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LHT Tenants Shortlisted at Northern TPAS Awards

Tenants who have worked with LHT to share essential information about the impact of welfare reform and to improve their communities were shortlisted in two categories in the fifth annual Northern Tenant Participatory Advisory Service (TPAS) Awards. The awards are open to social housing providers, tenants and contractors to give recognition to excellent work and to share best practice across the sector.

The Welfare Reform Champions project was shortlisted in the 'Excellence in Working Together' category. The Tenant Champions have worked to spread information

about Welfare Reform through word of mouth, leaflet drops and taking part in radio discussions and interviews. Tenant Champion Gillian Hughes, 42 said: "Having the information ready for people and being able to help other tenants was the best thing about the project. People are still knocking on my door to discuss issues and I can really help with pointing them in the right direction."

Peter Browne from St Domingo, Liverpool was shortlisted in the 'Tenant of the Year' category. Peter has been involved for the past 10 years and is a champion for his community. He has been instrumental in the development of many initiatives and activities which have helped to shape and influence services and is an active tenant of LHT.

Peter, 41 said: "I am honoured to be nominated as TPAS Tenant of the Year on behalf of LHT. Sometimes when you're involved, you don't realise the impact that your work has but it's lovely that it is appreciated in this way."

LHT managing director, Sue Westwater said: "It is great news that our tenants have been recognised for the excellent work they do with us both on behalf of other tenants and their communities. The welfare reform tenant champions have been an invaluable part of our information campaign and Peter Browne is an asset both to his community and our organisation."

Welcome

Welcome to the summer edition of our Tenant Panel Newsletter (TPN) which highlights the key activities and initiatives that our tenants have been getting involved in over the past 6 months here at LHT.....and it has been a busy 6 months!

We are currently in the middle of reviewing our Resident Involvement policy which sets out how we deliver the resident involvement service. Following a survey which was sent to all panel members last year. We have recently held a focus group to explore some of your feedback in more detail.

A couple of key views which have emerged is that tenants favour the introduction of tenant incentives to reward and encourage involvement, so this is something we will be exploring in more detail over the next few months.

There has also been a general consensus that tenants should be on a maximum of 2 Tenant Panels. This will then free up space for new tenants to get involved, and not ask too much of those of you that are involved! So we will be looking for even more tenants to become involved. If you're interested in getting involved, please don't hesitate to get in touch!

One of the key things we want to do over the next couple of years is broaden the scope of Resident Involvement by using social media more eg Facebook, Twitter. This will allow us to engage with a wider group of tenants.

All the feedback we have received from you will help us to shape our future policy and the direction of our involvement service

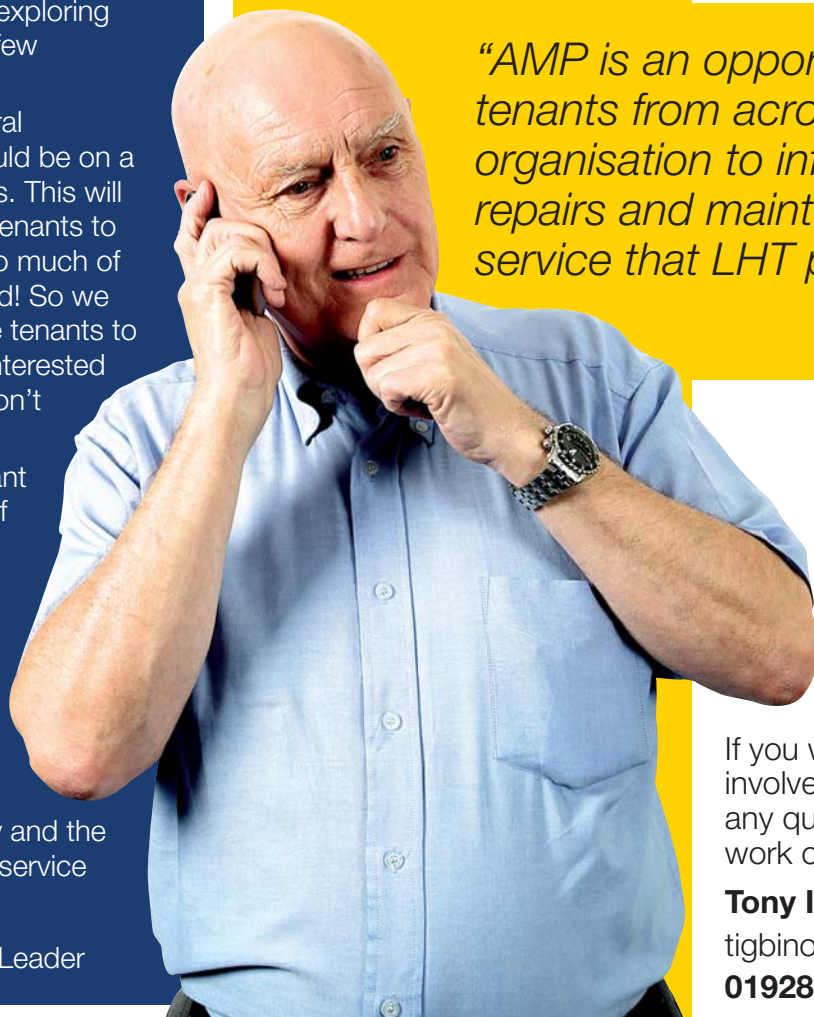
Jo Phillips
Resident Involvement Team Leader

Asset Management Panel (AMP) Update

AMP continues to go from strength to strength working in partnership with LHT'S Property Services Department to improve the quality of services tenants receive. It also allows tenants to monitor how well the repairs service is performing.

Tenants are currently working on three projects. These projects will give our tenants the opportunity to influence important aspects of the repairs and maintenance service.

- Promotion of the 8am – 8pm repairs service, and including weekend appointments
- Development of the Homes Standard which will contain timescales that LHT should adhere to in relation to improvements such as replacement kitchens, bathrooms, roofs and central heating
- LHT and Contractor compliance with the repairs standard



“AMP is an opportunity for tenants from across the organisation to influence the repairs and maintenance service that LHT provides.”

Alan Brown

If you would like to be involved in AMP, or have any questions about the work of AMP, contact:

Tony Igbinovia
tigbinovia@lht.co.uk
01928 796000



U-Learn

August 2013



LHT's Tenant Training programme

At LHT, we are committed to training tenants to improve their knowledge and support their development in order for them to be effectively involved.

During 2012/13 as part of the 'U-Learn' programme we delivered 11 training courses that included Interviewing Skills, Equality and Diversity, Tenant Auditing and Communication Skills. As a consequence, a total of 95 separate tenant training places were taken up.

As a result of our training programme we have recruited new Tenant Auditors, panel members and new ETHOS members.

One of the tenants we funded to do the Chartered Institute of Housing (C.I.H) Level 2 in housing and has since gone on to paid employment teaching CIH Level 2 and 3. To bring the story full circle, the tenant is now teaching LHT staff!

Also included is the training and support available through the LHT Regeneration team, to help residents back into employment, improve IT and DIY skills and additional support sessions.



The Government Standard

How will LHT support you?

Travel Expenses

We will always pay your out of pocket expenses and we will make the necessary transport arrangements to get you to your training if you are unable to make your own way to the meeting.



Childcare or Carer Costs

We will support you by covering caring costs to allow you to participate in Resident Involvement training sessions



Refreshments

You will always be offered tea and coffee, and for full day training sessions, lunch will be provided.



Accessibility

We have made sure that all of our venues are accessible with disabled access.



Key for the programme:

Life Skills

Employment Skills

Involvement Skills



Location of Training



Start and finish time

Booking your place is easy

If you are interested in any of the courses listed, please contact:

Steven Sahota

Resident Involvement Officer

Tel: 01928 796000

Email: steven.sahota@lht.co.uk

All tenants who attend training courses will be required to fill in an evaluation form. It is essential that if you book on to a course, you let us know if you are unable to attend.

Places are limited.



LHT, 12 Hanover Street



9.30am-4.00pm

September

4

Effective Meetings for Tenant Panels

This course is designed to help the Tenant Panel consider how they can get the most out of meetings. Why you are meeting and what do you aim to achieve? The course will touch on the different roles in meetings and the impact that positive and negative behaviour has in meetings. It includes setting agendas, recording minutes and action planning.



**Cobalt Housing,
Lower House Lane**



9.30am-4.00pm

September

17

Tackling Community Issues

Do you want to make improvements in your neighbourhood and start tackling a community issue? This course introduces you to different approaches residents groups and partnerships have used to get things done. It will cover ways of investigating what the problem really is, how to build support for a project and techniques for influencing and campaigning on local issues.



**Cobalt Housing,
Lower House Lane**



9.30am-4.00pm

October

24

Tenant Auditor Refresher Training

A course for tenants who previously undertaken tenant auditor training. An opportunity to learn new auditor skills, and discuss new strategies on how to successfully carry out tenant auditing.



**LHT,
211 Walton Road**



2.00pm-4.00pm

November

14



**LHT, Priory House,
Northway Runcorn**



2.00pm-4.00pm

November

19

Introduction To Resident Involvement AQA (accredited course)

An accredited course that looks at the history of tenant empowerment, the development of Liverpool Housing Trust as a housing provider, the law and current regulations, and how LHT currently involves tenants with opportunities for involvement. (A session will be held in Liverpool and Runcorn. Please select your preferred location for training)



LHT, 211 Walton Road



2.00pm-4.00pm

November

26

Equality and Diversity AQA (accredited course)

An accredited course, identifying what the terms equality and diversity mean in practice, and what it means to LHT.



TBC



9.30am-4.00pm

January

29

New Tenant Auditor Training

Looks at inspection processes and techniques, different reality checks, protocols, planning, recording and presenting information as well as good practice from organisations that have made it work.



**Blackburne House,
Liverpool**



**Courses start
end of September**

September

2013

Chartered Institute of Housing (C.I.H) Level 2 Certificate in Housing Practice

This is a qualification for people who are active in housing as staff, tenants or volunteers. It consists of four Units:

- Professional Practice Skills for housing
- Involving housing service users
- Occupancy, tenure and lettings
- Addressing anti-social behaviour in housing

Units are taught by experienced housing practitioners who are also qualified teachers. They provide in-depth knowledge of the subject area, understanding of current changes and challenges in housing, and the ability to improve both individual and organisational performance.

Are you interested in this course, are you an LHT tenant and are currently claiming benefits? If so, we have 4 spaces available for LHT tenants, where we will pay your course fees, and cover your travel expenses to and from the college. Places are limited to 4, so hurry!

LHT



TALENT POOL



How far will your talents go?

LHT Talent Pool is for anyone living in an LHT home who would like to receive emails on local opportunities. You can be sent information on jobs, training, volunteering, community activities, business support, graduate schemes and apprenticeships.

LHT's Regeneration Team has strong partnerships with organisations in the local community. So we have set up LHT Talent Pool to make sure you don't miss out on the great opportunities we hear about.

When you sign up, simply choose which of the six categories you are interested in being emailed about. If you haven't got an email account and would like to join LHT Talent Pool, then contact the team on the details below who can sign you up for one of our free Web Wise courses.

We also post the opportunities on our Facebook page. If you 'like' this page you can then join in the discussions and have a more interactive experience with our team and other tenants.

To join LHT Talent Pool you can:

- Ring our Customer Service Centre on **01928 796000**
- 'Like' our Facebook page: **www.facebook.com/lht.talent.pool**
- Email **talent@lht.co.uk**
- Ask a member of LHT staff
- Scan the barcode if you have a smart phone to take you to our Facebook page





ETHOS

(Examination Through Honest Open Scrutiny)

Update – Summer 2013

ETHOS, our tenant scrutiny panel have successfully recruited 5 new members. The new members will be working with existing members to ensure that LHT's services are performing efficiently and are meeting tenant's needs. The members of ETHOS are looking forward to working with new members on future projects and would like to welcome them onto the team.

Earlier this year, ETHOS held a forward planning event at the National Tenants Resource Centre – Trafford Hall. The event gave them all an opportunity to reflect on the previous year and draw up plans for the forthcoming year. This included looking at recruitment and training for the group, future projects and group development. A number of staff took part in this event, including Sue Westwater, LHT's Managing Director.

ETHOS are continuing to be busy in their scrutiny role. In March they submitted findings of their Sheltered Housing review to the LHT Board. The report was well received and the recommendations made will be followed closely. Copies of the report are available on the LHT website.

In May, ETHOS carried out a 6 month review of their Voids and Allocations project, to check on the progress of the actions and recommendations that were made in December 2013. This was a successful review and details will be presented to LHT's Senior Management Team and Board at a date in the very near future.

Over the next 12 months ETHOS will be focussing on the following areas:

- ❶ **Right First Time – Repairs service**
- ❷ **LHT Communications**
- ❸ **Planned Maintenance Programmes**

LHT's First Tenant Awards A Huge Success!

In April we held our first tenant awards evening. The 'Making It Happen' awards saw tenants, community groups and contractors recognised for the difference they make both for themselves and their communities.

LHT managing director, Sue Westwater said: "The standard and number of nominations we had for these awards underlined just how much great work our tenants do in their neighbourhoods. Thank you to all our award winners and sponsors for helping us to 'make it happen' and for their fantastic contribution to LHT's work."

An outstanding list of winners included Kai Shrimpton, age 20 from Windmill Hill in Runcorn, who won the Young Person of the Year award, sponsored by FT Finley, for his ten year commitment to the Canal Boat Adventure Project which aims to help disadvantaged young people in Halton.

Speaking about his involvement in this project Kai said: "It's given me the confidence to realise what I want to do – reach for my dreams and be able to achieve them as well. In September, I have a guaranteed place at Aberystwyth University. After that I hope to go to Palestine to build houses and teach maths."

Other winners on the night were LHT Tenant Of The Year (sponsored by lead sponsor Assist Managed Services) Kathleen Charmin, and Sue Ashes, who won LHT Good Neighbour Of The Year, sponsored by Procure Plus. Both were recognised for their outstanding care and support for other LHT residents at LHT's Morley Court in Knotty Ash and Suzanne Boardman House in Anfield which provide supported and sheltered housing in Liverpool.

Also honoured was Margaret Guppy, from Aigburth in Liverpool who received a Lifetime Contribution Award, sponsored by Seddon for her work with Liverpool Housing Trust and her dedication to her community. Margaret is visually impaired and, from starting the Liverpool Branch of the Merseyside Partially Sighted Society back in 1992 to her current work on behalf of LHT tenants, she is an inspiration to others.

Tenant Reader Panel

LHT Communications – Gobbledygook!

PROOFREAD – Definiton

: adapt, alter, amplify, analyze, annotate, arrange, assemble, assign, blue-pencil, boil down, butcher, censor, check, choose, compile, compose, condense, correct, cut, delete, discard, doctor, draft, emend, excise, feature, fine-tune, finish, fly speck, go over, make up, massage*, polish, prepare, prescribe, **proofread**, publish, put together, rearrange, recalibrate, rectify, redact, regulate, rehash, rephrase, report, revise, scrub, select, set up, strike out, style, tighten, trim, write over

Do you find it difficult to understand letters filled with jargon, or leaflets that use abbreviations that you don't know?

At LHT, we try and make sure that of all our letters, leaflets and newsletters are in language that it's easy to understand, but we don't always succeed!

To get better at this, we need your help to look over the documents we produce.

We have a "reader panel" that meets 3-4 times a year to read and make changes to LHT publications. If you think that you have a keen eye and enjoy reading information, then this group could be for you! We are looking for new and enthusiastic members who would like to be involved, either at meetings, by email or by mail.

Interested? Please contact

Linda Yeo (Resident Involvement Officer)
Email: lyeo@lht.co.uk Tel: **01928 796000**

Sheltered Housing Update

The Sheltered Housing Forum meet regularly every three months to receive information about and have a say about issues that affect everyone who lives in sheltered housing accommodation.

The group are fully constituted with a chair, a deputy chair and a secretary, so that they are able to apply for funding for sheltered housing activities.

We are particularly looking for tenants from Bosco Court to become members of the Sheltered Housing forum!

If you live in sheltered housing accommodation and would like to take part in the forum please contact:

Linda Yeo
(Resident Involvement Officer)

Email: lyeo@lht.co.uk

Tel: **01928 796000**

If you require this information in an alternative format e.g. large print, audio cassette or in another language please contact our Customer Service Centre on 01928 796000.

हिन्दी
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Aby uzyskać te informacje zapisane w innym formacie, np. z dużym drukiem, na kasecie audio lub w innym języku, prosimy o kontakt z naszym działem obsługi klienta pod numerem 01928 796000.

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Soomaali
Haddaad u baahan tahay warqaddan format kale sida xuruf weyn, ajeelad ama af kale la xiriir Customer Service Center telefonka 01928 796000.

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Local Neighbourhood Offices:

LHT South Liverpool Office, 12 Hanover Street, Liverpool L1 4AA • LHT North Liverpool Office, 211 Walton Road, Liverpool L4 4AJ
LHT Runcorn and District Office Priory House, Northway Runcorn, Cheshire WA7 2FS

If you are experiencing problems with debt or need money guidance please contact your Income Management Officer on 01928 796000.