

TENANT INVOLVEMENT – HAVING YOUR SAY

SECTION 7



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SECTION 7/01

GETTING INVOLVED

→ Tenant participation helps build your confidence and means that you get to give something back to your community.

There are lots of benefits to you in becoming more involved. Apart from ensuring that you have your say in the decisions IDS takes, you can learn new skills, many of which are transferable to the workplace, such as communication skills, how to run meetings, administration and speaking in public. You can also make new friends and get to know others on your estate better. Above all, tenant participation helps build your confidence and means that you get to give something back to your community.

WHAT IS TENANT PARTICIPATION?

→ Tenant participation is about making sure that all tenants have the opportunity and choice to have a say in the decisions that affect their homes and communities.

Tenant participation is about making sure that all tenants have the opportunity and choice to have a say in the decisions that affect their homes and communities. It may involve you and your neighbours attending the occasional meeting with IDS staff, normally held on your estate, to discuss current issues or changes. It includes taking part in surveys and questionnaires. It could involve becoming a tenant representative, helping form a tenants' association or joining the IDS Board.

TENANT REPRESENTATIVES

We have a number of Tenant Representatives on our estates and at other properties. These are tenants who volunteer and assist us in carrying out joint inspections, reporting communal repairs, monitoring cleaning contractors and sometimes acting as key holders for communal areas. Tenant Representatives also help us to consult other tenants on community improvements and other issues, acting as an important link between landlord and tenant. We are always looking for more volunteer representatives – please get in touch for more information.

TENANTS' ASSOCIATIONS

A tenants' association is a group of tenants who have joined together for a particular reason. This may be to tackle environmental problems on an estate or conduct a road-safety campaign. IDS can help in all types of activities from running a community building to organising activities for young people. A tenants' association is also the best way to apply for funding to help with community improvements. We have tenants' associations on most of our large estates and would encourage you to attend their meetings as a way of getting more involved.

TENANTS' FORUM

The Tenants' Forum acts as a consultative body for our tenants and is made up of representatives from our estates as well as our other properties. It seeks to communicate the interests of all those we house. The Tenants' Forum regularly meets with senior managers to put across tenants' views and be consulted on all our activities.

TENANT INVOLVEMENT – HAVING YOUR SAY

SECTION 7/02

WHAT IS TENANT PARTICIPATION? CONTINUED

YOUTH FORUM

The views and opinions of young people are sometimes overlooked and undervalued in today's society. To ensure that the voices of our young people are heard, a Youth Forum, Makin it Happen, has been established in order that the issues and concerns they face have a platform at IDS and they have a say in the services and housing we provide. They are represented on the Tenant Forum and the Housing Committee where they discuss issues of concern and present reports and updates of their activities.

ESTATE MEETINGS

IDS staff organise regular tenants' meetings on your estate. Attending a short meeting is the best way for you to make sure that your opinions are heard and for you to really influence the decisions that IDS will take about your housing and local community.

SURVEYS – INVOLVEMENT AT HOME

We realise that not everybody can always go out to meetings so we carry out regular surveys by post, email and telephone. Surveys give us very useful information about what you think of the services we provide. Occasionally, we ask tenants to undertake research on behalf of IDS. Using a structured survey, peer researchers ask their fellow tenants questions to find out what you think on a variety of topics to do with your home, the services we provide and the local community.

ISSUE-BASED GROUPS

Sometimes groups of tenants and staff are formed to look at single issues in greater detail in order to make recommendations and solve community problems. These might include issues such as major repairs, environmental improvements, security, estate inspections or fundraising.

SUB- COMMITTEES

The services that IDS provides its tenants are overseen by a number of sub-committees. These specialise in areas such as housing management, development, repairs and maintenance. Tenant representatives are welcome to join a sub-committee. This will ensure that you can have your say in important issues that affect your housing, but will also give you a greater understanding of the way in which IDS works.

TENANT BOARD MEETINGS

The Board at IDS is made up of a group of volunteers from all walks of life. The Board is responsible for the custodianship of the assets IDS has, the overall direction it takes in the future, risk management and budgetary control, as well as overseeing each aspect of IDS' work. Each board member brings a particular skill or area of expertise, such as financial or management expertise or local knowledge. There are three tenant places on the Board. The level of commitment is generally to attend one evening meeting a month.

IDS will pay your travel and childcare expenses to attend Forum, Committee, Sub-committee and Board meetings

TENANT INVOLVEMENT – HAVING YOUR SAY

SECTION 7/03

WHAT IS TENANT PARTICIPATION? CONTINUED

INTERESTED?

If you would like more information about getting more involved either with IDS or your local community, give the IDS Tenant Participation Officer a call on 020 8800 9606 or email tp@ids.org.uk.

CONTACTS

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MAKIN IT HAPPEN YOUTH PROJECT

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