



# Tenant Involvement Strategy

Produced by the Tenant Participation team working with tenants

Autumn 2010

IMAGES ON FRONT COVER  
(TOP TO BOTTOM)

Police Cadets at a youth event organised by the Tenant Participation and Community Development teams.

Every year East Devon District Council holds a garden competition open to all tenants and leaseholders, sponsored by local businesses. This is the winning garden from the Children's Category in the 2010 competition, by Chloe Drake from Branscombe.

Members of the Tenant Scrutiny Panel with Democratic Services Manager Diana Vernon.

Tenant Community Research group presenting a report to Housing staff.



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We consider requests on an individual basis



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## Highlighting our commitments

Where we have made a commitment it is indicated by a number in the margin set in **grey**. This number corresponds with the action plan on page 17. The text describing the commitment itself is set in italics.



# 1 Introduction

This strategy sets out our commitment to developing the range of ways and extent to which tenants, as customers, can become involved in the housing service. We are committed to continuously developing and improving our services by involving our tenants.

The tenant involvement structure was reviewed in 2007 and again in March 2010 to widen the opportunities for involvement and encourage more people to get involved in a way that suits them. We have moved beyond the standard methods of involvement to provide greater choice, training and development opportunities, and an increased flexibility to our approach to involving tenants.

We have developed this strategy in the following ways. We have used information from IMPACT assessments on the main tenant involvement activities and from the equality IMPACT assessment for tenant participation, and have considered best practice from other organisations. We have also carried out a Key Lines of Enquiry (KLOE) 5 self assessment and a process review in areas of the service, as well as having regard to the Tenant Services Authority standards. We have involved our tenants in the process of creating this strategy by listening to what they are telling us about tenant involvement.

Our Tenant Involvement Strategy sets out the main areas where we will be working with tenants to improve our current services or to work to develop new ones between April 2010 and March 2012. We will be asking you as tenants to tell us how we are doing with this. Through the Partnership News and our website, we will tell you twice a year what we are achieving.

**Our Tenant Involvement Strategy sets out the main areas where we will be working with tenants to improve our current services or to work to develop new ones**

## 2 Tenant involvement documents

### **Getting involved with the Housing Service (Tenants' Handbook and leaflet)**

This is a summary of the methods of involvement and is part of the handbook which is given to all our new tenants. It is also available as a leaflet and on our website at [www.eastdevon.gov.uk/homes\\_and\\_housing](http://www.eastdevon.gov.uk/homes_and_housing).

### **Tenant and Council Partnership (compact)**

This is an agreement between East Devon District Council and its customers

about how we involve tenants. This document was published in 2008 and all tenants and leaseholders were given a summary document with a newsletter. You can view this online at [www.eastdevon.gov.uk/homes\\_and\\_housing](http://www.eastdevon.gov.uk/homes_and_housing). This document is due to be reviewed in 2011 by a review group of tenants, councillors, and staff. This agreement will be refreshed by March 2011.

### **Housing Strategy 2008–2011**

This Housing Strategy seeks to make sure that a good quality, affordable home is available to all households resident in the district and that each home is adequate in size and suitably located for the occupants. We believe in the principle of a 'decent home for all' and we will be working together with partners to make sure that this principle is met. This document sets out the key commitments for Housing during the three year period. To view the strategy please visit [www.eastdevon.gov.uk/housing\\_policies\\_and\\_strategies](http://www.eastdevon.gov.uk/housing_policies_and_strategies).

### **The Tenant Services Authority (TSA) Regulatory framework for social housing in England from April 2010**

This framework establishes a set of standards to help improve the services provided for people who live in social rented accommodation in England. The standards and approach to regulation are key to ensuring a fair deal for tenants, to protect taxpayers and other funders of social housing, and to make sure that the TSA is a modern and effective regulator. The framework is available online at [www.tenantservicesauthority.org](http://www.tenantservicesauthority.org).

### **Local offers/standards**

With tenants, we have developed a number of local offers (or 'local standards', as we refer to them) based on at least three of the TSA standards. This was done by April 2010. These local standards will be regularly reviewed with our tenants.

### **Annual Report**

We are required to produce an Annual Report for all tenants that sets out how we meet the TSA standards and how we are measuring this. In this report we tell you some background information about our tenants and our properties. We also discuss how we plan to make improvements to our service.

If you would like a paper copy of any of these documents please contact the Tenant Participation team on 01395 517453 or [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk).

## 3 Aims and objectives

The main aims and objectives of this strategy are:

- to provide a wide and meaningful range of tenant involvement opportunities, making sure that tenants are at the heart of the Housing Service
- to make sure that East Devon District Council provides tenant involvement opportunities that represent good value for money
- to understand the make-up of our tenants and respond to their needs.

In addition, we will provide a range of opportunities for our tenants to engage with us at a level and in a way that suits them. We will also make sure that our staff are aware of involvement opportunities and will take responsibility for encouraging tenant involvement.

We will make sure that our tenants are involved in:

- tenant scrutiny
- developing a range of local offers or service standards
- monitoring our performance and that of our contractors
- changes to existing policies and the development of new ones
- awarding community initiative fund grants
- the organisation of the annual Tenants Conference
- monitoring the Tenant Participation budget
- the design and editorial of the Partnership News
- the design and wording of letters and information leaflets
- the Housing Review Board.

## 4 Tenant Involvement Structure

Our structure for tenant involvement allows us to:

- give information to our tenants
- listen to tenants' views and act on them
- give tenants the opportunity to influence policies, strategy, procedures, and services
- consult with tenants
- encourage tenants to get involved in the decision making process
- make sure that all of our tenants are given equal access to get involved.

We have a wide range of opportunities for formal and informal involvement, including methods like the website audit and surveys by post, telephone, and email. Consultation that does not require tenants to leave their home in order to be

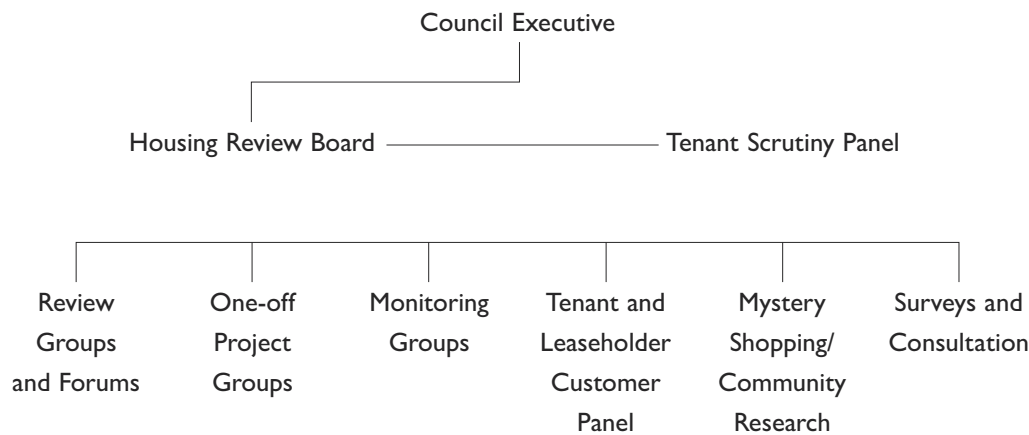
involved is also available. There are opportunities for tenants to get involved at a level that suits them and we are always looking for new ways to involve our tenants.

Our involvement structure has been designed in consultation with our tenants to make sure that the right options are available to encourage tenants to get involved. We expect our involvement structures will continue to develop and grow and will make sure we review them on a regular basis.

Carrying out the commitments and actions in this strategy will allow our involvement structures to cover the following by March 2012:

Service Review Groups	Repairs and Maintenance Customer Care and Complaints Sheltered Housing Rentals Housing Needs Estate Management
Forums, Panels, and Boards	Tenant and Leaseholder Leaseholders Young Persons Design (Council new build) Housing Review Board
Monitoring Groups	Tenant Participation Budget Tenant and Council Partnership Agreement, Tenant Involvement Strategy, KLOE 5 Housing Strategy
Project Groups	Conference Downsizing Review of Tenant and Council Partnership Community Researcher
Support Groups	Mystery Shopping Community Research Reading Partnership News Editorial
Surveys and Consultation	Email, Postal, and Phone

The following chart shows how the groups fit within the overall structure of the Council.



## 5 Methods of tenant involvement

There are many ways for tenants to get involved and different methods of involvement have been organised to fit in with tenants, many of whom have very little time to spare but want to make a difference. There are less formal methods of involvement for those who don't want to make a long term commitment or attend meetings and for tenants who would like to be more actively involved and who have time to attend meetings there are the formal methods of involvement.

### The Key Players register

This is a list we have of more than 200 tenants who have registered their interest in becoming involved. Membership of this register needs to both increase and widen to include more younger tenants. *A commitment has been made to*

- 3 *increase this by 10 per cent each year over the next three years – by March 2012 we aim to have at least 260 members.*

We need to encourage more younger tenants and their families to become involved and to help us do this we have made a

- 4 *commitment to hold an event for younger people which will include raising awareness of and promoting tenant involvement.*

**A commitment has been made to increase the number of younger tenants on the 'key players' register 10 per cent each year over the next three years**

## Formal ways to get involved

- Service review groups – Repairs and Maintenance, Sheltered Housing, Estate Management, and Customer Care Commitments
- East Devon Tenant and Leaseholder Customer Panel
- Recruitment of Housing Staff
- Environmental Issues sub group
- Housing Review Board
- Residents and Tenants Associations

## Informal ways to get involved

- Tenants Conference
- Tenant and Leaseholder Garden Competition
- Surveys – postal, telephone, email and in-person
- Customer satisfaction surveys
- One-off project groups
- One-off ‘tenants supporting officers’ activities
- Housing and Housing Review Board ‘drop-in’ sessions
- Mystery Shopping and audits
- Reading group
- Focus groups
- Estate Walkabouts

## Service review groups

We have a number of service groups covering a range of areas. Some service areas do not have review groups. Existing and new review groups need to be managed and facilitated effectively by the service areas.

**Repairs and Maintenance** One of our longer established groups which has been running for about four years. The group has Terms of Reference and is chaired by tenants. The work that the group covers includes the monitoring of performance, identifying areas for service improvements and making recommendations, and working with officers to produce the improvement plan. In 2010, for the first time, the group will work with officers to appoint contractors.

- 5 This group has a very wide and varied remit. *A commitment has been made to review the group’s Terms of Reference by March 2011.*

**Sheltered Housing** This group has been running for about three years and is led by the Support Services Manager. The work this group covers includes producing a Sheltered Housing newsletter, considering and contributing to service improvements such as cluster working, supporting events such as the Silver Surfers Day event, and studying the directives and vision produced by the Devon County Supporting People team. This is to make sure that the services provided are meeting the requirements for future provision.

**Estate Management** This is a fairly new group which was set up about twelve months ago. It has its own terms of reference and is chaired by a tenant. The group monitors performance and customer satisfaction, considers estate and neighbourhood management issues, and works with the Estate Management team to review the procedure for dealing with antisocial behaviour. This group also helps to arrange, take part in, and monitor outcomes from Estate Walkabouts.

**Customer Care Commitments** This group is in the process of being established, the aim being to have a tenant leading the group. The group covers customer care issues, including complaints about the service.

### East Devon Tenant and Leaseholder Customer Panel

This is a constituted group set up initially as the 'Tenant Customer Panel'. The make-up of the group was reviewed in 2006 and now includes leaseholders. This is a panel of tenants and leaseholders who meet every six weeks. Their main objective is to work with the Council to improve the service provided to tenants and to improve the quality and standard of council homes in East Devon. Members of the panel also work with the Tenant Participation Officer to monitor the tenant participation budget, arrange the annual tenants conference, and make decisions on community initiative fund grant applications.

With many other effective methods of involvement, it may be decided that the Panel is no longer needed. However with some groups not yet represented it is too soon to remove the Panel from our tenant involvement structure. This needs to be revisited once commitments to set up the new service review groups and other methods of involvement have been acted on. *A commitment has been made to revisit the purpose of the Tenant and Leaseholder Customer Panel by September 2011.*

### Recruitment

We have a team of eight tenants who have been trained in the Council's recruitment and selection policies and procedures. These tenants take part in the recruitment process of all new Housing staff. During 2009/10 tenants were involved in the recruitment of a number of staff, including the Home Safeguard Manager, Mobile Support Officers, Housing Maintenance Surveyors, an Administration Assistant, and a Community Development Officer.

A Tenant and Leaseholder Customer Panel meeting held in 2010



## Housing Review Board

This is a formal Council Overview and Scrutiny Committee consisting of five councillors, five tenants, and two independent community representatives. The Board's main function is to consider matters relating to the Council's landlord and housing management activities, including budget and performance issues.

Housing Review Board members are also invited to join Task and Finish Forums (TAFs) and are currently working on the complex and sensitive project of 'decommissioning' some sheltered housing.

## Residents and tenants associations

The associations enable tenants to have a say on housing and neighbourhood matters, including having a choice on how services are delivered. There are currently four tenant/resident associations: Meadway and St Gregory's (Seaton), Lymebourne and Arcot (Sidmouth), Dray and Morgan Court (Exmouth), and Littleham (Exmouth).

## Tenants' Conference

We hold a conference for tenants every year, with 60 to 100 tenants from across the district attending. The council uses this opportunity to find out what tenants think about the service provided and to inform them about service improvements. The conference is attended by the Chief Executive and Head of Housing and Social Inclusion as well as other officers from the Housing Service. The conference is organised by a sub group of the Tenant and Leaseholder Customer Panel.



Mark Williams, Chief Executive of East Devon District Council, speaking at the 2010 Tenants' Conference



Ted Brown, tenant member of the Housing Review Board and Chair of the Repair and Maintenance Group, talking at the 2010 Tenants' Conference



Tenants and staff enjoying lunch together at the 2009 Tenants' Conference

### **One-off project groups**

Occasionally we need to set up a group to help us review policy or look in detail at an area of the service. Groups have been used in the last twelve months to review communal cleaning, the Individual Garden Maintenance Scheme and the downsizing policy.

### **Garden competition**

Each year we hold a garden competition which is open to all tenants and leaseholders is organised. Prizes are awarded for the best gardens and judging takes place in July, with prize winners invited to attend a prize giving ceremony in September.

### **Postal, telephone, email, and in-person surveys**

Periodically we need to contact people and ask for their views and opinions about different things we are doing or are planning to do. This method of involvement was not being used to its full potential and has now been refreshed and re-launched.

### **One-off 'tenants supporting officers'**

We sometimes ask tenants to help us and work with us on one-off tasks and projects. Recently three tenants helped the Support Services Manager in the training of the Mobile Support Officers and

One of the winning gardens from a recent tenant and leaseholder garden competition



Scheme Managers in the use and completion of a new Supporting People form. Tenants have also asked to comment on a leaflet designed by StreetScene for residents across East Devon about the new recycling arrangements.

### **Housing and Housing Review Board ‘drop-in’ sessions**

These are open sessions that are held every couple of months across the district. The sessions are open to all tenants and leaseholders in the area, but other tenants and customers can also drop in. When possible these ‘drop-in’ sessions are held on the same day as an estate walkabout in the area.

One or two representatives from the Housing Review Board attend and Housing staff facilitate and host the sessions. Tenants can call in for a cup of tea and a chat about any issue related to housing. In 2009 nearly a hundred tenants accessed the Housing Service by visiting a ‘drop-in’ session.

### **Customer satisfaction surveys**

We constantly ask our customers how they rate the service they receive.

We currently do this for:

- Estate Management service requests (for example reports about antisocial behaviour)
- programmed works such as new bathrooms, kitchens, and heating systems
- non-urgent repairs
- improvement works such as door, window, kitchen, and bathroom replacement programmes
- a new tenant who has moved into a property.

The feedback received is used to help tackle poor performance, improve the service further, and to give positive feedback to staff and contractors. The survey results are not currently published for our customers to see how we are doing.

*7 A commitment has been made to publish all survey results on our website and in*



A tenant and member of EDDC Housing staff at a recent ‘drop-in’ session held at Aylesbeare

- 8 newsletters by March 2011. By March 2012 we will extend this method of receiving customer feedback to include services provided by the Rental team, Tenant Involvement and Community Development staff, the Home Safeguard out of hours call centre, and Support Services Mobile Support Officers.

### Partnership News

This is a half yearly newsletter designed and edited by a group of tenants supported by the Tenant Participation team. Tenants are invited to contribute articles and suggestions for the Partnership News and are periodically asked for formal feedback on its design and layout.



The summer 2010 edition of Partnership News

### Mystery Shopping and Audits

These have been running for nearly three years and have been carried out on a number of areas including new tenancies, the telephone response, grounds maintenance, and standard letters. This is an extremely valuable resource and

- 9 needs to be utilised more effectively. A commitment is being made to re-launch this group and carry out one Mystery Shop by April 2011.

### Reading Group

This group was set up a couple of years ago and was designed to be used by officers when producing new leaflets or standard letters. The idea was for tenants to read the leaflets or letters and comment on the readability. The group receives papers for reading by email or in the post. This group has not been as well used as anticipated. A commitment has been made to re-launch the group and for all new housing documents that are directed at tenants to be approved by this group by March 2011.

10, 11

### Website audit

Periodically our customers help us review the Housing pages of our website.

- 12 A commitment has been made to review the website with tenants by March 2011.

### Next steps

Whilst reviewing this strategy it became clear that some areas of the service are not involving tenants as much as is desired. To bring all services in line and to work with the TSA standards, it is critical to involve tenants more effectively in all

- 13, 14, areas of the housing service. A commitment has been made to set up service review groups for Housing Needs and Rentals, a group to consider Council Own Build, a forum for leaseholders, and a group for younger people by March 2011.

It was also clear that we are not always good at considering the needs of our disabled, older, Black Minority Ethnic (BME), and younger tenants. The needs of

- our older and disabled tenants are generally considered by the Sheltered Housing Service Review Group, but only if they live in sheltered housing. *A commitment has been made for EDDC to continue to recognise the differing needs of our tenants and in particular those groups that we find it hard to engage with.*
- 18**

## 6 Scrutiny arrangements

East Devon District Council's Housing Service is committed to putting its tenants at the heart of the business. We are working towards co-regulation of our services with residents during 2010.

- A working group of tenants and staff will be working during 2010 to shape the framework for our new Tenant Scrutiny Panel. An information session was held
- 19** in August and the group is now in the process of recruiting panel members. The Tenant Scrutiny Panel will be trained and in place for April 2011.

## 7 Training

We are very proud of our commitment to build up the capacity of our involved tenants who are both new and experienced. This is done through training, coaching, mentoring, and working with officers. A programme of training is arranged every three to six months, with formal training such as committee skills,



Younger tenants at a training session



Young people engaging in training activities including a short play at Exmouth Pavilions

chairing meetings, and setting up a residents association. Practical training is also provided, such as permaculture gardening, first aid, and food hygiene. We also work with Exeter City Council, Mid Devon District Council, and the Devon Tenant Participation Group to arrange joint training, consultations, and an annual  
**20** conference for our tenants. We will continue to identify and arrange suitable training.

During 2009/10 we arranged or facilitated training in more than twenty subject areas. This covered a diverse range of subjects and in total forty-five tenants benefited from over 180 training days. The benefits from training our tenants can be measured by the increased confidence, ability, skills, and knowledge gained by a significant number of active tenants over the last few years. This enables tenants to support staff and work alongside them better. Tenants are better equipped to challenge policy and are more able to influence the service.

During 2009/10 we have been successful at bringing in funding for training and have recently completed a community research training programme. As part of the training, a group of tenants carried out research into our support services. We are keen for the group to use their newly acquired skills to carry out more research for us and have  
**21** *committed ourselves to work with this group to support one research project each year.*

We actively seek out funding for training and free training events for tenants  
**22** to support tenant involvement. We will be using events for younger people to identify training needs, in particular DIY skills of our

Tenants attending a communication workshop run by EDDC staff Sulina Tallack and Nick Stephen



younger and potential tenants. We will arrange or support reasonable training requests. For details of training events or suggestions for the future please contact the Tenant Participation team on 01395 517453 or email [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk).

### Younger tenants

Our younger tenants are particularly under-represented and the need to actively encourage tenants under the age of 30 to get involved is a high priority. With this in mind, a social networking site is being developed that will enable us to provide information and anyone who wants to share information with us and other tenants

23 will be able to do so. *A commitment has been made to carry out a feasibility study into the use of a social networking site by March 2011.*

We will continue to work with the Community Development Officer (Youth) to provide opportunities for younger people and to encourage them to get involved and receive training and development support.

### Funding

The Tenant Participation function has several small budgets that total £37,600 for the financial year 2010/11. Tenants will continue to work with the Tenant Participation Officer to monitor these budgets. During 2009/10 free training to the value of £8,500 was secured from South West Foundation and Trafford Hall, Connaught plc, Skinner construction ltd, Jardine Insurance, Sidmouth Garden Centre, and Horticultural Consultant Kieron Bewes gave £1,000 worth of sponsorship to support the tenant and leaseholder garden competition.

- 24 *A commitment has been made to continue working with tenants to secure additional funding each year to support tenant events such as the tenants conference, garden competition and training each year.*

## 8 Conclusion

The Tenant Involvement Strategy has been developed to show how we will involve tenants in the work of the Housing Service. The actions in the Tenant Involvement Strategy will be monitored by a group of tenants and officers and the results will be reported half yearly in the Housing Standard. We will review this document and a new Tenant Involvement Strategy will be in place for April 2012.

## 9 Tenant involvement action plan

This table sets out our commitments and actions until March 2012 in the order that they appear in this document.

Strategy	Officer(s) responsible	Review	Completion
1 Review the Tenant Involvement Strategy and involvement structure	Tenant Participation Officer	Sep 2011	Mar 2012
2 Review the Tenant and Council Partnership Agreement	Tenant Participation Officer	Jun 2010	Mar 2011
3 Increase membership of the key players register by 10 per cent each year (208 members as at Mar 2010 to 260 members by Mar 2012)	All Housing staff	Annually (Apr)	Mar 2012
4 Arrange an event to encourage and promote tenant involvement to younger people	Tenant Participation Assistant, Community Development Worker (Youth)	Apr 2010	Mar 2011
5 Review Terms of Reference for the Repairs and Maintenance Monitoring Group	Chair Repairs and Maintenance Monitoring Group, Housing Services Manager	Dec 2010	Dec 2010
6 Revisit the purpose of the Tenant and Leaseholder Customer Panel	Chair Tenant and Leaseholder Customer Panel, Tenant Participation Officer	Apr 2010	Sep 2011
7 Publish all survey results on the website and in newsletters	All Service Managers	Sep 2010	Mar 2011
8 Extend customer satisfaction surveys to include services: Rental team, Tenant Involvement and Community Development staff, Home Safeguard out of hours call centre, and Support Services Mobile Support Officers	All Service Managers	Sep 2011	Mar 2012

Strategy	Officer(s) responsible	Review	Completion
<b>9</b> Relaunch Mystery Shopping and Audit team and carry out a mystery shopping exercise	Tenant Participation Assistant	Jun 2010	Mar 2011
<b>10</b> Reestablish Tenants Reading Group	Tenant Participation Officer	Jun 2010	Aug 2010
<b>11</b> All new housing documents (leaflets, standard letters, etc) directed at tenants to be approved by the Reading Group	All Housing Staff	Nov 2010	Mar 2011
<b>12</b> Carry out a review with tenants of the Homes and Housing pages of EDDC website in order to modernise and update the website to make it more easily accessible and interesting for customers	Housing Project Officer, Information and Research Officer	Sep 2010	Mar 2011, then yearly
<b>13</b> Set up a Service Review Group to cover Housing Needs	Housing Needs Manager	Dec 2010	Mar 2011
<b>14</b> Set up a Service Review Group to cover Rentals	Rentals Manager	Dec 2010	Mar 2011
<b>15</b> Set up a group to cover Council Own Build	Housing Enabling Officer	Dec 2010	Mar 2011
<b>16</b> Set up a Leaseholders Forum	Housing Asst. and Business Development Manager	Dec 2010	Mar 2011
<b>17</b> Set up a Young Person Group	Community Development Worker (Youth)	Dec 2010	Mar 2011
<b>18</b> Continue to recognise the differing needs of our tenants and in particular groups that we find it hard to engage with	All Housing staff		Ongoing

Strategy	Officer(s) responsible	Review	Completion
<b>19</b> Set up scrutiny arrangements in line with the Tenant Services Authority guidance	Housing Strategy Manager	Jan 2011	Apr 2011
<b>20</b> Identify and arrange suitable training events	Tenant Participation team	Annually	Annually
<b>21</b> Work with Community Research Group to carry out at least one research project each year	Tenant Participation Officer	Jun 2010	First project by Mar 2011
<b>22</b> If a need for DIY training is identified this will be carried out	Tenant Participation Assistant	Nov 2010	Mar 2011
<b>23</b> Carry out a feasibility study on setting up a social networking site such as Facebook	Tenant Participation Assistant, Community Development Officer (Youth)	Sep 2010	Mar 2011
<b>24</b> Secure additional resources/ funding to help fund training and events	Tenants, Tenant Participation team		Annually

## Appendix:

# Explanation of terms used in this document

We have tried to write this strategy using plain language, however there may be some terms which need explanation.

**Compact** See 'Tenant and Council Partnership Agreement'

**Constitution** The rules which set out how an organisation, such as a residents association, will operate

**Council** East Devon District Council

**Devon Home Choice** This is the new way of allocating council and housing association homes in Devon; Council and housing association homes available to rent in Devon are advertised through Devon Home Choice

**Diversity** Respecting everyone as an individual, irrespective of any group they may belong to because of their race, religion, disability, or for any other reason

**Leaseholder** Someone who has bought their flat from the Council, but where the Council still owns the freehold of the building

**Service Review Group** A group of tenants who work together to improve a particular service area; the group will have its own Terms of Reference and will usually be chaired by a tenant

**Task and Finish Forum** A forum of Councillors and members of formal committees established to carry out a specific task

**Tenant** A person responsible for paying rent to the Council; in this Agreement this also includes 'leaseholders' who pay ground rent and service charges to the Council

**Tenant Services Authority** This is the independent regulator for affordable housing in England, who work with social housing landlords (these are landlords who do not operate on a purely commercial basis) and tenants to improve the standard of service for tenants and residents

**Tenant and Council Partnership Agreement** An agreement between tenants and the council that sets out the ways in which tenants can be involved with and influence the housing service

**Tenant and Leaseholder Customer Panel** This is a constituted group made up of tenants and leaseholders who meet every six weeks; their main objective is to work with the Council to improve the service provided to tenants and to improve the quality and standard of council homes in East Devon

**Terms of Reference** Guidelines within which an organisation can operate

## How to get in touch with us

### In person

Visit Reception at Knowle, Sidmouth, between 8.30 am and 5.00 pm, Monday to Friday

### Phone

Call Tenant Participation on 01395 517453, or 01395 516551/01395 516854 for out of hours emergencies

### Email

tenantparticipation@eastdevon.gov.uk

### Write to us

Tenant Participation,  
East Devon District Council,  
Knowle, Sidmouth, EX10 8HL

### Visit our website

[www.eastdevon.gov.uk/homes\\_and\\_housing](http://www.eastdevon.gov.uk/homes_and_housing)

IMAGES ON FRONT COVER  
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Members of the Tenant Scrutiny Panel  
with Democratic Services Manager  
Diana Vernon.

Every year East Devon District Council holds a garden competition open to all tenants and leaseholders, sponsored by local businesses. This is the winning garden from the Children's Category in the 2010 competition, by Chloe Drake from Branscombe.

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