to benefit residents in general and not specific individuals.

Residents shall at all times conduct themselves in a reasonable manner. Racist, sexist, abusive or other offensive remarks or behavior will not be tolerated.

Residents must strive for good relationships between staff and must be supportive and non – critical of each other.

Discrimination:

Discriminatory language will not be used in discussions. All those who attend meetings have the right to be treated with dignity and respect, regardless of their race, colour, ethnic or national origins, politics, nationality, gender, marital status, age, sexuality, religion, or any other matter, which causes people to be treated with injustice.

Agreement:

All residents should agree to abide by the Code of Conduct and failure to do so will result in the member being asked to resign.

Cosmopolitan has an obligation as a social landlord to investigate any breach of tenancy agreement or the Code of Conduct by a tenants. Should any tenants involvement in a consultation be compromised because of an investigation by Cosmopolitan or any other public agency, they will be expected to stand down pending the outcome of the investigation.

3 RESPONSIBILITY

- 3.1 Overall responsibility for implementation of this policy lies with the Operations Director.
- 3.2 The Resident Involvement Coordinator is responsible for application of this policy and procedure, monitoring performance, identifying shortfalls and recommending action to rectify situation as applicable.
- 3.3 Day to day operation of this policy is the responsibility of all staff within the Association but in particular, Resident Involvement Officers.

4 CONSULTATION

- 4.1 The Association will consult on a 3 yearly basis with the Local Authority, outside agencies and benchmarking groups to promote continuous improvement and develop good practice in this policy in addition to making changes as a result of legislation or regulation.
- 4.2 Prior to making any changes to this policy the Association will consent and consider the view of:
 - All relevant staff
 - Senior Management Team
 - Tenants Forum
 - Board of Management
 - Residents Associations, Tenants Groups, individual interested tenants
 - All relevant outside agencies

5 POLICY REVIEW

- 5.1 The Association will formally review its Resident Involvement Policy on a 3 yearly basis. The review will follow the principles of the Association's formal Best Value Review Framework.
- 5.2 Findings and recommendations will be presented to the Association's Board of Management after the views of the Forum have been considered. Each review will be carried out by a review team.
- 5.3 Progress reports will be made to the Board of Management and Forum, to enable monitoring against strategic aims and objectives and agreed performance indicators. Performance data will be included in the Annual Report to tenants.
- 5.4 The Association aims to include in the Team representation from tenants, staff, outside agencies / RSLs and Board Members.

6 TRAINING

6.1 The Association will provide all staff responsible for implementing this policy with comprehensive training.

6.2 Training will be given:

- to new staff
- to existing staff on an annual basis as a refresher/update
- to all relevant staff after changes to policy/legislation
- to relevant outside agencies
- at any other time as identified by the Operations Director, Team Leaders, or Group Policy and Performance Manager

7 ASSOCIATED DOCUMENTS

7.1 The Association has related relevant policies in the following areas:

- Vulnerable Tenants Policy
- Allocations Policy
- Repairs Policy

8 POLICY REVIEW DOCUMENT

Policy Title	Resident Involvement Policy
Dated Created	11 January 2004
Review Period	3 Years
Previous Review	N/A
Review Committee	Board of Management
Version	1
Date last amended	11 th January 2007
Authorised by	Board of Management
Date of last review	January 2007

Date of next review	January 2010
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