

# VALE HOMES TENANT COMPACT

This Vale Homes Tenant Compact is an agreement between Vale Homes, its tenants/leaseholders and Contract-holders and covers how their voices and opinions are heard, valued and how action is taken to help deliver better service outcomes based on their expressed needs.

## THE COMPACT COVERS:

- 1 Why Vale Homes considers participation important
- 2 The range of opportunities available for Vale Home Tenants, Leaseholders and Contract-holders to have their say
- 3 What support/training and funding is available to Tenants, Leaseholders and Contract-holders to setting up, running and managing tenants and residents' groups to help increase involvement
- 4 The steps to take to become involved and where to get further information and
- 5 Formal endorsement from Head of Housing, Chair of the Working Group and the Council's Member for Cabinet Housing related responsibility

## • WHY VALE HOMES CONSIDERS PARTICIPATION IMPORTANT

Tenant participation or engagement is a process that involves bringing tenants, leaseholders, contract-holders and landlords together to:

- ✓ share ideas
- ✓ develop better services
- ✓ reach better decisions on improving conditions of housing including:
  - how money is spent,
  - how services are provided and
  - how decisions are made.

This process involves putting the service users at the centre of the process and this Compact aims to show how service users can get involved and have their say.

The Vale Homes new Tenant and Leaseholder Participation Strategy sets out its vision which is to "Create a culture where we develop and maximise the opportunities for tenants and leaseholders to contribute towards creating tenants and leaseholders centred services".

*This means we are committed at every level, from senior officer to junior to listen to your thoughts and ideas on how we can provide better services to Tenants, Leaseholders and Contract-holders*



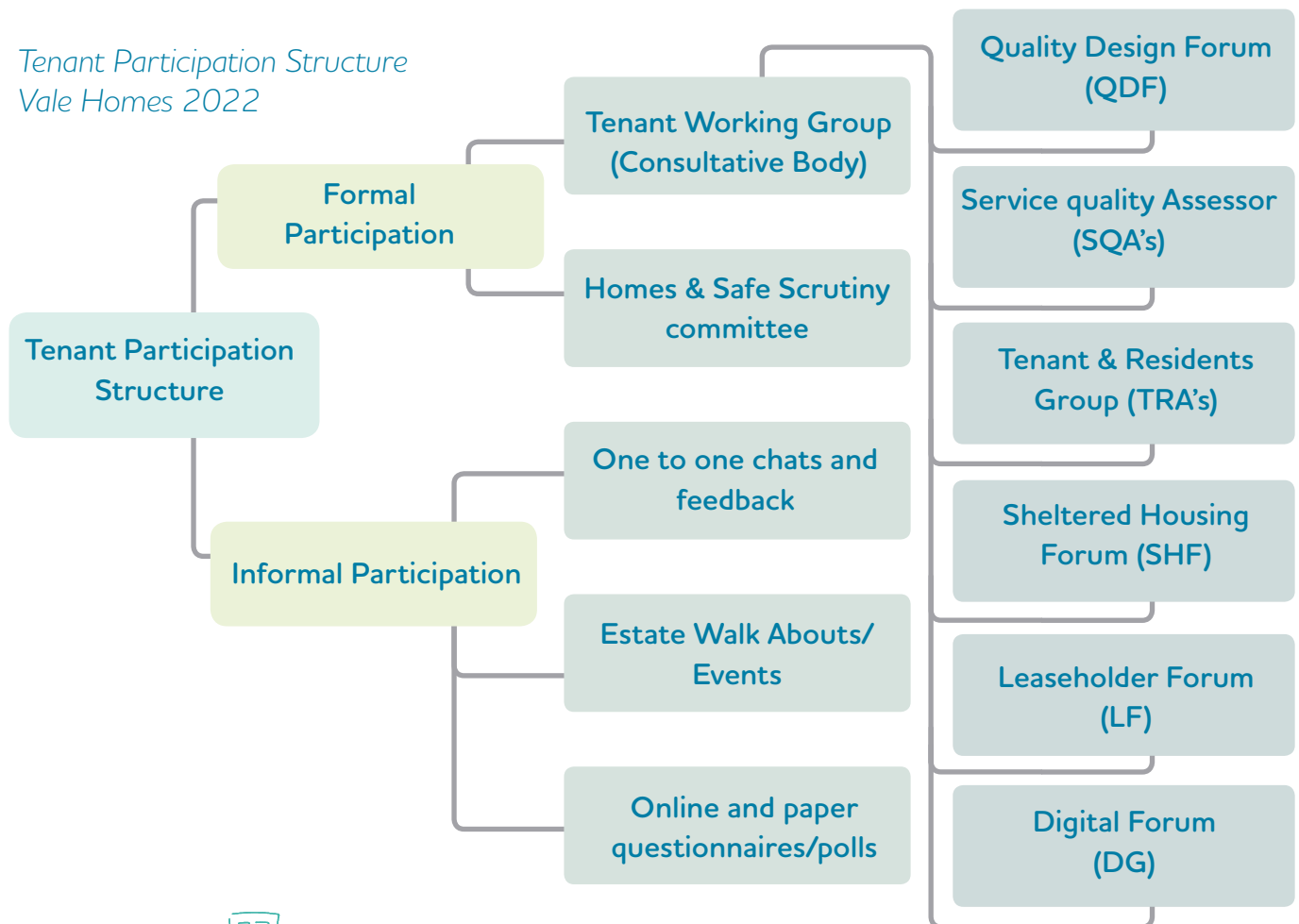
To help achieve this vision we will focus on 4 core areas which are to

- 1 Ensure Tenants, Leaseholders and Contract-holders are LISTENED to and feel VALUED
- 2 Ensure Tenants, Leaseholders and Contract-holders are able to INFLUENCE and make change
- 3 Create INVOLVEMENT opportunities for Tenants, Leaseholders and Contract-holders to be involved easily without any barriers or strings attached
- 4 INVEST in financial resources so Tenants, Leaseholders and Contract-holders can access funding, training, support and rewards to help involvement

● **THE RANGE OF OPPORTUNITIES AVAILABLE FOR VALE HOME TENANTS, LEASEHOLDERS & CONTRACT-HOLDERS TO HAVE THEIR SAY**

There are currently a range of ways in which tenants can get involved and can be part of our formal and informal participation structures. The diagram below shows the range of ways in which tenants and residents can be come included in our structures.

Tenant Participation Structure  
Vale Homes 2022



## INFORMAL PARTICIPATION :

As part of our informal ways to get involved and have your say, tenants, leaseholders and contract-holders can:

Participate in completing online and paper questionnaires or polls on a range of topical housing matters



Participate in Estate Walk Abouts and events in local areas to share concerns about local matters and come up with solutions with neighbourhood staff



Participate in One-to-one chats and feedback, throughout the duration of the tenancy/contract or leasehold agreement with housing staff



## FORMAL PARTICIPATION:

As part of our formal structure's tenants, leaseholders and contract-holders can get involved in a range of formal groups to help influence and shape the services we offer this can include participating in:

### TENANTS WORKING GROUP – (TWG)

The TWG consists of approximately 15 tenants, these 15 tenants are recruited from the local tenants and residents' groups. Although the Tenants and Residents Groups consist of both Council tenants, private tenants and can also include homeowners, representatives elected to TWG will only be Tenant and Contract-holders of Vale Homes, the main reason for this is the work of the working group consists of considering strategic issues that affect only Vale Homes tenants and contract-holders.

### HOMES AND SAFE SCRUTINY COMMITTEE

Consists of 4 tenant and senior housing staff members and Councillors who review performance and consider new proposals and ideas, before going to the Council Cabinet for sign off. The 4 tenants, senior housing staff members are recruited from the TWG. The Homes and Safe Scrutiny Committee is the most senior level of involvement within our formal structures, tenants on this group will work alongside the Head of Housing, the local Cllrs and officers.

### QUALITY DESIGN FORUM (QDF)

The Quality Design Forum consists of 6 tenants who oversee large works projects, including the new WHQS 2 works. The group plays its part to ensure the quality of work is of a good standard they are also involved in the contract tendering process, as well as being involved in inspecting voids for example. The 6 tenants who are recruited on the QDF are selected from the TWG.



## SERVICE QUALITY ASSESSORS

The Service Quality Assessors will act as critical friends - who will help scrutinise the services that we deliver, challenging Why, Where and How they are delivered. The group provide advice on what is working well and what is not and make recommendations on changes needed, enabling Vale Homes to provide improved services that are of Value for Money and delivered in a timely manner to tenants.

Service Quality assessors can also act as **Mystery Shoppers** – and will periodically complete “Mystery Shopping” exercises on services within housing this provides us a tenant perspective on how services are being received by our service users – this will help us develop our service standards.

## TENANTS AND RESIDENTS’ GROUPS – (T&RG)

The Tenants and Residents groups are local groups which are set up to address local area concerns -you don’t need to be a tenant of Vale homes to be part of a tenants and resident group, private residents can also be part of the groups. All tenants and Residents’ groups need to be constituted, have a Chair, Vice Chair, Secretary and Treasurer. We have over 60 tenants regularly taking part in discussing local issues on estates including estate conditions, anti-social behaviour, facilities, parking and the practical changes we can take to address these issues.

## SHELTERED HOUSING FORUM – (SHF)

The Sheltered forum consists of residents from Vale Home Sheltered housing schemes who come together to discuss issues relevant to residents in the Sheltered Housing schemes these are currently face-to-face meetings – going forward residents may be able to join meetings remotely from the comfort of their home/sheltered schemes.

## LEASEHOLDER FORUM – (LF)

The Leaseholder forum is a new forum that will be set up for leaseholders of Vale homes. Leaseholders can come together to discuss matters that affect them.

## DIGITAL FORUM – (DF)

The Digital forum is also a new forum that is being set up for tenants who wish to have their say but cannot or, do not want to attend face to face meetings. The digital forum can meet digitally via teams or members may just wish to answer online surveys.



## • WHAT SUPPORT, TRAINING & FUNDING IS AVAILABLE TO LEASEHOLDERS, CONTRACT-HOLDERS, TENANTS TO SETTING UP, RUNNING, & MANAGING TENANTS & RESIDENTS' GROUPS TO HELP INCREASE PARTICIPATION

There are three primary ways in which Vale Homes can support tenants to get involved via the tenants and resident groups these include:

1 FUNDING ✓

2 TRAINING AND DEVELOPMENT SUPPORT ✓

3 REWARDS FOR PARTICIPATION & FEEDBACK ✓

### 1 FUNDING

- Any tenant or residents' group are entitled to up to £2,000 of funding on an annual basis to support the work of the tenants and residents groups.
- The tenants and residents' groups will need to be constituted, they will need to elect a Chair, Vice Chair, Treasurer and Secretary
- Once the group is constituted support can also be provided to apply for wider external funding.

### 2 TRAINING AND DEVELOPMENT SUPPORT

Anybody involved in our TP work who wishes to participate in any of the participation structures can benefit from funding for training, expenses and transport, where required.

The Vale Homes tenant participation team can work with you to help you get involved and provide you with specific training and development opportunities based on your individual needs to have your say and become a confident proactive tenant.

The Vale homes team also offers a comprehensive training package to anyone involved in any of the groups listed above or anyone wanting to be part of the formal groups.

This training is listed in the Tenants and leaseholder and contract holder training plan which can be found in this [link](#), If you are viewing this document online.

or you can visit

<https://www.valeofglamorgan.gov.uk/en/living/Housing/Vale-Homes/Get-Involved.aspx>



### 3 REWARDS SUPPORT

Any Tenant, Contract holder or Leaseholder who offers their free time to be involved in any of or formal participation structures may be entitled to time credits depending on the type of activity - one hour of your time could amount to one reward which you can redeem at a local participating venue in the Vale.

This is part of Vale Homes token gesture to say thank you for your participation. A maximum of 15 hours can be claimed per month for tenant participation activities.

For more information, please visit:

<https://www.valeofglamorgan.gov.uk/en/living/Housing/Vale-Homes/Get-Involved.aspx>

To find more information on volunteer rewards visit: [www.valueinthevale.com](http://www.valueinthevale.com)

#### ● STEPS TO TAKE TO BECOME INVOLVED & WHERE TO GET FURTHER INFORMATION

- To get involved or for more information please email: [get-involved@valeofglamorgan.gov.uk](mailto:get-involved@valeofglamorgan.gov.uk)
- Or contact a member of the Tenant Engagement and Investment team directly on:

Tel: 07702338840

#### ● FORMAL ENDORSEMENT

#### FROM TENANT WORKING GROUP CHAIR, COUNCIL CABINET MEMBER FOR HOUSING AND HEAD OF HOUSING

We hope this compact sets out clearly our participation structures, the support and the rewards scheme in place to realise our vision of *Creating a culture at Vale Homes where we develop and maximise the opportunities for tenants, contract-holders and leaseholders to contribute towards creating tenants and leaseholders centred services.*

We look forward as Councillors and staff members to working with you to achieve this over the next 3 years

#### ON BEHALF OF THE VALE OF GLAMORGAN COUNCIL

Signed: \_\_\_\_\_  
Tenant Working Group Chair.

Signed: \_\_\_\_\_  
Councillor, Cabinet Member for Housing.

Signed: \_\_\_\_\_  
Head of Housing.

