

# Tenant involvement

### **Tenant involvement**

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Plymouth City Council is committed to tenant involvement as a way of improving services to tenants. We offer a range of ways for you to share your views about the housing service, and to get involved in the decisions made about your home and neighbourhood.

Our commitment to tenant involvement is published in our Tenant Participation Compact, an agreement between tenants and the Council about the ways tenants can influence the housing service.

### **Information for tenants**

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We keep tenants informed about what's going on in housing services about any changes we're proposing, and about how we're performing.

#### **What's Up newsletter**

- Sent to every tenant four times a year
- Keeps you informed about the service
- Gives you performance information

#### **Performance plans and business plans**

Our plans are available in Area Housing Offices and the Civic Centre.

### **Consultation**

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We consult tenants about every aspect of the housing service. Ranging from local consultation about changes to your homes, to city-wide consultation about changes in performance and targets.

If you would like to be consulted contact the Tenant Participation (T.P.) Team to add your details to our mailing list – the Interested Tenants Network.

#### **Conference and roadshows**

- A day for you to meet other tenants and officers of the council
- Have your say about the service you receive
- The events are free, with help with child care and travel to the venue

## **Surveys and feedback**

- We send out surveys to tenants
- We ask about customer satisfaction with our work and service
- We record your feedback and use it to improve the service
- We have a dedicated email address - [housingfeedback@plymouth.gov.uk](mailto:housingfeedback@plymouth.gov.uk)

## **Consulting tenants**

- We keep a database record of tenants who would like to be consulted – The Interested Tenants Network
- We invite tenants to meetings about the services they are most interested in
- We hold regular meetings to consult tenants
- We send information by post to tenants who are interested in being consulted
- We send information by email to tenants for consultation

## **Local meetings and roadshows**

- We consult at local meetings about improvements to areas and homes
- We give presentations to tenants about changes to areas and homes
- We hold public meetings for tenants to talk about local issues
- Housing Officers or other Council Officers attend meetings arranged by residents groups or community organisations

## **Participation**

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Some tenants want to get more involved in housing issues and services, and to work with us to develop our policies and procedures.

### **Service improvement groups**

- Small groups of tenants and officers who meet regularly
- There are groups for caretaking, consultation and communication, repairs, anti social behaviour and many others

- These groups focus on service plans and delivery

For a full list of Service Improvement Groups please refer to the Tenant Participation Compact – contact the T.P. Team.

### **PETRA (Plymouth Federation of Tenants & Residents Associations)**

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- A tenant managed organisation giving help to tenants representatives
- Hold HARP (Housing & Residents in Partnership) meetings with officers

### **Support for tenants' groups**

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- We fund PETRA to help tenants start up and maintain groups
- PETRA provide a resource centre for tenants groups
- Staff employed by PETRA will help tenants to get involved

### **Making Sure Everyone Can Get Involved**

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- We recognise the importance of tenants helping us to improve our services.
- We rely heavily on the time and commitment of tenant volunteers, and
- We want to make sure that getting involved is easy and cost-free

#### **Expenses**

- We repay any money you spend travelling to and from meetings
- We pay care costs if you have someone who needs to be looked after while you attend meetings
- We supply FREEPOST addressed envelopes for consultations

## **Parents**

- We provide free crèche for tenants attending our conference and meetings
- We try to hold meetings at times to suit parents

## **Food and refreshments**

- We provide free refreshments at meetings
- We provide free food if you attend meetings at meal times

## **Assisting you**

- If you need special assistance to get involved we will provide help or pay or help
- We pay taxi fares for disabled or vulnerable people to get to meetings
- We can provide written information in Braille or on audio tape
- We can provide interpreters for meetings, or translations of written information
- We can provide hearing loops or signers at meetings

## **Appropriate help**

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If you would like to be involved in a different way, we'll organise our tenant involvement to meet your needs. For example:

- A group of young people might prefer to meet us somewhere and somehow other than 'meetings' or at 'council' buildings
- Local people might prefer us to bring our meetings and information to their local community centre or youth club
- You might prefer to get involved in a way that's appropriate to your culture or language.
- Older people might prefer us to come to clubs or centres they attend

# Other Support For Tenant Involvement

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## Leaseholders

Leaseholders pay different charges and receive different services from tenants who rent their homes. Leaseholders may have particular concerns about the housing service.

- We produce an annual newsletter sent to every leaseholder
- We hold an annual Leaseholders Forum event
- We consult leaseholders every year.

Being a leaseholder does not prevent you from getting involved and we encourage leaseholders to give us their views.

## Training and Conferences

You may find you want to learn more about the housing service, or about tenant involvement, to help you have your say. Or you might want to meet tenants from other areas to find out what their landlord is doing.

- We can arrange training days or workshops for tenants
- We pay for tenants to attend conferences and networking events
- We provide funding to PETRA to bring tenant representatives together at 'delegates' meetings
- We run joint 'away days' and training for tenants, officers and councillors

## **TPAS (Tenant Participation Advisory Service)**

TPAS is a national organisation for tenants, funded by government to provide services to tenants and tenants groups. Plymouth City Council is a member of TPAS so all our recognised tenants groups get automatic free membership and are sent details of TPAS services.

- Free telephone helpline to help tenant representatives and groups
- Free newsletters and information
- Free publications and fact sheets
- Conferences and training
- Website and email services

## **Contact details**

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**Email –**

**Tenant Participation Team -**

housingfeedback@plymouth.gov.uk

**PETRA -**

admin@plymfed.org.uk (website – [www.plymfed.org.uk](http://www.plymfed.org.uk))

### **Plymouth City Council**

Civic Centre  
Plymouth  
PL1 2AA

Tel: 01752 668000

[www.plymouth.gov.uk](http://www.plymouth.gov.uk)

**Repairs Freephone 08082 306500**

### **Area Offices**

#### **Devonport Office**

Granby Way  
Devonport  
Plymouth  
PL1 4AB

Tel: 01752 304323

#### **North Prospect Office**

91/93 North Prospect Rd  
North Prospect  
Plymouth

PL2 2NA

Tel: 01752 306436

#### **Estover Office**

Leypark Walk  
Estover  
Plymouth  
PL6 8UE

Tel: 01752 306548

#### **Whiteleigh Office**

101 Whiteleigh Green  
Whiteleigh  
Plymouth  
PL5 4DE

Tel: 01752 304810

### **Tenant Involvement**

#### **Tenant Participation Team**

The Harwell Centre, 28-42 Harwell Court,  
Western Approach, Plymouth PL1 1PY.

Tel: 01752 306281

#### **PETRA**

The Harwell Centre, 28-42 Harwell Court,  
Western Approach, Plymouth PL1 1PY.

Tel: 01752 254440