

Nottingham City Homes Tenant and Leaseholder Participation Compact 2007- 2010
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GLOSSARY OF TERMS

In this Tenant and Leaseholder Compact, the following words have the meaning as set out below:

Compact	The agreement between council tenants and leaseholders, Nottingham City Homes and Nottingham City Council that describes the framework for tenant and leaseholder involvement across Nottingham (see page 3)
Tenant	Any person who rents their home from the Council (Nottingham City Council)
Leaseholder	Any person who has bought their council flat or maisonette and continues to pay a service charge to Nottingham City Council
The Council	Nottingham City Council
The ALMO	Nottingham City Homes, the Arms Length Management Organisation set up by the Council to manage the Council's housing
Nottingham City Homes (NCH)	The Arms Length Management Organisation who manages the Council's Housing
Nottingham Tenants' and Leaseholders' Congress (TLC)	The City-wide recognised representative tenant and leaseholder organisation who NCH consults and involves in setting and monitoring service standards and performance
Area Panel	Formally recognised and constituted consultative body covering each of NCH's housing management areas made up of individual tenants and leaseholders and recognised representatives of council tenants and leaseholders.
NCH Residents' Link	Details held on a data base of any council tenants and leaseholders who are interested in taking part in any of the opportunities offered in this Compact for getting involved in any housing or related services
Supported Housing	Housing in which the resident receives support to enable them to live independently in the community. Often provided specifically to meet the needs of particular groups e.g. young people leaving care
National Framework for Tenant Participation Compacts	Guidance produced by CLG to help councils and tenants agree and implement effective arrangements for tenant involvement in their area
Tenant Management Organisation (TMO)	A tenant-controlled organisation, set up under the statutory 'Right To Manage', where tenants take over the management of their homes and estates
The Audit Commission	The government body that inspects and assesses the performance of local authorities, ALMOs and housing associations
CLG	Communities and Local Government, the Government Department whose responsibility includes Housing

Introduction to our Compact for 2007 – 2010

Our Agreement

This is our new, revised, Compact for 2007-2010, developed with input from tenants and leaseholders and help from representatives of Tenants' and Residents' Associations across Nottingham. This Compact is a formal agreement between Nottingham City Council, the Council's tenants and leaseholders, and Nottingham City Homes, the Arms Length Management Organisation set up in 2005 to manage around 30,000 homes owned by Nottingham City Council. It sets out our agreed vision, aims, and objectives for involving tenants and leaseholders in all aspects of their housing service.

Our Vision for Tenant and Leaseholder Involvement

Our vision is for an open, honest, partnership based on trust and mutual support between tenants and leaseholders, NCH and NCC to deliver good quality, customer-focussed services with tenants and leaseholders fully involved in management, maintenance, and the decisions affecting their homes and surrounding environment to deliver sustainable communities and places people are proud to live in.

Quotes: NCH, NCC, Tenants Rep

Our Aims and Objectives

Our aim is to have a housing service where all tenants and leaseholders, irrespective of race, religion, culture, nationality, ethnic background, colour, disability, gender, sexuality, age, literacy or income level, have meaningful opportunities to be involved as respected partners in influencing, developing and improving services in their local areas and across Nottingham

Our objectives are to:

- Build trust and develop effective partnership working of tenants and leaseholders with all NCH staff and Board Members and staff and Elected Members of Nottingham City Council in order to deliver customer focussed services
- Improve communication between NCH, NCC, tenants, leaseholders and other key stakeholders and ensure that good quality information and feedback is provided for all staff, tenants, leaseholders, and tenants' representatives
- Ensure that all tenants and leaseholders are able to have a say in issues which affect their homes, the surrounding environment and their local community
- Promote success and deliver tangible results that reflect the feedback, views and priorities of tenants and leaseholders
- Provide the widest possible range of opportunities to enable as many tenants and leaseholders as possible to get involved in the issues that affect them where they live
- Promote community cohesion by providing opportunities for people of different backgrounds to work together to improve services
- Provide good quality support, including training for staff, tenants, and leaseholders, and clearly defined arrangements and structures to enable tenants to become effectively involved at a level and in a way that they choose
- Support tenants and leaseholders who wish to manage themselves either wholly through a Tenant Management Organisation or partly through Local Management Agreements

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Section One: Opportunities for Getting Involved

Nottingham City Homes wants to offer all tenants and leaseholders as many opportunities, both formal and informal, as possible to get involved across the full range of housing services and wider issues that affect tenants and leaseholders. NCH will work in partnership with Nottingham City Council and tenants and leaseholders, and representatives of tenants and leaseholders across Nottingham, to make sure that all the arrangements for involvement work effectively and meet tenants' and leaseholders' priorities for getting involved and influencing decisions. The following table shows the range of housing services that the Nottingham City-wide Compact covers and the main ways in which tenants, leaseholders and other residents can be involved in each service.

Service	How tenants & leaseholders can get involved	Who can be involved
Housing policy and strategy	<p>Nottingham-wide City-wide surveys and questionnaires</p> <p>Working Groups</p> <p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholder Forum, Sheltered, and Supported Housing Forums</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and NCH staff and Board Members)</p> <p>All tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholders representatives, residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham</p>

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<p>Options for housing improvement & investment</p>	<p>Nottingham-wide Surveys and questionnaires</p> <p>Working Groups</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, Sheltered, and Supported Housing Forums</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p> <p>Local level Local discussion sessions Open meetings 'Open Days' & 'Fun Days'</p> <p>Tenants and Residents' Associations (TARAs)</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All Council tenants and leaseholders Members of the TARAs and all residents All residents</p> <p>All residents who are members of TARAs</p>
<p>Capital and renovation programmes</p>	<p>Nottingham-wide City-wide surveys and questionnaires</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, Sheltered, and Supported</p>	<p>All council tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and</p>

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	<p>Housing Forums</p> <p>Young People’s Forum BME Forum Disability Forum</p> <p>Repairs and Major works Forum</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents’ Associations Open meetings ‘Open Days’ & ‘Fun Days’ (including exhibitions)</p>	<p>residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives nominated by TARAs and Area Panels</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All residents All residents</p>
<p>Regeneration and improvement programmes</p>	<p>Nottingham-wide City-wide surveys and questionnaires</p> <p>Nottingham Tenants’ and Leaseholders’ Congress</p> <p>Leaseholders’ Forum, Sheltered, and Supported Housing Forums</p> <p>Young People’s Forum BME Forum Disability Forum</p> <p>Area level Area Panels (and links to NCC Area</p>	<p>All council tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants’ and Leaseholders’ Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers</p>

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	<p>Committees)</p> <p>Local level Neighbourhood Forums Estate Focus Groups Tenants and Residents' Associations Recognised Local Contacts Open meetings 'Open Days' & 'Fun Days' (including exhibitions) Regeneration partnership groups Local 'Action Projects'</p>	<p>and Councillors)</p> <p>All residents, Cllrs and key stakeholders Council tenants and leaseholders All residents who are members of TARAs All tenants who are recognised as 'contacts' All residents Representatives of all residents and all other key partners All residents</p>
<p>Budgets, finance, rent-setting</p>	<p>Nottingham-wide City-wide surveys and questionnaires</p> <p>Working Groups</p> <p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholder Forum, Sheltered and Supported Housing Forums</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Rent Panel</p> <p>Area level Area Panels</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>All council tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Tenants nominated/elected from TARAs & Tenancy & Estate Management Forum</p> <p>Representatives of tenants across Nottingham</p>

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		(and NCH & NCH Officers and Councillors)
Management of housing services	<p>Nottingham-wide 'NCH Residents' Link Surveys and questionnaires</p> <p>Working Groups</p> <p>Tenancy & Estate Management Forum</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, Sheltered, and Supported Housing Forums</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents' Associations Recognised Local Contacts Local discussion sessions Estate Focus Groups Open meetings 'Open Days' & 'Fun Days'</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>Representatives nominated/elected to the Forum</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'local contacts' All Council tenants and leaseholders All Council tenants and leaseholders All Council tenants and leaseholders Members of the TARAs and all residents</p>

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	<p>Local surveys and questionnaires</p> <p>Estate Agreements and Local Compacts</p> <p>Tenant Management Organisations</p>	<p>All residents</p> <p>All residents</p> <p>TARAs, council tenants and leaseholders,</p> <p>Any council tenants interested in managing their homes</p>
<p>Policies and procedures for providing information, for resident consultation and resident involvement, including reviewing the Compacts, handling collective complaints and remedial action</p>	<p>Nottingham-wide</p> <p>'NCH Residents' Link'</p> <p>Surveys and questionnaires</p> <p>Working Groups</p> <p>Tenancy & Estate Management Forum and Compact Review Group</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, Sheltered, and Supported Housing Forums</p> <p>Young People's Forum</p> <p>BME Forum</p> <p>Disability Forum</p> <p>Area level</p> <p>Area Panels</p> <p>Local level</p> <p>Tenants and Residents' Associations</p>	<p>Nominated Council tenants and leaseholders</p> <p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>Representatives nominated/elected to the Forum and the Review Group from Area Panels and TARAs</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs</p>

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	<p>Recognised Local Contacts Local discussion sessions Estate Focus Groups Open meetings ‘Open Days’ & ‘Fun Days’ Local surveys and questionnaires</p> <p>Estate Agreements and Local Compacts</p> <p>Tenant Management Organisations</p>	<p>All tenants recognised as ‘Local Contacts’ All Council tenants and leaseholders All Council tenants and leaseholders All Council tenants and leaseholders Members of the TARAs and all residents All residents All residents</p> <p>TARAs, council tenants and leaseholders,</p> <p>Any council tenants interested in managing their homes</p>
<p>Policies and procedures for repairs & maintenance</p>	<p>Nottingham-wide Surveys and questionnaires</p> <p>Working Groups</p> <p>Repairs & Maintenance Forum</p> <p>Nottingham Tenants’ and Leaseholders’ Congress</p> <p>Leaseholders’ Forum, Sheltered, and Supported Housing Forums</p> <p>Young People’s Forum BME Forum Disability Forum</p> <p>Mystery Shoppers and Tenant Inspectors</p> <p>Area level</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>Representatives nominated/elected to the Forum from TARAs & Area Panels Representatives nominated/elected to the Nottingham Tenants’ and Leaseholders’ Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Volunteer tenants who are trained as ‘mystery shoppers’ and ‘tenant inspectors’</p>

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	<p>Area Panels</p> <p>Local level Tenants and Residents' Associations Recognised Local Contacts Local discussion sessions Open meetings Estate Focus Groups 'Open Days' & 'Fun Days' Local surveys and questionnaires</p> <p>Estate Agreements and Local Compacts</p> <p>Tenant Management Organisations</p>	<p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts' All Council tenants and leaseholders Members of the TARAs and all residents All Council tenants and leaseholders All Council tenants and leaseholders All residents All residents</p> <p>TARAs, council tenants and leaseholders,</p> <p>Any council tenants interested in managing their homes</p>
<p>Policies and procedures for rent collection and tackling arrears</p>	<p>Nottingham-wide City-wide surveys and questionnaires</p> <p>Working Groups</p> <p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Tenancy & Estate Management Forum</p> <p>Leaseholder Forum, Sheltered, and Supported Housing Forums</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>All tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Representatives nominated/elected to the Forum from TARAs and Area Panels</p> <p>Leaseholders and residents of sheltered and supported housing</p>

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	<p>Young People's Forum BME Forum Disability Forum</p> <p>Rent Panel</p> <p>Mystery Shoppers</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents Associations Recognised Local Contacts</p> <p>Tenant Management Organisations</p>	<p>Tenants from specific community groups and sections of our community</p> <p>Tenants nominated/elected from the Tenancy & Estate Management Forum to the Panel</p> <p>Volunteer tenants who are trained as 'mystery shoppers'</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts' Any council tenants interested in managing their homes</p>
<p>Policies and procedures for empty homes</p>	<p>Nottingham-wide Working Groups</p> <p>Tenancy & Estate Management Forum</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, Sheltered, and Supported Housing Forums</p> <p>Young People's Forum BME Forum</p>	<p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>Representatives nominated/elected to the Forum</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p>

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	<p>Disability Forum</p> <p>Mystery Shoppers and Tenant Inspectors</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents' Associations Recognised Local Contacts Local discussion sessions Local surveys and questionnaires Estate Agreements and Local Compacts Estate 'Walkabouts' and inspections</p>	<p>Volunteer tenants who are trained as 'mystery shoppers' and 'tenant inspectors'</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts' All Council tenants and leaseholders All council tenants TARAs, council tenants and leaseholders TARAs, council tenants and leaseholders</p>
<p>Policies and procedures for allocations and lettings (including 'lettable standards' and choice-based lettings)</p>	<p>Nottingham-wide Surveys and questionnaires</p> <p>Working Groups</p> <p>Tenancy & Estate Management Forum</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, sheltered, and Supported Housing Forums</p> <p>Young People's Forum BME Forum Disability Forum</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>Representatives nominated/elected to the Forum</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p>

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	<p>Mystery Shoppers</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents' Associations Recognised Local Contacts Local discussion sessions 'Open Days' & 'Fun Days' Local surveys and questionnaires Estate Agreements and Local Compacts Tenant Management Organisations</p>	<p>Volunteer tenants who are trained as 'mystery shoppers' Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'local contacts' All Council tenants and leaseholders All residents All council tenants TARAs, council tenants and leaseholders Any council tenants interested in managing their homes</p>
<p>Tenancy management and sustaining tenancies</p>	<p>Nottingham-wide City-wide surveys and questionnaires</p> <p>Working Groups</p> <p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholder Forum, Sheltered, and Supported Housing Forums</p> <p>Young People's Forum BME Forum Disability Forum</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>All tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p>

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	<p>Area level Area Panels</p> <p>Local level TARAs Estate Focus Groups Tenant Management Organisations</p>	<p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs Tenants and leaseholders Any council tenants interested in managing their homes</p>
<p>Tenancy agreements and conditions</p>	<p>Nottingham-wide Personal letter to every tenant to ask for their views</p> <p>Working Groups</p> <p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholder Forum, Sheltered, and Supported Housing Forums</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p>	<p>All council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>All tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p>

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	<p>Local level TARAs Recognised Local Contacts</p>	<p>All residents who are members of TARAs All tenants recognised as 'Local Contacts'</p>
<p>Policies and procedures for enforcing terms and conditions of tenancy and taking action for possession</p>	<p>Nottingham-wide City-wide surveys and questionnaires</p> <p>Working Groups</p> <p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholder Forum, Sheltered and Supported Housing Forum</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p> <p>Local level TARAs Recognised Local Contacts Estate Focus Groups</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>All tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts' Council tenants</p>
<p>Housing benefits and debt advice, debt recovery procedures</p>	<p>Nottingham-wide City-wide surveys and questionnaires</p> <p>Working Groups</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders</p>

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	<p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholder Forum, Sheltered, and Supported Housing Forums</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p> <p>Local level TARAs Recognised Local Contacts</p>	<p>(and staff and Board Members)</p> <p>All tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts'</p>
<p>Leaseholder issues and charges</p>	<p>Nottingham-wide Special newsletter and questionnaire</p> <p>Leaseholders' Forum</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Area level Area Panels</p> <p>Local level</p>	<p>All council leaseholders</p> <p>Any council leaseholder & leaseholders' representatives</p> <p>Representatives nominated/elected to RCAC</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs</p>

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	TARAs Special discussion meetings for leaseholders	Council leaseholders & leaseholders' representatives
NCH service and performance strategies; and arrangements for monitoring and reviewing performance, addressing shortcomings and remedial action	<p>Nottingham-wide 'NCH Residents' Link' City-wide surveys and questionnaires</p> <p>Working Groups</p> <p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholder Forum, Sheltered, and Supported Housing Forum</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p> <p>Local level TARAs Recognised Local Contacts</p>	<p>Nominated Council tenants and leaseholders All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>All tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All residents recognised as 'Local Contacts'</p>
Setting, monitoring and reviewing services, performance standards and targets, including local performance targets, for	<p>Nottingham-wide 'NCH Residents' Link' Working Groups 'Work shadowing'</p>	<p>Nominated Council tenants and leaseholders Representatives of tenants and leaseholders (and staff and Board Members)</p>

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<p>housing management and neighbourhood services,</p>	<p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholder Forum, Sheltered, and Supported Housing Forum</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Mystery Shoppers and Tenant Inspectors</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents' Associations Recognised Local Contacts</p> <p>Mystery Shoppers and Tenant Inspectors</p> <p>Local discussion sessions Local surveys and questionnaires Estate Focus Groups Estate Agreements and Local Compacts Tenant Management Organisations</p>	<p>All tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Volunteer tenants who are trained as 'mystery shoppers' and 'tenant inspectors'</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts'</p> <p>Volunteer tenants who are trained as 'mystery shoppers' and 'tenant inspectors'</p> <p>All Council tenants and leaseholders All council tenants All council tenants and leaseholders All council tenants and leaseholders TARAs, council tenants and leaseholders Any council tenants interested in managing their homes</p>
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<p>Procurement and partnering and monitoring contractors' performance</p>	<p>Nottingham-wide Working Groups</p> <p>Annual Tenant and Leaseholder Conference</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholder Forum, Sheltered, and Supported Housing Forum</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Tenant Inspectors</p> <p>Core Group meetings for partnering contracts Contract monitoring meetings</p> <p>Area level Area Panels</p> <p>Local Level TARAs Recognised Local Contacts</p> <p>Local surveys and questionnaires Tenant Inspectors</p> <p>Core Group meetings for partnering contracts</p>	<p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>All tenants and leaseholders</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Volunteer tenants who are trained as 'tenant inspectors' Nominated/elected tenant representatives</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts' All Council tenants and leaseholders</p> <p>Volunteer tenants who are trained as 'tenant inspectors'</p> <p>TARA/tenant representatives</p>
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	Contract monitoring meetings Estate inspections and walkabouts	Council tenants and leaseholders
Neighbourhood issues	<p>Nottingham-wide Surveys and questionnaires</p> <p>Working Groups</p> <p>Tenancy & Estate Management Forum</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, Sheltered, and Supported Housing Forum</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents' Associations Recognised Local Contacts</p> <p>Local discussion sessions Open meetings Estate Focus Groups 'Open Days' & 'Fun Days' Local surveys and questionnaires</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>Representatives nominated/elected to the Forum</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts'</p> <p>All Council tenants and leaseholders Members of the TARAs and all residents Council tenants and leaseholders Council tenants and leaseholders All residents</p>

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	<p>Local 'Action Projects' Estate inspections and 'walkabouts' Estate Agreements and Local Compacts</p> <p>Tenant Management Organisations</p>	<p>All residents All residents All residents TARAs, council tenants and leaseholders,</p> <p>Any council tenants interested in managing their homes</p>
<p>Community Safety and tackling anti-social behaviour</p>	<p>Nottingham-wide 'NCH Residents' Link' Surveys and questionnaires</p> <p>Working Groups</p> <p>Community Safety meetings</p> <p>Tenancy & Estate Management Forum</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, Sheltered, and Supported Housing Forum</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents' Associations Recognised Local Contacts</p>	<p>Nominated Council tenants and leaseholders All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members) Nominated tenants' representatives</p> <p>Representatives nominated/elected to the Forum Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCC Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts'</p>

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	<p>Open meetings/Community safety meetings Local surveys and questionnaires Estate inspections and 'walkabouts' Estate Agreements and Local Compacts Local 'Action Projects'</p>	<p>Members of the TARAs and all residents All residents All residents TARAs, council tenants and leaseholders, All residents</p>
<p>Equality and diversity policies, including race equality policies and policies on racial harassment</p>	<p>Nottingham-wide Working Groups Nottingham Tenants' and Leaseholders' Congress Equalities and Diversity Forum Leaseholders', Sheltered and Supported Housing Forums Young People's Forum BME Forum Disability Forum Mystery shoppers Area level Area Panels Local Level TARAs Recognised Local Contacts Local surveys and questionnaires Mystery shoppers</p>	<p>Representatives of tenants and leaseholders (and staff and Board Members) Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress Representatives nominated/elected to the Forum Leaseholders and residents of sheltered and supported housing Tenants from specific community groups and sections of our community Tenants who are trained as Mystery Shoppers Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors) All residents who are members of TARAs All tenants recognised as 'Local Contacts' All tenants and leaseholders Tenants trained as 'Mystery Shoppers'</p>
<p>Customer care</p>	<p>Nottingham-wide Surveys and questionnaires</p>	<p>All Council tenants and leaseholders</p>

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	<p>Working Groups</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, Sheltered, and Supported Housing Forums</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Mystery Shoppers</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents' Associations Recognised Local Contacts</p> <p>Local discussion sessions 'Open Days' & 'Fun Days' Local surveys and questionnaires</p>	<p>Representatives of tenants and leaseholders (and staff and Board Members)</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Volunteer tenants trained as 'mystery shoppers'</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts'</p> <p>All Council tenants and leaseholders All residents All council tenants</p>
<p>Environmental works</p>	<p>Nottingham-wide Surveys and questionnaires</p> <p>Working Groups</p>	<p>All Council tenants and leaseholders</p> <p>Representatives of tenants and leaseholders (and staff and Board Members)</p>

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	<p>Tenancy & Estate Management Forum</p> <p>Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders' Forum, Sheltered, and Supported Housing Forum</p> <p>Young People's Forum BME Forum Disability Forum</p> <p>Area level Area Panels</p> <p>Local level Tenants and Residents' Associations Recognised Local Contacts</p> <p>Local discussion sessions Open meetings Estate Focus Groups 'Open Days' & 'Fun Days' Local 'Action Projects' Local surveys and questionnaires Estate inspections and 'walkabouts' Estate Agreements and Local Compacts</p> <p>Tenant Management Organisations</p>	<p>Representatives nominated/elected to the Forum</p> <p>Representatives nominated/elected to the Nottingham Tenants' and Leaseholders' Congress</p> <p>Leaseholders/leaseholder representatives and residents of sheltered and supported housing</p> <p>Tenants from specific community groups and sections of our community</p> <p>Representatives of tenants and leaseholders across Nottingham (and NCH & NCH Officers and Councillors)</p> <p>All residents who are members of TARAs All tenants recognised as 'Local Contacts'</p> <p>All Council tenants and leaseholders Members of the TARAs and all residents Council tenants and leaseholders All residents All residents All residents TARAs, council tenants and leaseholders,</p> <p>Any council tenants interested in managing their homes</p>
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SECTION 2: METHODS and STRUCTURES for INFORMING, CONSULTING and INVOLVING RESIDENTS

Nottingham City Homes and Nottingham City Council are committed to encouraging and supporting effective tenant and leaseholder involvement in all issues that affect their homes and environment. Working with TARAs and representatives of tenants and leaseholders across Nottingham, we will offer a wide range of options so that residents can get involved when they want to in ways that suit them and meets residents' own priorities for involvement.

Methods			Who can take part	Purpose	Roles of NCC and NCH
Local/Neighbourhood Level	Area Level	Nottingham-wide Level			
Newsletters (local)	Area Newsletters	Newsletter editorial group	Tenants who have agreed to help and/or have been nominated to the NCH tenants' editorial group	To give and get information and feedback from NCH tenants' and leaseholders' perspectives and to ensure all information is relevant & accessible	<p>NCC:</p> <ul style="list-style-type: none"> • Cllrs & Officers provide feedback and information <p>NCH:</p> <ul style="list-style-type: none"> • Staff and Board Members provide information and feedback • Training for tenants on producing Newsletters • Assistance with production and distribution
Surveys & Questionnaires: Door-to-door, telephone and Postal	Postal Questionnaires	Postal and telephone Surveys and Questionnaires	All TARAs Forums: Sheltered, Leaseholders, Young People, Supported Housing,	To promote and encourage local involvement To get views from specific sections of	<p>NCC:</p> <ul style="list-style-type: none"> • Involve TARAs in NCC surveys • Liaise with NCH when producing surveys

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		Telephone surveys	BME etc Annual % survey of NCH residents	the community To get NCH residents' views on specific matters relevant to NCH and to tenants & leaseholders	NCH: <ul style="list-style-type: none"> • Involve TARAs and other recognised representatives in producing surveys • Provide feedback to TARAs, Panels and Forums • Assist local groups with surveys
Satisfaction surveys	Satisfaction surveys	Satisfaction forms	All NCH tenants and leaseholders	To monitor levels of satisfaction with policies, performance and services	NCH: <ul style="list-style-type: none"> • Involve TARAs and other recognised representatives in producing surveys • Provide feedback to TARAs, Panels and Forums
Open discussion meetings		Annual Tenant and Leaseholder Conference	All NCH tenants and leaseholders NCH staff and Board members Council Officers and Elected Members	To enable any NCH tenants and leaseholders and tenants' representatives to take part in developing policy and strategy and performance improvements, to ask questions, get and give information and feedback and ask questions	NCC: <u>Elected Members:</u> <ul style="list-style-type: none"> • attend discussions, meetings and conferences • provide information and feedback <u>Senior Officers</u> <ul style="list-style-type: none"> • Include tenants' representatives in developing policy and strategy • attend discussions, meetings and conferences

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				To hold NCH, the Council, TARAs and tenants' representatives to account	<ul style="list-style-type: none"> • provide information and feedback <p>NCH: (Staff & Board)</p> <ul style="list-style-type: none"> • Involve tenants in developing policy and strategy and performance improvements • Attend meetings and conferences • provide information and feedback
		Leaseholders, Sheltered and Supported Housing Forums Equalities & Diversity Forum: Young People's, Disability, and BME Forums	Representatives of NCH tenants, leaseholders and specific sections of the community including younger people, tenants living in sheltered housing and tenants receiving support services	To get representative views from all different sections of the community, specifically including tenants who may often not often become involved	<p>NCH: (Staff & Board)</p> <ul style="list-style-type: none"> • Assist development of the Forums • Ensure views are canvassed when making proposals and decisions • Provide information and feedback • Provide support and resources to encourage tenants to get involved
Focus groups	Focus groups	Focus groups	All NCH residents Specific target groups	To test & check views and ideas on key issues and examine alternative options and approaches	<p>NCH Staff</p> <ul style="list-style-type: none"> • Develop and run Focus Groups • Make sure a good cross section of tenants and leaseholders are

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					involved <ul style="list-style-type: none"> • Provide feedback to tenants, other staff & the Board
'Walkabouts' and inspections: block, neighbourhood and estate level		'On-line' discussion Forum' Local 'Action Projects'	All NCH tenants and leaseholders, TARAs, tenant representatives, Local Councillors, NCH staff and Board Council Officers Contractors Others (Police etc)	To bring residents, NCH staff and Board members and local Councillors together to monitor and review service and performance standards To carry out local projects to improve the area	NCC: <u>Elected Members:</u> <ul style="list-style-type: none"> • Take part in 'Walkabouts' and inspections • Take up and follow up issues as requested • Provide information and feedback <u>Senior Officers</u> <ul style="list-style-type: none"> • Take part in 'Walkabouts' and inspections when asked to do so • Take up and follow up issues as necessary • Provide information and feedback to NCH staff, tenants and Board
		'NCH Residents' Link'	All NCH tenants and leaseholders including tenants and leaseholders from specific sections of the community	To test & check views and ideas on key issues and examine alternative options and approaches	NCC Staff <ul style="list-style-type: none"> • Promote and canvas support from tenants for the 'NCH Residents' Link' • Use all contacts with tenants and leaseholders to encourage them to join • Make details are

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					<p>collected to enable an accurate up-to-date profile of interested tenants</p> <ul style="list-style-type: none"> • Make sure details are circulated and use of tenants who have expressed specific interest
Use of IT (especially in sheltered schemes)	Specific page for Area Panels on the NCH Website	'Podcasts' Texting On-line discussion forums and discussions via the Web	All NCH residents including tenants from specific sections of the community Recognised TARAs and Local Contacts	To enable as many tenants and leaseholders as possible to put their views forward and to respond to NCH	<p>NCH: <u>Senior Officers:</u></p> <ul style="list-style-type: none"> • make sure all staff and tenants have relevant training • Identify & promote opportunities for using IT <p><u>Board</u></p> <ul style="list-style-type: none"> • Make sure that the budget covers the provision of IT
Tenants and Residents Associations (TARAs) Local 'contacts' 'Volunteer' tenants 'Tenant Mentors'	Area Panels Area Panel 'Buddies'	Nottingham Tenants' and Leaseholders' Congress	Any NCH resident representative or group who meets the agreed recognition criteria Any tenant willing to help on an individual basis Any tenant from a recognised TARA,	To scrutinise, monitor and review service standards and performance To enable NCH residents to have direct influence on policies and strategies and to involve residents in decision-making To get direct views from tenants	<p>NCC <u>Elected Members</u></p> <ul style="list-style-type: none"> • Monitor development of involvement • Make sure tenants' representatives are consulted & involved by NCC and NCH • Attend meeting of TRAs and Area Panels and provide information/feedback • Make sure NCC and

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		'Tenant Mentors'	Panel, or Forum willing to help and support others to get involved	To build the confidence and capacity of tenants to play an active role	<p>NCH meet their commitments under this Compact</p> <ul style="list-style-type: none"> • Make sure NCC co-ordinates with NCH arrangements for tenant consultation <p><u>Senior Staff</u></p> <ul style="list-style-type: none"> • Make sure tenants' representatives are consulted by NCC • Make sure relevant NCC Officers attend tenants' meetings • Liaise with tenants' representatives over development of any neighbourhood management <p>NCH: Staff and Board</p> <ul style="list-style-type: none"> • Promote, develop and support all arrangements • Make sure sufficient support & resources are provided • Attend meetings and provide information and feedback
Estate Agreements and local compacts	Area Compacts	Nottingham-wide Compact	All NCH tenants and leaseholders and NCH tenants and other residents who	To provide agreed 'toolkits' that can be monitored and reviewed to ensure	<p>NCC (CIlrs & Officers)</p> <ul style="list-style-type: none"> • Link development of resident/community consultation with the

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			want their own area or local agreement or Compact NCH staff & Board Elected members and officers of Nottingham City Council	effective involvement of tenants and leaseholders in housing and other services at all levels	<p>Compact</p> <ul style="list-style-type: none"> • Make sure any arrangements at neighbourhood level are linked into local compacts/agreements <p>NCH (Staff & Board)</p> <ul style="list-style-type: none"> • Support the development of the various Compacts • Monitor and review compliance • Ensure sufficient resources are provided • Ensure that staff, tenants and Board members receive relevant training
Tenant Management Organisations			Any tenants, subject to the support of other tenants which must be demonstrated by a ballot of the homes involved, who are interested in taking on responsibility for their estate or block.	To devolve management and maintenance powers and responsibilities to tenants at a defined local level	<p>NCH (Staff & Board)</p> <ul style="list-style-type: none"> • Support the development of TMOs • Provide information and training for staff, tenants, and the Board
Mystery Shoppers and Tenant Inspectors	Mystery Shoppers and Tenant Inspectors	NCH Mystery Shoppers and Tenant Inspectors	Any NCH tenant who agrees to be trained as an 'inspector' or 'mystery shopper'	To involve tenants and leaseholders in testing service standards and levels of performance	<p>NCH Board</p> <ul style="list-style-type: none"> • Make sure that all agreed arrangements are promoted and

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					<p>developed and that resources and support are provided</p> <p><u>Staff (inc Senior Officers)</u></p> <ul style="list-style-type: none"> • Encourage tenants to take part • Make sure information, support and training id provided for staff and tenants • Monitor and review progress
'Work shadowing'		'Work shadowing'	Any NCH resident representative who meets the agreed criteria and 'confidentially protocol'	To build relationships and understanding between staff and tenants and to enable tenants to take part in service & performance monitoring	<p>NCH Board</p> <ul style="list-style-type: none"> • Support arrangements • Make sure resources & support are provided <p><u>Staff (inc Senior Officers)</u></p> <ul style="list-style-type: none"> • Encourage tenants to take part • Make sure information, support and training id provided for staff and tenants • Develop and agree 'confidentiality protocol' • Monitor and review progress and report to tenants and the Board
Specific working groups	Regeneration groups	Working groups (including Contract monitoring groups)	Volunteer tenants and leaseholders, tenants nominated as representatives (from TARAs etc)	To examine specific topics and issues including policies and procedures, to test alternative options	<p>NCC (Cllrs & Officers)</p> <ul style="list-style-type: none"> • Take part in Working Groups as appropriate • Provide information

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			NCH staff and Board members	and approaches, to provide feedback and generate ideas for service and performance improvement	NCH (Board & Staff) <ul style="list-style-type: none"> • Take part in Working Groups as appropriate • Provide information and feedback • Provide training if necessary • Make sure tenants' views shape reports and recommendations • Make sure reports to the Board include tenants' views
		Service Specific Forums and Panels: Technical Services, Repairs & Maintenance, Tenancy & Estate Management, Rent Panel, Compact Review Group	Representatives nominated by the Nottingham Tenants' and Leaseholders' Congress from amongst tenants' representatives, TARAs and Area Panels	<p>To scrutinise, monitor and review performance and service standards</p> <p>To review progress in specific areas of policy and performance</p>	NCH Board <ul style="list-style-type: none"> • Make sure that all Reports to the Board include details of tenant consultation and involvement • Respond to any vies and recommendations from tenants
Contract review groups and Contract Evaluation Panels	Contract review groups and Contract Evaluation Panels	Contract review groups and Contract Evaluation Panels	Tenants' representatives Any NCH tenants	To review and set standards for contract specifications, evaluate tender submissions & recommend who should get the contract	NCH & NCC Officers inc. Officers responsible for technical services <ul style="list-style-type: none"> • Make sure that tenants are consulted and involved NCH Board <ul style="list-style-type: none"> • Make sure that all Reports to the Board include details of tenant

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					consultation and involvement
	Housing exhibitions	Housing exhibitions	All tenants Tenants & Residents Associations NCH Board members NCH staff Councillors Council Officers	To provide information to residents and to get ideas and feedback from residents and to encourage discussion amongst all parties	NCH (Board & Staff) <ul style="list-style-type: none"> • Take part in Exhibitions • Provide information and feedback to tenants
'Fun Days' and social events			Any resident TARAs NCH Board members NCH staff Councillors Council Officers	To promote and encourage involvement by as many residents as possible and to enable informal discussion and contact between NCH staff, residents, and Board members and local Cllrs	NCH (Board & Staff) <ul style="list-style-type: none"> • Take part in events NCC Officers and Cllrs <ul style="list-style-type: none"> • Take part in events
Linking into other groups, networks and organisations: e.g. Community Groups, Playgroups, Youth Groups, Faith Groups, Schools, Age Concern etc	Linking into other NCC Area Committees and other networks and groups: e.g. Community Groups, Playgroups, Youth Groups, Faith Groups,	Linking into the LSP and other networks, organisations and groups: e.g. PCT, Schools, Community Safety Partnerships, etc	Tenants' and Residents' representatives and groups TPOs Councillors	To promote and encourage involvement by as many residents as possible by linking into existing groups and networks To reach sections of the community who	NCC Officers and Cllrs <ul style="list-style-type: none"> • Make sure involvement is co-ordinated across the Council • Help to link the groups and networks

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	Age Concern etc	Linking into community groups and networks including specific BME support groups and networks		have not been traditionally involved in arrangements for tenant consultation etc and people who may need help and support to make their views known	
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SECTION 3: CORE STANDARDS FOR INFORMATION, CONSULTATION AND INVOLVEMENT

Nottingham City Homes is committed to implementing information, consultation and involvement to clearly defined standards in order to promote, support and encourage involvement by as many Nottingham City Council tenants and leaseholders as possible. These standards must be able to be measured, monitored and reviewed by tenants, leaseholders, NCC and NCH to make sure that promises to inform, consult and involve tenants are put into practice

Section 3.1: Standards for Information and Feedback

NCH, NCC, and representatives of the council's tenants and leaseholders agree to work together to make sure that information consistently meets the needs of all tenants and leaseholders through the following standards:

Accessibility	<p>Information and feedback will be provided as necessary in:</p> <ul style="list-style-type: none"> • Plain language with no jargon • Large print • Pictorial format • Braille • Audio tape • Translation <p>Pre-paid envelopes and prize draws will be provided from time to time to encourage feedback</p> <p>Simple summaries of meetings and reports will be provided for all tenants</p> <p>Information will be provided via:</p> <ul style="list-style-type: none"> • Newsletters (City-wide and local) • Letters, leaflets and information packs at 'sign-up' • Posters, noticeboards, and exhibitions in Offices and other venues identified by tenants
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	<ul style="list-style-type: none"> • Email and the NCH website • Text • Face-to-face contact and meetings with tenants, leaseholders, and recognised TARAs and tenants' and leaseholders' representatives • Area Panels and the Nottingham Tenants' and Leaseholders' Congress • Specific forums for older people in sheltered and supported housing, young people, people from different ethnic groups, and people with disabilities <p>All information in leaflets, handbooks and newsletters for tenants and leaseholders from NCH will be checked for 'accessibility' via the Editorial Group/'Tenant-Proofing' group</p>
Timeliness	<ul style="list-style-type: none"> • Information about meetings, events and activities will be given to tenants and leaseholders at least 10 days in advance • Feedback from meetings, events and activities will be given to participants within 14 days and to all tenants and leaseholders via quarterly newsletters • Information for tenants and leaseholders about services and performance and any proposed changes to policy/standards/performance etc will be given no less than quarterly and tenants will have at least 4 weeks to respond to any consultation
Content	<p>Tenants and leaseholders will receive information about all aspects of NCC's and NCH's:</p> <ul style="list-style-type: none"> • Housing policies, strategies and priorities • Management and maintenance procedures and standards and performance • Neighbourhood management services and strategies, including 'Street Scene' and services and strategies to prevent and address crime, nuisance and anti-social behaviour • Investment options and improvement plans and priorities • Opportunities for involvement in housing management and decision-making
Quality and Relevance	<ul style="list-style-type: none"> • Information will be provided to meet tenants' needs and to respond to requests from tenants • Specific Area Panel information and feedback will be provided in Newsletters for all tenants and leaseholders • All information in leaflets, handbooks and newsletters for tenants and leaseholders from NCH will be checked and edited and via the Editorial/Tenant-Proofing Group • Levels of tenant and leaseholder satisfaction with information will be tested annually by NCH and the Nottingham Tenants' and Leaseholders' Congress

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Section 3.2: Standards for Meetings and Discussion Events

NCH, NCC, and representatives of the council's tenants and leaseholders have agreed these standards to ensure effective communication, feedback, dialogue, and negotiation between NCH, the Council, and recognised TARAs and representatives of tenants and leaseholders . These standards are also backed by our agreed 'Code of Conduct' for officers, Board Members, Councillors and tenants and leaseholders.

<p>Publicity and feedback</p>	<p>Meetings/discussion events for tenants and leaseholders will be publicised at local, Area and City-wide levels via:</p> <ul style="list-style-type: none"> • information in newsletters • the internet and NCH's web site • posters and notices in offices and in communal areas • writing to tenants and leaseholders in the specific area • information to tenants and leaseholders from NCH representatives and groups • telephoning tenants' and leaseholders' representatives when necessary • giving no less than 10 days notice of meetings <i>unless exceptional circumstances require an urgent emergency meeting to be called</i> <p>Feedback will be given to tenants and leaseholders by NCH and/or the Council within three weeks via:</p> <ul style="list-style-type: none"> • letters where appropriate • the internet and NCH's web site <p>Feedback will also be given to all tenants and leaseholders via:</p> <ul style="list-style-type: none"> • Local and City-wide newsletters • Face-to-face meetings between NCH staff and Board Members/NCC staff and Cllrs with tenants/TARAs
<p>Accessibility</p>	<p>In order to ensure all tenants and leaseholders have opportunities to take part, meetings/events will be:</p> <ul style="list-style-type: none"> • Held at local level, area and city-wide levels to timescales and programmes agreed with tenants and leaseholders • Held at different times and in different venues to enable as many tenants and leaseholders as possible to take part • Held in suitable and accessible venues agreed in advance with tenants' representatives • Checked to ensure that any refreshments provided meet dietary requirements of attendees <p>In addition, NCH will help by</p> <ul style="list-style-type: none"> • Assisting groups with arranging premises to make sure these are accessible to people with disabilities • Assisting with transport costs and/or providing transport as necessary • Providing crèche facilities/care facilities and/or paying towards the cost of child care/other care • Providing signers, interpreters, and induction loops as necessary
<p>Effectiveness</p>	<p>Meetings will have a clearly defined purpose and in order to achieve results, all meetings will:</p> <ul style="list-style-type: none"> • Have clear objectives and a clear agenda agreed in advance with tenant/leaseholder representatives

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	<ul style="list-style-type: none">• Include attendance by relevant officers including as necessary senior officers from NCH and NCC• Be run in a fair and democratic way so that everyone gets a chance to have their say• Be monitored and reviewed by NCH and tenants' resident representatives to check effectiveness, levels of tenant satisfaction and input from traditionally under-represented sections of the community• Events such as Forum Meetings and Panel Meetings will have a Work Programme and Action Plan with targets and timescales set by tenants in partnership with relevant staff and progress will be monitored by staff and tenants <p>NCH will provide training for all tenants, leaseholders and staff on making meetings work effectively with specific training for people Chairing meetings, Forums and Panels</p>
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Section 3.3: Standards for Support and Resources for Involvement

Nottingham City Council and Nottingham City Homes will provide support and resources to make sure that tenants and leaseholders are supported and encouraged to get involved effectively by providing:

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<p>Reasonable financial help</p>	<ul style="list-style-type: none"> • Start up grants* for developing tenants' and residents' associations • Annual grants* for all <u>recognised</u> Tenants' and Residents' associations • Small annual 'expenses grants'* for recognised 'Local Contacts' • Budgets for the development, administration and work of Area Panels and Forums including repayment of all tenants' expenses, provision of refreshments for meetings, publicity and promotion and meetings and liaison with voluntary sector groups and networks • Room and venue hire costs covered and arranged in advance • Repayment of tenants' representatives out of pocket expenses (travel, care/childcare, postage, 'phone etc.) <p><i>* Reviewed and agreed annually between NCH and the Nottingham Tenants' and Leaseholders' Congress</i></p>
<p>Facilities</p>	<ul style="list-style-type: none"> • Access to premises for tenants' and leaseholders' meetings and for recognised groups and representatives • Access to equipment including computers and printers where possible • Stationery available for all recognised groups and representatives • Photocopying and printing • Assistance with producing and distributing newsletters for recognised groups and representatives
<p>Advice and practical support</p>	<ul style="list-style-type: none"> • Independent advice for recognised groups including the Nottingham Tenants' and Leaseholders' Congress • Community development support including assistance with canvassing and monitoring levels of support • Assistance with production of information, newsletters, and surveys where needed • Advice and administrative support for recognised groups and representatives • Community development support for local networks of recognised TARAs and Local Contacts • Practical help and support to tenants with special needs to enable them to get involved • Specific officer support for the development and day-to-day management of Area Panels and Forums
<p>Training</p>	<ul style="list-style-type: none"> • A continuing annual programme of training, including induction training, for all members of Forums, newly forming groups, TARAs, and tenants' representatives - and for any other interested council tenants and leaseholders • Specific training on 'Committee skills' for all Chairs of groups, Forums, Panels etc • Training for NCH and relevant Council staff (& Members) on tenant involvement and the Compact • 'Accredited' training available for recognised TARAs and tenants' representatives and opportunities to take part in training leading to specific qualifications • Provided at accessible times and in accessible venues to meet tenants' needs • Tailored training for tenants' representatives and recognised groups based on an annual audit of training needs and twice yearly evaluation • Specific training on procurement and partnering for tenants who want to be involved • Wide-ranging training on equal opportunities issues including race equality and racial harassment • Occasional joint training of tenants, staff, including NCC staff, and Board members and Councillors
<p>Innovative</p>	<ul style="list-style-type: none"> • Informal methods and structures including use of Cultural and Multi-Cultural activities, Arts and Sports to encourage new tenants to get involved so that structures remain representative and sustainable

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approaches	<ul style="list-style-type: none"> • Menu of options, revised annually with the Nottingham Tenants' and Leaseholders' Congress, for tenant involvement • Incentives to encourage and promote involvement • Work with local schools and with statutory, voluntary and community sector groups across the City • Local 'festivals' to celebrate different cultures and community groups • Publicity in different formats and 'Introductory letters' to new tenants inviting them to get involved
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Section 3.4: Standards for Recognised TARAs and Local Contacts

The parties to this Compact want tenants and leaseholders and the groups and individuals who represent them to have an active role in NCH's decision-making processes. These standards aim to make sure that groups and individuals are properly representative of and accountable to other tenants and leaseholders for whom they act.

Openness and accountability	<ul style="list-style-type: none"> • Membership of any TARA is open to all council tenants and leaseholders in the area covered and invitations are given to all tenants and leaseholders to attend meetings and take part in the group • Regular quorate Committee meetings, and a quorate Annual General Meeting, held • Financial records kept up-to-date and available for inspection by tenants, NCH, and the Council
Communication with tenants & leaseholders	<ul style="list-style-type: none"> • Regular contact is made with council tenants and leaseholders including action to try to reach under-involved people • Newsletters and information produced no less than twice a year • An Annual General Meeting and at least one other meeting held each year (<i>these may be combined with social events</i>) • Action to try to communicate with all tenants via different methods to meet local needs
Organisation	<ul style="list-style-type: none"> • A clearly defined local area or street/block covered by the TARA or Local Contact • TARAs have a written constitution based on the 'model' agreed by NCH and NCC and the Nottingham Tenants' and Leaseholders' Congress, with clearly defined aims and objectives • A Committee with defined roles and responsibilities elected to run the TARA • Equal opportunities policies in place and evidence of action to put these into practice • Internal monitoring to show how the TARA is meeting objectives
Support from other tenants & leaseholders	<ul style="list-style-type: none"> • Evidence of support (membership, or signed support etc) from no less than one third of Council tenant households in the area or streets/block covered the TARA or Local Contact

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Section 3.5: Standards for Monitoring and Measuring Performance

NCC and NCH agree to work in partnership with tenants' and leaseholders' representatives to monitor development and implementation of the aims, objectives and standards in this Compact by monitoring and reviewing:

Outcomes and value for money	<ul style="list-style-type: none"> • Benefits and outcomes assessed against expectations and reported annually to all tenants and leaseholders, the Board of NCH and the Council • Value for money of different approaches to involvement monitored and evaluated with the Nottingham Tenants' and Leaseholders' Congress and the Equality and Diversity Forum groups
Standards and targets	<ul style="list-style-type: none"> • Service standards and targets set for tenant consultation and involvement to measure progress • Tenants' representatives, TARAs groups monitored against agreed standards and targets for input from traditionally excluded or under-involved sections of the community to ensure equality of opportunity
Tenant and Leaseholder satisfaction	<ul style="list-style-type: none"> • Levels of tenant and leaseholder satisfaction with information, consultation and opportunities for involvement will be monitored against targets set for improving performance and will be reported every six months to all tenants and leaseholders, the Board of NCH and the Council • Levels of tenant and leaseholder satisfaction with input to decision-making and influence in service delivery
Compliance	<ul style="list-style-type: none"> • Compliance with agreed strategies, opportunities, methods and procedures for consultation and involvement will be monitored by the Nottingham Tenants' and Leaseholders' Congress, NCC and NCH, and will be reported to all tenants, TARAs, Local Contacts, NCH (including the Board) and to the Council
Remedial Action	<ul style="list-style-type: none"> • Where performance and service standards and targets set for resident involvement are not met, remedial action will be agreed with the Nottingham Tenants' and Leaseholders' Congress

Section 3.6: Standards for Equality and Diversity

The tenants, leaseholders, staff and Board of Nottingham City Homes and Nottingham City Council are committed to ensuring that all members of our community, irrespective of age, gender, ethnic origin, health, disability, sexual orientation, or religious belief, have real opportunities to be involved in improving their housing services and quality of life at a local level. NCH has dedicated officers who have a key role in reaching out to involve all sections of our community by:

Identifying the communities served by NCH	<ul style="list-style-type: none"> • Mapping the make-up of our overall community and keeping up-to-date records of ethnicity, gender, faith, sexuality and disability • Using the information gained to tailor our approach to tenant and leaseholder involvement, and to our services and how tenants can access all services
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<p>Promoting greater awareness and understanding</p>	<ul style="list-style-type: none"> • Encouraging groups from all communities to understand and respect each others needs • Promoting awareness of the Race Relations Amendment Act and the Disability Discrimination Act and how these Acts can affect voluntary groups and tenant participation • Promoting links with wider community networks to reach all sections of the community
<p>Accessible information</p>	<ul style="list-style-type: none"> • Ensuring that information is available in languages other than English and in accessible formats to meet tenants' needs • Ensuring that face-to-face contact is provided to enable information to be shared with all tenants
<p>Tailor-made consultation</p>	<ul style="list-style-type: none"> • Making specific arrangements to consult with and involve all under-represented sections of our community for example through Focus Groups, Community Groups, and Forums such as the BME Forum, the Youth Forum and the Forums for people with disabilities or support needs
<p>Promoting opportunities for involvement to under-involved sections of the community</p>	<ul style="list-style-type: none"> • Ensuring that under-represented sections of our community are aware of how they can be involved in arrangements for resident consultation and involvement for example via Tenants Associations, Community Groups, Focus Group, Forums etc • Working with existing TARAs and Local Contacts to help them represent the views of under-represented groups in their community and helping them to provide feedback via the Nottingham Tenants' and Leaseholders' Congress and the Equality and Diversity Forum to identify the make-up of the community they represent
<p>Quarterly monitoring of performance and compliance with policies</p>	<ul style="list-style-type: none"> • Carrying out monitoring of implementation of our equalities and diversity policy including levels of input and involvement including involvement of people from traditionally under-represented sections of our community and reporting quarterly to Area Panels, the Nottingham Tenants' and Leaseholders' Congress and the Board of NCH

SECTION 4: ROLES AND RESPONSIBILITIES

4.1: Tenant & Leaseholder Representation

Nottingham City Homes and Nottingham City Council support and encourage all council tenants and leaseholders to take an active part in improving service delivery and performance and in influencing the decisions that affect provision of services where they live and the quality of life for local residents. Different levels of involvement, with different roles and responsibilities, are offered to encourage as many council tenants and leaseholders as possible to take part in decision-making. Tenants and leaseholders are encouraged to take part in the arrangements for consultation and involvement and to ensure they are represented by a recognised Tenants' and Residents' Association or Local Contact.

NCH, NCC and the Nottingham Tenants' and Leaseholders' Congress will monitor all arrangements for tenant and leaseholder representation to make sure they continue to carry out their roles effectively by carrying out half-yearly reviews. If service standards are not met, NCH will investigate and will aim to find remedies.

1: LOCAL REPRESENTATION

1.1: Tenants and leaseholders are encouraged to take part in the arrangements for consultation and involvement and to ensure they are represented by a recognised Tenants' and Residents' Association or Local Contact.

1.1: 'Volunteer Contacts'

Any individual council tenant or leaseholder¹ may volunteer to be the 'contact point' for NCH and Council Officers (and may also choose to be the 'contact point' for other residents). This may be a preferred method where individual street properties are involved.

Role of local 'Volunteer Contacts':

- To help monitor and give feedback (via questionnaires etc) on services for example: estate cleaning, grounds maintenance, improvement work
- To pass on any local issues of concern to staff of NCH and, as necessary, the Council
- To meet from time to time with NCH and Council Officers and take part in 'walkabouts' and 'inspections'

Requirements:

Any council tenant or leaseholder who is:

- Willing to provide information and feedback to NCH and the council
- Willing to check service delivery against set service standards in information provided by NCH and/or the council

¹ This will EXCLUDE any resident formally excluded from meetings, offices, contact with staff etc

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1.2: Recognised Local Block/Neighbourhood/Street Contact

An individual council tenant or leaseholder² elected or nominated by other council tenants and leaseholders to act on their behalf in any dialogue, representation and negotiations with NCH and the council

Role of Local Block/Neighbourhood/Street Contact

- On behalf of other council tenants and leaseholders: to help monitor and give feedback on services for example: estate cleaning, grounds maintenance, improvement work
- From time to time: check with other council tenants and leaseholders on repairs carried out: (was an appointment made and kept, was the work completed satisfactorily, did the resident receive full information about what work would be done and when?) and other maintenance or improvement work
- To be a 'contact point' for other council tenants and leaseholders to help pass information to NCH and the council
- To help exchange information and feedback between council tenants and leaseholders and NCH, and the Council
- To take part in Area Panels and the Nottingham Tenants' and Leaseholders' Congress
- To pass on any local issues of concern to NCH, Ward Councillors and the council
- To meet from time to time with NCH staff, council officers and Councillors and take part in 'walkabouts' and (as relevant) estate/block/street inspections

Requirements:

Any council tenant or leaseholder who:

- is willing to act as a representative on behalf of other tenants
and
- has signed support of no less than 10 NCH households or half, whichever is lower number, where up to 30 homes are involved, or no less than one third of households where over 30 homes are involved) (*NCH will assist with this where necessary*)
- To follow a formal 'Code of Conduct' agreed between NCH and the Nottingham Tenants' and Leaseholders' Congress

1.3: Local Tenants & Residents' Association

Groups can be organised by tenants, leaseholders and other residents to act as formal representatives on behalf of other tenants and leaseholders living in a defined area, in any dialogue or negotiation with NCH, the council and other organisations.

² This will EXCLUDE any resident formally excluded from meetings, offices, contact with staff etc

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Role of Local Tenants & Residents' Association

- To act as the democratically accountable, representative body on behalf of other tenants and leaseholders
- To canvas residents' views on service delivery, performance, improvement work, priorities for action or improvement
- To monitor performance and service delivery on behalf of other tenants and leaseholders
- To nominate representatives to the Customer Panel and, as requested, the Area Panels
- To give information and feedback to NCH, Area Panels, the Nottingham Tenants' and Leaseholders' Congress, the council and to other residents
- To take part in local consultation and negotiation with NCH and the council
- To meet with NCH and council Officers, local Councillors and other tenants and residents to take part in 'walkabouts' and estate or neighbourhood inspections
- To represent the views of tenants and leaseholders in discussions and negotiations with other statutory and voluntary organisations
- From time to time, to work with other partners e.g. housing associations, health authority, police etc

Requirements:

- To act as formal representatives on behalf of other tenants and leaseholders
- Adoption of a formal constitution agreed with other tenants and residents (*based on the model agreed between The Nottingham Tenants' and Leaseholders' Congress and NCH*)
- To follow a formal 'Code of Conduct' agreed between NCH and the Nottingham Tenants' and Leaseholders' Congress
- Membership open and offered to all tenants and leaseholders living in the area covered by the Association
- To promote equality of opportunity and to seek to reach and involve traditionally excluded or under-involved sections of the community
- Evidence of support (membership, signatures etc) from no less than one third of NCH households in the defined area (*NCH will assist with this as necessary*)
- To hold no less that two meetings a year (including an AGM) open to all residents in the defined area (*these may be combined with 'social events'*)

2: AREA REPRESENTATION

2.1: Area Panels

Formally recognised and constituted consultative body, made up of 12/15 tenants and leaseholders, set up by each Area Housing Manager to cover a specific Housing Management Area. The Area Panels are 'profiled' to match the overall make-up of the community in that specific area re proportions of tenants and leaseholders, different age groups, tenants with disabilities, BME

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tenants and leaseholders etc. Recognised TARAs and Local Contacts are included within the membership of the Area Panels. Area Panels feed into the NCC Area Committees via formal reporting arrangements and input from Elected Members and Panel Members

Role of the Area Panel

- To help NCH meet the aims and objectives set out in this Compact
- To involve customers in the provision of housing and related services and to assist with improving housing and related services
 - To receive, consider, and comment upon service and performance reports including reports about estate and neighbourhood inspections and reports from Tenant Inspectors
 - To liaise with Tenant Inspectors over any inspections to be carried out in the Area, to request specific inspections and to receive reports from Tenant Inspectors and review their findings
 - To monitor and review performance and service delivery and value for money including performance of contractors and other relevant service providers to council tenants and leaseholders and to compare findings with other Area Panels
 - To report findings and make recommendations for service and performance improvement to the Area Housing Manager, the Nottingham Tenants' and Leaseholders' Congress, the Board of NCH and NCC as necessary
 - To make recommendations to NCH and NCC for service and, as necessary, performance improvement and development of policy and strategy To report to the Area Housing Manager, the Nottingham Tenants' and Leaseholders' Congress and the NCH Board
 - To assist Area Housing Managers in developing standards and targets to improve performance and service delivery
 - To take part in consultation about, and influence the development of, housing policies and strategies
 - To advise the relevant manager on local priorities for the provision of housing services and the allocation of resources
 - To identify wider community issues and propose priorities for action to NCH, NCC and any other appropriate body or agency
 - To be accountable to the Board of NCH for the management of any area-based budgets delegated to the Panel by the Board. This will include being responsible for deciding spending priorities within any criteria set by the Board and managing and monitoring any such spending
 - To be responsible for deciding spending priorities for neighbourhood and environmental improvement
 - To be responsible for the budget for environmental works delegated to the Panel by the Board of NCH: to identify and agree priorities for environmental works, to allocate specific sums from the budget, and monitor delivery of agreed works
 - To liaise, from time to time, with NCC Officers and Elected members, and other statutory or voluntary organisations in order to develop and improve services to council tenants and leaseholders
 - To provide two-way communication with the Area Committees established by Nottingham City Council by receiving and commenting upon reports and providing reports to those Area Committees

Requirements

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- Area Panels shall be made up solely of council tenants and leaseholders profiled to match the overall make-up of the specific Housing Management Area in relation to proportions of tenants and leaseholders, younger and older tenants, tenants from BME communities and disabled tenants
- All council tenants and leaseholders are able to put themselves forward for consideration for membership of the Area Panels. Individual tenants and leaseholders and Recognised Local Block, Neighbourhood or Street Representatives and council tenants and leaseholders formally elected or nominated by registered Tenants and Residents Associations shall to fill a specified number of places on the Panel as agreed between the Nottingham Tenants and Leaseholders' Congress and the Area Housing Manager
- Meetings to fit into performance monitoring cycles with agendas jointly agreed between staff and tenants
- Meetings to be held in venues that are accessible to tenants and at times to meet tenants' needs
- To promote equality of opportunity and seek to reach and involve traditionally excluded or under-involved tenants
- Development and administrative support provided for each Panel by a specific Officer of NCH
- NCH and NCC to provide feedback to each meeting of the Panel detailing responses to matters raised by the Panel and action taken
- To follow a formal 'Code of Conduct' agreed between NCH and the Nottingham Tenants' and Leaseholders' Congress
- To meet no less than twice a year with other Area Panels to review consistency of service and performance standards and to monitor and review the progress of each Panel in fulfilling their role and remit
- To attend and take part in discussions, and provide and receive information and feedback, with NCH, NCC, Forums and the Nottingham Tenants' and Leaseholders' Congress
- To provide feedback to the tenants and Tenants and Residents Associations on whose behalf any representatives act
- To have formal agreed representation from Councillors and input from NCH and NCC Senior Officers

3: CITY-WIDE REPRESENTATION

3.1: Nottingham Tenants' and Leaseholders' Congress (TLC)

The Nottingham Tenants' and Leaseholders' Congress provides a democratic, accountable two-way link between tenants, leaseholders and NCH Board and senior officers, and Nottingham City Council elected members and senior officers.

The TLC is made up of recognised Local Contacts, representatives from each recognised TARA, and representatives from each of the Leaseholder, Supported Housing, Sheltered Housing, Young People, BME, and Disability Forums and one representative (*who is not a Local Contact or representative of a recognised TARA*) from each Area Panel.

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Role of the Nottingham Tenants' and Leaseholders' Congress

- To act as the strategic consultation body of NCH, linking into the Board and referring matters as necessary to NCH and to NCC for consideration and action
- To act as a two-way channel for information and feedback between tenants and leaseholders and NCH and NCC and to help represent tenants' and leaseholders' views and to influence decision making throughout Nottingham City Homes
- To help build the confidence, capacity, knowledge and skills of council tenants and leaseholders
- To nominate representatives to the 'Service Forums' and to receive and consider reports and feedback from all Forums
- To assist with tenant and leaseholder consultation and to take a key role in the development of successful mechanisms for tenant and leaseholder participation and empowerment at local and strategic levels
- To work in partnership with NCH to develop and agree a rolling programme of training for tenants and tenants' representatives and relevant training including tenant involvement for NCH staff
- To monitor and review all policies and strategies for tenant and leaseholder participation and involvement, including the 'menu' of options for involvement, monitoring and reviewing the Compact and the Action Plan, and setting clear annual service standards and targets for tenant and leaseholder consultation and involvement
- To meet with NCH to negotiate and agree levels of financial support for TARAs and recognised Local Contacts
- To consider and prioritise issues relating to housing and estate management that are of general or city-wide significance and to provide information, advice, feedback and recommendations to NCH and NCC
- To assist with setting, monitoring, and reviewing, service and performance standards and targets for the delivery of the Decent Homes programme, customer focussed housing and related services, and community cohesion
- To meet with NCH to have input to the details of any contracts and to be involved in selection of contractors who will carry out work for council tenants and leaseholders
- To identify and consider wider community problems and propose solutions to them for referral to the NCH Board and NCC

Requirements

- To develop and abide by a formal TLC constitution developed with and agreed by members of the TLC and NCH
- All representatives of Local Contacts and TARAs to maintain links with tenants and leaseholders at local level and to represent their interests and concerns to the TLC
- To abide by NCH policies relating to Equality and Diversity and strive to represent and involve all sections of the community
- Abide by the agreed 'Code of Conduct' at all times
- Take part in quarterly performance monitoring with NCH and NCC and to agree recommendations for action
- Ensure that minutes and feedback are reported to the Forums, Area Panels and TARAs
- Monitor and evaluate different approaches to resident participation, looking particularly at the scope for changing their own approach to make sure that this remains effective and efficient
- Dedicated officer support provided by NCH for the development and administration of the TLC

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3.2: Forums

I. 'People-Based Forums'

The role of 'people-based' Forums is to ensure that NCH meets its commitment to engage and empower all sections of the community, especially sections traditionally found by NCH to be 'hard-to-reach' and under-represented. However, the main aim is to build the confidence and capacity of as many tenants as possible to get involved in what is of interest and concern to them in ways that suit them at all levels from local streets and estates to the Board of NCH.

- **Leaseholders' Forum**

This long term Forum provides leaseholders (who may often have a conflict of interest with other tenants and the Board of NCH) with an accountable, representative channel for two-way communication and influence on, and input to, decision-making within NCH and decisions affecting leaseholders by NCC

Role

- To act as the consultative and representative body for Council leaseholders across the city
- To provide information and feedback to and from leaseholders and NCH and NCC
- To monitor and review value for money including service charges, and service provision to leaseholders, to identify priorities for improvement and to provide reports to the Nottingham Tenants' and Leaseholders' Congress and the NCH Board

Requirement

- Leaseholders nominated or elected by other leaseholders to help represent and involve leaseholders in meetings with NCH
- Attend meetings of the Leaseholder Forum and ensure feedback is provided for all leaseholders (*assisted by NCH*)
- To identify priorities for performance and improving services to leaseholders
- Ensure that feedback is provided to Area Panels, the City-wide Panel
- Respect and abide by relevant agreed equality and diversity policies and procedures
- Abide by the agreed 'Code of Conduct' at all times

- **Sheltered Housing Forum**

This Forum provides tenants in sheltered housing and older NCH tenants & leaseholders who use Nottingham On Call alarms, with a representative channel for two-way communication with NCH and influence on, an input to, decision-making within NCH and decisions affecting them by NCC

- ***Role and Remit***

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- Enable the voices of sheltered housing and older tenants to be heard at a strategic level
- Exchange information and feedback between sheltered housing tenants and NCH
- Enable tenants to influence decisions about the sheltered housing services they receive
- Consider policies, strategies, service and performance standards and provide feedback to NCH and the Nottingham Tenants' and Leaseholders' Congress
- Identify priorities for improving sheltered housing services and performance and to provide reports and recommendations to NCH and the Nottingham Tenants' and Leaseholders' Congress
- To communicate with external agencies such as the Health Service should an issue come up which affects older NCH tenants
- To monitor and review value for money including service charges, and service provision, to identify priorities for improvement and to provide reports to the Nottingham Tenants' and Leaseholders' Congress and the NCH Board
- To provide a two-way communication channel to provide information and feedback to Area Panels, the Nottingham Tenants' and Leaseholders' Congress and NCH

Requirements

- To represent and help to involve tenants who live in sheltered housing who would not otherwise be able to become involved or make their views known
- Group schemes in geographical areas to get representation from a cluster of schemes rather than each one individually.
- Dispersed bungalows to have a 'link person' to represent them.
- Ensure older tenants and tenants in sheltered housing are provided with opportunities to raise questions/issues for the Forum to discuss
- To ensure circulation of a 'readable report' ('What happened at the Forum?') to all tenants and leaseholders covered by the Forum after each meeting
- To appoint a representative to the Nottingham Tenants' and Leaseholders' Congress
- Agendas to be set in advance as agreed between tenants and staff
- Invite Officers to attend as necessary
- Respect and abide by relevant agreed equality and diversity policies and procedures
- Abide by the Nottingham Tenants' and Leaseholders' Congress 'Code of Conduct' agreed with NCH at all times

- **Temporary and Supported Housing Forum**

This Forum provides tenants who live in temporary or supported housing with a representative channel for two-way communication with NCH and influence on and input to, decision-making within NCH and decisions affecting them by NCC

Role

- To enable the voices of tenants living in temporary or tenants with support needs to be heard at a strategic level

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- To exchange information and feedback between tenants and NCH
- To enable tenants with support needs to influence decisions about the services they receive
- To monitor and review service provision, to identify priorities for improvement and to provide reports to the Nottingham Tenants' and Leaseholders' Congress and the NCH Board
- To provide information and feedback to Area Panels and the Nottingham Tenants' and Leaseholders' Congress

Requirement

- To represent and help to involve tenants who live in supported housing who would not otherwise be able to become involved or make their views known – and this may require the assistance of specific workers who provide assistance or support to tenants
- To consider policies, strategies, service and performance standards relating to supported housing and tenants with support needs and to provide feedback to the Nottingham Tenants' and Leaseholders' Congress and NCH
- To identify priorities for improving relevant services and performance
- Respect and abide by relevant agreed equality and diversity policies and procedures
- Abide by the agreed 'Code of Conduct' at all times

● **Equality & Diversity Forum**

This Forum, with its 'sub-groups', has a key role in helping to ensure that traditionally under-represented and often 'unheard' sections of our community can put their views forward, and influence and take part in decision-making by NCH. The aim of this Forum and its sub-groups/Forums is to build the confidence and capacity of young people, people with disabilities and people from the Black and Minority Ethnic communities so that they will become involved and represented within all the mainstream arrangements for tenant and leaseholder consultation and involvement.

The Forums will work in partnership with Nottingham City Council and with voluntary and community sector organisations and networks who may be able to help the different Forums achieve their objectives of engaging and empowering traditionally unrepresented and/or 'unheard' sections of the community.

The Forums may recommend specific deployment of resources by NCH and NCC to ensure that agreed outcomes are achieved and can set up and/or assist staff to set up Focus Groups and Working Groups to help these aims to be achieved

In the longer term, once the involvement of groups supported by these Forums have become part of the 'mainstream' involvement activities and structures, the Equality and Diversity Forum may become a 'Service Forum' with a remit to test delivery and development of all policies, strategies and services against compliance with best practice in relation to equality and diversity and delivering community cohesion and integration

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➤ **Youth Forum**

Role and Remit

- To enable the voices of tenants and applicants aged 16yrs to 25yrs to be heard at a strategic level
- To work with NCH staff and community groups to ensure that the views and priorities of younger people help to shape housing services and set housing performance standards and targets
- To help exchange information and feedback between young tenants and NCH
- To act as a channel for 2-way communication with the Nottingham Tenants' and Leaseholders' Congress and the Area Panels
- To consider policies, strategies, service and performance standards relating to involving young tenants and applicants and to provide feedback to the Nottingham Tenants' and Leaseholders' Congress and NCH
- To monitor and review progress in consulting and involving young tenants and leaseholders and provide feedback to the Nottingham Tenants' and Leaseholders' Congress and NCH
- To liaise with NCVS and relevant voluntary and community organisations who can assist NCH in involving young tenants
- To liaise and exchange information with NCC in relation to youth involvement
- To make recommendations to NCH about resources and support to achieve agreed objectives

Requirement

- To assist with consultation and involvement of tenants aged 16yrs - 25yrs of age and young people living in council property
- To provide feedback to NCH and the Nottingham Tenants' and Leaseholders' Congress
- To identify priorities for improving services and performance
- Respect and abide by relevant agreed equality and diversity policies and procedures
- Abide by the agreed 'Code of Conduct' at all times

➤ **BME Forum**

Role and Remit

- To provide support to build the confidence and capacity of NCH tenants from BME communities to make their voices heard and to be represented at all levels in arrangements for consultation and involvement throughout NCH
- To enable the views of tenants from the BME communities to shape services and set performance standards and targets
- To monitor and review progress in consulting and involving tenants and leaseholders from BME communities and provide feedback to the Nottingham Tenants' and Leaseholders' Congress and NCH
- To liaise with NCVS and relevant voluntary and community organisations who can assist NCH in reaching and involving tenants from BME communities

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- To exchange information and feedback with Area Panels, the Nottingham Tenants' and Leaseholders' Congress and the Board of NCH
- To make recommendations to NCH about priorities for action and deployment of resources and support to achieve the agreed objectives
- To help NCH staff enable tenants from BME communities to influence decisions about the services they receive

Requirements

- To help NCH with consultation and involvement of tenants and leaseholders from BME communities
- To ensure that housing policies, strategies, service and performance standards have input from and are influenced by BME tenants and leaseholder
- To ensure that BME tenants and leaseholders are involved in monitoring and reviewing services & performance standards
- To appoint a representative of the Forum to sit on the Nottingham Tenants' and Leaseholders' Congress to provide a two-way link and channel of communication
- To identify priorities for improving services and performance and provide feedback to the Nottingham Tenants' and Leaseholders' Congress and NCH
- Respect and abide by relevant agreed equality and diversity policies and procedures
- Abide by the 'Code of Conduct' set by the Nottingham Tenants' and Leaseholders' Congress and agreed by NCH at all times

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➤ **Disability Forum**

Role

- To provide support to build the confidence and capacity of tenants with disabilities to make their voices heard and to be represented at all levels in arrangements for consultation and involvement throughout NCH
- To recommend specific action and deployment of resources by NCH and NCC to ensure that tenants and leaseholders with different disabilities can get involved
- To work with NCH and NCC to develop 'Good Practice Guidance'
- To enable the views of tenants with disabilities to shape services and set performance standards and targets
- To set up and/or assist staff to set up Focus Groups and Working Groups to encourage and promote the involvement of tenants and leaseholders with disabilities
- To exchange information and feedback with Area Panels, the Nottingham Tenants' and Leaseholders' Congress and the Board of NCH

Requirements

- To help with consultation and involvement of tenants and leaseholders with different disabilities
- To work in partnership with NCH with input from voluntary and community sector organisations and networks who may be able to help the Forum achieve its aims and objectives
- To ensure that policies, strategies, service and performance standards have input from and are relevant to tenants and leaseholders with disabilities and to provide feedback to the Nottingham Tenants' and Leaseholders' Congress and NCH
- To monitor and review progress in consulting and involving tenants and leaseholders with disabilities and provide feedback to the Nottingham Tenants' and Leaseholders' Congress and NCH
- To identify priorities for improving services and performance in relation to involving tenants and leaseholders with disabilities
- Respect and abide by relevant agreed equality and diversity policies and procedures
- Abide by the agreed 'Code of Conduct' (set by the Nottingham Tenants' and Leaseholders' Congress)

II. 'Service Forums'

The 'Service-based' Forums have a specific remit to examine areas of service delivery that are vital to NCH's future. These Forums are targeted with looking at priorities for improving services to meet commitments and targets in the NCH Delivery Plan and to ensure that NCH meets standards in the Audit Commission's 'Key Lines of Inquiry'. The 'Service Forums' will report to the Board of NCH via the Board's Service and Performance Committee, to the Nottingham Tenants' and Leaseholders' Congress and the Area Panels

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Lead Officers from NCH will be responsible for servicing the Forums and staff and contractors will be expected to attend as necessary.

➤ **Tenancy & Estate Management**

This Forum may set up a number of 'sub-groups', 'panels', 'focus groups' or 'working parties' to consider specific areas of housing management such as rents, allocations, preventing and tackling anti-social behaviour and to review tenant involvement and the Compact

Role

- To ensure that the views of tenants and leaseholders shape service delivery and performance
- To receive and consider Reports from 'Tenant Inspectors' and 'Mystery Shoppers'
- To scrutinise, monitor and review service delivery and overall performance and to report findings to the NCH Service and Performance Committee, Area Panels and the Nottingham Tenants' and Leaseholders' Congress
- In partnership with NCH staff, to test NCH performance (and where relevant NCC performance) against 'best practice'
- To identify priorities and targets for improving performance and report to the Nottingham Tenants' and Leaseholders' Congress, the NCH Service and Performance Committee and Area Panels
- To exchange information and feedback with Area Panels, the Nottingham Tenants' and Leaseholders' Congress and NCH Board

Requirement

- Represent and involve all sections of the community
- Abide by the agreed 'Code of Conduct' at all times
- Take part in quarterly performance monitoring with NCH and NCC
- Ensure that minutes and feedback are reported to the Nottingham Tenants' and Leaseholders' Congress, NCH Board, Area Panels and TARAs

➤ **Repairs & Maintenance**

This Forum may set up 'sub-groups', 'focus groups' or 'working parties' as necessary to consider specific areas service delivery relating to repairs and maintenance

Role

- To ensure that the views of tenants and leaseholders shape service delivery and performance
- To receive, consider and act on Reports from 'Tenant Inspectors' and 'Mystery Shoppers'

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- To scrutinise, monitor and review service delivery and overall performance and to report findings to the NCH Service and Performance Committee, Area Panels and the Nottingham Tenants' and Leaseholders' Congress
- To test NCH performance (and where relevant NCC performance) against 'best practice'
- To work with NCH staff to identify priorities and targets for improving performance and report to the Nottingham Tenants' and Leaseholders' Congress, the NCH Service and Performance Committee and Area Panels
- To exchange information and feedback with Area Panels, the Nottingham Tenants' and Leaseholders' Congress and NCH Board via the Service and Performance Committee

Requirement

- Represent and involve all sections of the community
- To work in partnership with NCH staff to focus on 'Annual Priorities' and to set a work programme and agenda for the year with an 'Action Plan' and 'Targets'
- Abide by the agreed 'Code of Conduct' at all times
- Take part in quarterly performance monitoring with NCH and NCC
- Ensure that minutes and feedback are reported to the Nottingham Tenants' and Leaseholders' Congress, NCH Board, Area Panels and TARAs

4.2: NCH Senior Officers, Staff, and Board Members

NCH Board: Role and Responsibilities

The Board of NCH will:

- Agree, with input from staff, tenants and leaseholders, policy and strategy for tenants and leaseholder consultation and involvement
- Make sure that tenants and leaseholders are consulted and consider their views before agreeing any policies and strategies that affect tenants and leaseholders and/or the housing management and maintenance services provided by NCH to tenants and leaseholders
- Make sure the Compact is implemented and regularly monitored and reviewed in partnership with tenants and leaseholders
- Monitor compliance with all the standards set in the Compact and agree remedial action with tenants' representatives if NCH fails to meet any of the agreed standards
- Make sure that a budget is agreed that can support all standards and arrangements agreed in the Compact to support all aspects of tenant and leaseholder consultation and involvement

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- Take part in the arrangements agreed for promoting and developing tenant and leaseholder consultation and involvement including occasional joint training sessions
- Provide information and feedback from the Board to tenants and recognised groups and representatives
- Meet with representatives of the Nottingham Tenants' and Leaseholders' Congress no less than three times a year to provide information and feedback, answer questions and review the development of tenant and leaseholder involvement including meeting the requirement to consult and involve all sections of the community including those traditionally described as 'hard-to-reach'
- Make sure that, from time to time, Board Members take part in events including walkabouts, inspections and 'fun days'

NCH Senior Officers and Staff, including technical staff

- Involve tenants' representatives via the Nottingham Tenants' and Leaseholders' Congress in the development and review of housing policies and strategies
- Involve tenants in monitoring and reviewing services and performance and in development of any plans for improving services and performance
- Make sure the Compact is implemented and regularly monitored and reviewed in partnership with tenants and leaseholders
- In partnership with the Nottingham Tenants' and Leaseholders' Congress, Area Panels, the Forums and TARAs, monitor and review tenant and leaseholder involvement standards, targets, and levels of satisfaction with performance
- Make sure that tenants' and leaseholders' views and responses to consultation are responded to by staff and that feedback is given to all tenants
- Ensure that tenants are able to influence the decisions that affect them and the housing management and maintenance services they receive
- Take a pro-active role in helping to promote, develop and sustain tenant and leaseholder involvement throughout NCH and support all agreed arrangements for consultation and involvement
- Check that that appropriate Performance Indicators for consultation and involvement are developed and implemented by all staff in partnership with the Nottingham Tenants' and Leaseholders' Congress and take remedial action as necessary
- Find out about best practice and take part in monitoring with tenants' and leaseholders' representatives and the Nottingham Tenants' and Leaseholders' Congress
- Attend meetings of the Tenants' and Leaseholders' Congress by invitation of the TLC
- Publicise and take part in quarterly 'Walkabouts' and local inspections with tenant representatives
- Attend Area Panel meetings
- Ensure that issues identified are followed up and any matters that need to be referred to other parties (Police, NCC, etc) are referred for action and response
- Ensure that feedback is provided to each meeting of the Panel detailing responses to matters raised by the Panel and action taken
- Attend meetings of Tenants and Residents Associations as and when requested

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- Work in partnership with tenants and leaseholders and other key partners e.g. police, health, education, Housing Associations to ensure that priorities identified by Area Panels are acted upon
- Check that tangible follow-up action is taken on matters raised by tenants' representatives, TARAs, Area Panels, Forums and the City-wide Panel and make sure feedback is given to all tenants and leaseholders
- Check that TARAs, tenants' and leaseholders' representatives, Area Panels, Forums and the Nottingham Tenants' and Leaseholders' Congress are kept fully informed and efficiently and effectively resourced
- Take part in joint training with tenants' and leaseholders' representatives

4.3: Nottingham City Council: Chief Officers, Elected Members, Housing Portfolio Holder

Elected Members and the Housing Portfolio Holder: Roles and Responsibilities

- Check that the Tenant and Leaseholder Compact is fully implemented and properly supported by NCC and NCH
- Ensure that the council consults council tenants and leaseholders on those areas that are the direct responsibility of the council including policies for rents and allocations
- Ensure that the response from any tenant consultation is properly considered by the Council before any final decisions are made by the Council on matters affecting tenants for which the Council remains responsible
- Make sure that other council initiatives and arrangements for consultation are co-ordinated with arrangements agreed in this Compact and make sure that any arrangements at a local level involve TARAs, and tenants' representatives
- Monitor NCH's performance and the effectiveness of tenant involvement at Ward level and across the Council
- Monitor whether or not council tenants and leaseholders are satisfied with the performance of NCH and the Council and agree remedial action with tenants and leaseholders if performance is not satisfactory
- Make sure that tenant and leaseholder involvement policy and strategy complies with the Council's policies relating to equality and diversity
- Attend each of the 9 Area Panel meetings to ensure that these Panels and the issues identified as priorities are able to link into the work of the Council's Area Committees and their discussions and action plans
- Ensure that any issues referred to NCC by NCH Area Panels, Forums or the TLC are followed up and that action and feedback is given to the Panels, Forums, or TLC
- Ensure that any matters that need to be referred to other parties (Police, NCC, etc) are referred for action and response
- Take part in events including Estate Walkabouts and Inspections, occasional 'Fun Days' and Housing Exhibitions
- Attend, from time to time at the request of registered TARAs, local meetings and discussions
- Check that tenants views are heard and take action to find out what tenants are saying by meeting tenants at local level

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- Support and as necessary take part in the dispute resolution and remedial action agreed in this Compact and ensure that council tenants and leaseholders are able to bring any unresolved complaints about services to them from NCH direct to the council

Senior Officers: Roles and Responsibilities

- Check that the Tenant and Leaseholder Participation Compact is properly developed, implemented, monitored and reviewed
- Monitor compliance by NCH with all agreed arrangements for tenant and leaseholder consultation and involvement
- Support the development of a co-ordinated approach to consultation and involvement at strategic level and in relevant policy and practice such as neighbourhood services, community safety and tackling anti-social behaviour
- Ensure that the council consults council tenants and leaseholders on those areas that are the direct responsibility of the council including policies for rents and allocations
- Check that vulnerable, disadvantaged and traditionally under-involved tenants and leaseholders are identified and supported and encouraged to get involved
- Support initiatives by NCH by taking part in activities such as Estate Walkabouts and Inspections, TARA meetings and events, Forums, Working Groups and discussion groups
- Make sure that other council initiatives and arrangements for consultation are co-ordinated with arrangements agreed in this Compact and make sure that any arrangements at a local level involve TARAs, and tenants' representatives
- Monitor and report to tenants and elected members levels of tenant and leaseholder satisfaction with the performance of NCH and the Council
- Check that all arrangements put in place by NCH for tenant and leaseholder involvement are satisfactorily resourced
- Take part in occasional joint training with NCH staff and tenants
- From time to time as necessary establish joint working groups and forums with NCH to help improve services and develop policies and strategies
- Support and as necessary take part in the dispute resolution and remedial action agreed in this Compact and ensure that council tenants and leaseholders are able to bring any unresolved complaints about services to them from NCH direct to the council

SECTION 5: RESOLVING DISPUTES AND REMEDIAL ACTION

The parties to this Compact aim to ensure that any collective disputes and grievances from tenant representatives and tenants' and residents' groups are resolved speedily via fair and structured internal procedures to the satisfaction of the representative or group concerned. The internal procedure includes an in-house appeals 'Scrutiny Panel' and arrangements for in-house mediation. However, we agree that independent external mediation or arbitration should be used when all other avenues are exhausted.

5.1: Complaints Procedure

(NB: Individual complaints from tenants and leaseholders will be made and dealt with via the agreed NCH 'Compliments, Complaints and Comments' procedure)

1.1: Individual Complaints or Grievances

Tenants and leaseholders with any individual grievances or complaints about service delivery or the performance of any NCH employees or contractors should use the NCH 'Compliments, Complaints and Comments' procedure. Tenants who believe that their complaint has not been dealt with in a satisfactory manner or according to the agreed procedures may progress through the three stages of the procedure, including referral to the Council's Chief Executive, and then to the local Government Ombudsman.

1.2: Collective Complaints or Grievances

Any recognised TARA or Local Contact under the terms in this Compact who raises a collective complaint or grievance on behalf of the residents they represent in relation to the standards included in this Compact should do so in the first instance with the NCH Officer concerned. If the matter is not resolved to the satisfaction of the representative or group, they may then take the matter to the **Compact Tribunal** who will seek to ensure that the issue is resolved to the satisfaction of the representative or group. The **Compact Tribunal** may involve other NCH or NCC Officers as necessary in order to seek to resolve the issue

If the tenant representative or group believes that the issue remains unresolved they shall take the matter to the Nottingham Tenants' and Leaseholders' Congress who will seek to resolve the issue by mediating between the parties or by taking the issue on behalf of the group or representative to the NCH Board or to Nottingham City Council.

Where the collective complaint or grievance concerns the Nottingham Tenants' and Leaseholders' Congress, or where the Panel believes that the issue raised by the representative or group remains unresolved, they may decide to refer the matter to the **Compact Tribunal** following the agreed 'Remedial Action' procedures:

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5.2: Remedial Action

Where issues raised by TARAs, recognised Local Contacts, Area Panels, or the Nottingham Tenants' and Leaseholders' Congress in relation to matters covered by this Compact not resolved, the partners who are signatories to this document shall use the Compact Tribunal to objectively consider and seek to resolve the issue.

2.1: Compact Tribunal: The Panel shall be composed of seven members: two representatives on behalf of tenants, two representatives on behalf of Nottingham Council, two representatives on behalf of Nottingham City Homes and an independent Chair. These individuals shall be drawn from a pool of 12 people, 4 members nominated by each group of stakeholders, with the proviso that stakeholders with a direct personal interest in the grievance are barred from sitting on the Panel.

The role of the Tribunal is to:

- Hear and investigate the collective grievance or complaint
- Examine and make recommendations to resolve the issue speedily and in-house wherever possible

The Tribunal can choose only one of two options:

- That they feel the issue has been resolved. Where this is the case, the Tribunal must set out their reasons for coming to this conclusion based on the information and argument presented by the parties concerned.
- That the issue has not been resolved and what their recommendations and are to resolve or improve the situation. Any recommendations should be time-limited to a period not less than 21 days and no longer than three calendar months from the date of the hearing. The Tribunal may recommend the use of a 'critical friend' to assist the parties.

2.2: 'Critical Friend': A panel, from a neighbouring local authority or housing association, of representatives of residents and the landlord may be selected jointly by NCH or the Council and resident representatives to review the dispute and make suggestions about how to reach an amicable solution.

2.3: Independent Mediation: In unresolved or serious cases, an independent mediator, chosen by NCC and NCH and Nottingham Tenants' and Leaseholders' Congress will be hired to work with the parties involved to find a compromise with which all parties can agree

2.4: Independent Arbitration: Where all other measures have failed to reach a satisfactory conclusion or where the Nottingham Tenants' and Leaseholders' Congress, NCH or Nottingham City Council, considers that the resulting recommendations have not been implemented, the matter can be referred for arbitration to a single arbitrator appointed by joint agreement between NCH or the Council and the Nottingham Tenants' and Leaseholders' Congress to review the case and arrive at a conclusion. This conclusion is binding and must be adhered to by all parties involved. It is envisaged that this final stage will be used very rarely.