

# Tenant Participation Compact - a summary of our promises to you!

**Want to be involved in the decisions we're making that affect you, and the area you live in? Don't know how to? Don't have time?**



Together with tenants, the Tenants Federation, staff and Councillors we have created the second 'Citywide Tenant Participation Compact'. The compact describes how and when you can become involved and what standards we will meet.

**1. Information only.** If you don't have a lot of time this is for you. You can get information about the services we provide. We will give you this in clear and simple language and in other languages, Braille, large print or an audio tape.

**2. Consultation.** What do you think? We will ask your opinion on a number of issues, such as complaint procedures, improvements to your home and what it's like being a

council tenant. We might ask you to fill in a questionnaire or come to an event. We will tell you the results of any consultation.

**3. Deciding together.** By coming to either a meeting or an event, or a number of these, you help us choose the best way to improve our services from a number of different options. We created our service standards this way, and it's how we are deciding about the improvements to your homes.

**4. Acting together.** If you have the time and want to be even more involved you can join a Tenant and Resident group, or a group with a special interest (such as sheltered housing), or a group based in a certain area

of the city. In these groups you can have a say on key plans and strategies such as the Newcastle Plan (the strategy for the development of the city).

**5. Supporting local initiatives.** This is where independent groups get help from the council to develop and carry out their own plans.

**Anyone can have their say.**

We believe that all tenants have the right to have their say regardless of race, sex, religion or age. How you have your say is up to you.

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# We're here to help you get involved

## Reaching more people.

We are committed to improving how we consult with tenants who are:

- young (under 25);
- who come from black and minority ethnic communities; or
- who are disabled.

## To help us we are:

- getting more information about our tenants;
- making specific arrangements to consult with and involve communities currently under represented; and
- using existing links and mechanisms.

## You're not on your own.

We are here to help you to have your say. Tenant Involvement officers, local housing staff and the Newcastle Tenants Federation will help you to:

- tell us your views and get involved in decision making;
- develop and support community groups, and support any groups you are involved in;
- find ways to get money for your group.

If either we or Newcastle City Council asks you to join a working group we will help you with:

- travelling expenses; and
- childcare or other care costs.

## Before we consult with you

we will make sure that we are clear about:

- why we are consulting;
- how long you have to reply;
- how long the consultation will last;
- how we will give you the feedback; and
- how much influence you have over the final decision.

## The Your Homes Newcastle Board

and the Tenant Involvement Advisory Group will get a report every six months telling them if we are sticking to the compact.

## Tell us if we're not keeping our promises.

If you feel that we have not kept our promises you can use the City Council's standard complaints procedure.

## So want to find out more?

Officers at your local housing office can help you. Or you can speak to the Newcastle Tenants Federation by calling 0191 232 1371.

You can get copies of both the Citywide Compact and the Tenant Participation Strategy from the **Communication and Involvement team** phone **0191 211 5878**

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