



Winchester
City Council

Tenants and Leaseholders Participation Compact 2020

<https://www.winchester.gov.uk/housing/get-involved/empowering-tenants>

What is a 'Compact'?

The Compact is an agreement between Winchester City Council and its tenants and leaseholders. It sets out the different options for tenants and leaseholders to be involved with Winchester City Council Housing, to ensure they are involved in decisions affecting their homes and community. It states what can be expected from Winchester City Council and the district's Councillors and what Winchester City Council can expect from its tenants and leaseholders.

Winchester Carbon Neutrality Action Plan

Throughout all Tenant Involvement activities the Carbon Neutrality Action Plan should be considered.

'The climate crisis is the biggest challenge all of us face in the coming years and decades. Winchester must play its part in tackling the crisis and hand our district to our children and grandchildren in a better state than it is now.' Winchester City Council - Council Plan 2020-2025

Current options for tenant involvement

<https://www.winchester.gov.uk/housing/get-involved/improving-services>

Other 'ad hoc' types of involvement occur throughout the year, for example; localised surveys, information sessions, property services customer care cards,

Name	Type of Involvement	Level of Involvement
Tenant Biennial Satisfaction Survey	Every 2 years a survey is commissioned to collect views from random sample of tenants to improve our services and benchmark our performance against other housing providers	Low – completion and return of survey if included in biennial sample
TACT (Tenants and Council Together)	This is the formal district-wide tenant forum. TACT has formal representation on council committees and meetings that discuss approve and scrutinise housing related issues.	Four formal meetings plus 2 informal social gatherings a year.
Service Delivery Groups (SDG's)	There are two Service Delivery Groups (SDGs). <ul style="list-style-type: none">• Housing Management SDG• Repairs and Maintenance SDG These groups monitor the progress, performance and targets of the various areas of the Council and raise tenant issues when necessary. They are also a forum for officers to discuss proposed service changes.	Four meetings a year.
Online Surveys	All tenants have the opportunity to participate in consultations without the requirement to be part of a physical group.	Online Involvement. Average of six surveys a year. Tenants can choose which to complete.
Scrutiny	A small group of tenants who undertake a specific and detailed examination of a particular service area to see if the service is performing to the benefit of tenants.	High level of involvement for a set time.

Winchester Readers Panel	The Panel look at all written material produced by Council Housing Services to make sure it is easy to read, can be understood and does not contain any unnecessary jargon.	Ad hoc involvement. Can be online or postal.
Digital Editors	Check over online consultations before they are sent out.	Ad hoc online Involvement
Focus groups	Small informal groups, meet once or twice to discuss a specific topic or new idea.	Ad hoc.
Mystery Shoppers	Help Winchester City Council test the services the Council provide.	Ad hoc.
Grounds Maintenance Monitors	Work with Housing Estate Services to help improve the local area by monitoring the grounds maintenance service.	Ad hoc.

Roles and Responsibilities;

Tenants

- Will report any issues relating to their specific tenancy direct to Winchester City Council through the appropriate means.
- To adhere to the relevant Terms of Reference for involvement.
- Ensure complaints are channeled through the formal complaint system.
- Will attend training relevant to their role.

WCC

- Ensure it is accepted that Tenant Involvement is the responsibility of all housing teams.
- To communicate effectively and work toward developing better working relationships with tenants.
- Will provide training opportunities relevant to tenant's roles.
- Work in a flexible way to adapt to the needs of tenants.
- Arrange meetings that are virtually enabled at locations and times that represent the whole district.
- Respond to tenant queries, constructively and in a timely manner.
- Senior management and Service leads will attend meetings when appropriate.
- To adhere to the relevant Terms of Reference for involvement.

- To feedback annually what Tenant Involvement has achieved.
- To be compliant with regulatory requirements in relation to tenant involvement.

Councillors

- Councillors are responsible and accountable for policy and strategic decisions and ensuring legal requirements are met.
- A Councillor will (either individually or through Council systems): Consult, communicate and address the needs of tenants when policies are amended and developed.
- Be honest, listen and be non-judgmental when approached by tenants for a change of housing strategy
- Be supportive and strengthen links with tenants to promote an understanding of local community issues
- Support an Equality and Diversity policy.
- Will attend tenant meetings as and when appropriate.

What's happening now?

<https://www.winchester.gov.uk/housing/get-involved>

We acknowledge and recognise the voluntary time given by tenants who have worked on the Agreement to benefit all tenants throughout the district.

Tenants

Ann Noble
David Blyth
David Chafe
June Glass
Michael Fawcitt
Monica Gill
Pippa Cole
Sheila Burns
Steve Ruggles
Sue Down
Sue Green
Vicky Smith

Supported by

Richard Botham - Strategic Director - Services
Gillian Knight - Corporate Head of Housing
Janette Palmer - Housing Policy and Projects Manager
Lucy Spence - Tenant Involvement Officer
Michelle Smith - Tenant Involvement Officer
Cllr Kelsie Learney
Cllr Caroline Horrill



