



**Richard Tracy and Ginnette Hardy**



# Tenant Involvement at Newark and Sherwood



- Our History
- Length of Service – combined total 89 years
- Our expertise and awards



# Current Mechanisms for Involvement



- Tenants and Residents Groups
- Walkabouts
- Panels: Service Improvement, Performance Monitoring, Tenant Forum and Tenant Scrutiny
- Tenant Board Member
- Surveys from Homes
- Procurement and Contractor Selection
- Empty Homes Inspection Team





Delivering Excellent Housing Services



# A Busy Year!



Our key achievements over the past 12 months (or so...)

- Supported and contributed to the Government's consultation on the Housing Green Paper
- Supported the celebration events to mark 100 years of the Addison Act across the district, and attended events in London and Nottingham with Company colleagues



# Lording it up!



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# A Busy Year...part 2



- Reviewed the Relet Standard with Responsive Repairs Manager
- Carried out a scrutiny exercise on the ASB service delivered by Tenancy & Estates
- Reviewed the Repairs Priority Times with Responsive Repairs Manager
- Observed the Customer Access Service delivering their service
- Attended walkabouts across the district in order to review the current process





# A Busy Year...part 3



- Hosted TPAS event in February 2019
- Training on Equality and Diversity and GDPR
- Attended EMTPF Showcase Event at Newark Showground in July 2019
- Midway through scrutiny of the impact of UC on tenants
- Review of Local Service Standards
- Raising money and awareness for local charities



# Fund Raising



£400 in 2016 for MacMillan Cancer Research

£500 in 2017 for Beaumont House

£400 in 2018 for Lincs and Notts Air Ambulance

Reach is the nominated charity for 2019



# A Busy Year...part 4



- Forged links with neighbouring involved tenants; EMH, Melton Borough Council and Lincoln City
- Participated in the Housing Ombudsman Consultation
- Working with TPAS developed a new Code of Conduct for Involved Tenants





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# Certificate of completion of training

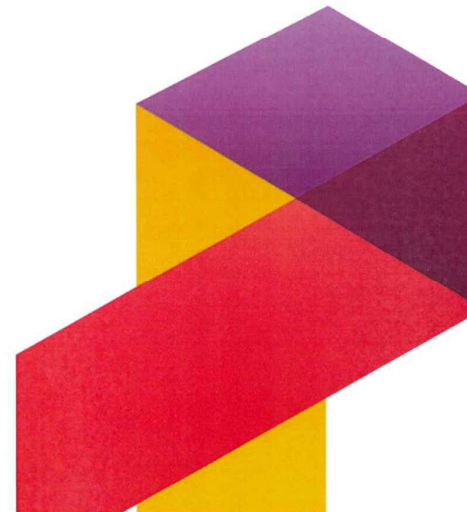
**Awarded to:** Ginette Hardy

**Organisation:** Newark & Sherwood Homes

**Course:** Governance Training

**Date:** 29 August 2019 **Signed:** J. Osbourne

Jenny Osbourne, Chief Executive



# What next...part 1



- Supporting the transition of the housing service back into the Council
- Ensuring tenants keep their voice
- Working with partners to tackle the stigma, and other principles from the Green Paper
- Collaborative working with members and management
- Dedicated officer for tenant involvement
- Raise awareness of the Social Housing Regulator



# What next...part 2



- Be active participants within this committee
- Increase digital involvement, making full use of social media platforms
- Regular page in tenant/resident magazine
- Introduce Mystery Shopping as an additional form of tenant involvement
- Increase levels of involvement





[http://www.nshomes.co.uk/work\\_with\\_us/shape\\_our\\_services/](http://www.nshomes.co.uk/work_with_us/shape_our_services/)

Facebook – Newark & Sherwood Involved Tenants

