

workingtogether

The Tenant Participation Compact is a formal Agreement between the Council and its tenants explaining how we work together to ensure tenants are involved in decisions affecting their homes and communities.



This leaflet gives a summary of the full Tenant Participation Compact, which is available on request from the Tenant Involvement Team.



In Winchester there has been real success in improving Tenant Involvement throughout the district. This good practice has been recognised by the national Tenant Participation Advisory Service (TPAS)



2008-2010



Winchester
City Council

Winchester City Council has a vision of managing Council Housing through an equal partnership between tenants and the Council that delivers a first class service. We respect the involvement of TACT (Tenants and Council Together) and our service aims to respond to tenants' needs, provide value for money and excellent customer service.

The Council invites more tenants to be involved in decision-making about their homes and communities.

Working together successfully

Winchester City Council and its tenants have gained national recognition for working together to deliver excellent services and standards for all tenants.

Achievements include:

- 🏠 Forum and Focus groups have been set up to review Housing Management, Leaseholder and repair issues
- 🏠 Tenants inspecting housing services
- 🏠 Improvements to services through questionnaires and surveys

The success of the Agreement in Winchester depends on all parties involved accepting their rights, responsibilities and duties.

Tenants, councillors and staff all have a significant role to play in the Agreement.

Getting Involved

There are lots of ways to become involved. Some of these are shown in the table opposite with an indication of the level of involvement and a star rating to guide you on the time commitment.

The Options	Star Rating	Level of Involvement
Conferences and training events	*	Info, Involve
Letters, Leaflets, and Questionnaires	*	Info, Consult
Social Events and Competitions	*	Info
Focus Groups	*	Info, Involve
TACT and Tenant Association web pages	*	Info, Involve
Information Sharing Sessions in Older People's Housing	*	Info, Involve, Consult
Estate Inspections (Walkabouts)	**	Involve
Tenants and Residents Associations	**	Info, Involve, Consult
Specialist Forums and working groups	***	Info, Involve, Consult, Decide
TACT	***	Info, Involve, Consult, Decide
Tenant Inspection Group	***	Info, Involve, Consult, Decide

Info – Information (for you to read)

Decide – Decision Making

Involve – Involvement

Consult – Consultation

Level of Involvement

- * **Occasional** – letters, questionnaires, newsletters, competitions, focus groups, and occasional contact with tenants and the Council.
- ** **Regular** – meetings and occasional contact with tenants and the Council.
- *** **Frequent** – regular meetings with tenants and the Council.

You can also get involved by:

- Letter writing
- Telephone
- A home visit
- Email
- SMS text

The Agreement aims to give you a greater say in the way Housing services are delivered and how you can get involved. There is an Action Plan showing how we plan to improve tenant involvement and a list of ways in which you can become involved.

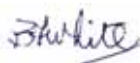
It is a constantly evolving document and will be reviewed every year.

This Agreement has been formally adopted by TACT and the Council's officers and elected members.

Our thanks go to the enthusiastic and dedicated tenants, elected members and staff for producing this Agreement.



Richard Botham
Head of Landlord
Services



Beryl White
Chair of TACT
Afternoon Group



Alan Rickman
Chair of TACT
Evening Group



CLlr Tony Coates
Portfolio Holder
for Housing

For more information about the Compact call:

The **Tenant Involvement Team** on Freephone: **0800 716 987**
or email tenantinvolvement@winchester.gov.uk

 Text telephone number: **01962 878 982**

www.winchester.gov.uk/TACT

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Winchester
City Council



Winchester City Council, City Offices, Colebrook Street, Winchester, SO23 9LJ.

Telephone: 01962 840222  SMS Text: 07797 877 004

email: housing@winchester.gov.uk website: www.winchester.gov.uk