



A guide for setting up a Tenants & Residents Association

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অনুরোধ করলে অনুবাদ এবং অন্যান্য ছাঁদ পাওয়া যাবে। অনুগ্রহ করে 0151 235 2328 নম্বরে ফোন করুন

अनुवाद और अन्य रूपविधान पूछने पर उपलब्ध हैं कृपया 0151 235 2328 पर सम्पर्क कीजिये

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Section One

A Tenants & Residents Association?

A Tenants & Residents Association is a group of individuals who work together, and provide a voice for the wider community on housing and other neighbourhood issues. They are non-political, and must be inclusive to all residents living within the boundary.

What do they do?

Tenants & Residents Associations can work with Liverpool Mutual Homes and other Organisations to ensure that local people can influence decisions that are made about their homes or the neighbourhood in which they live.

They can organise and encourage community and social activities and fund raising events, such as Bingo nights, play groups, raffles, day trips for children or the elderly, clean up campaigns etc. These can be a good way for people to get to know each other and develop a community spirit.

They may be able to apply for funding to bring in extra resources to the Community, for example, to clean up areas of neglected land, play facilities for children, activities for the elderly.

They can be a direct link into the business of Liverpool Mutual Homes and other Organisations and can be a great wealth of information for local people and keep the community informed of new developments proposed for their area.

Section Two

How to start a Tenants & Residents Association.

In this section we have set out some different ways to start a Tenants & Residents Association. We have tried to make them easy to follow however our Customer Involvement Officers are always available if you get stuck or if you just want to make sure that you are on the right track.

Talk to your neighbours, If you feel that a Tenants & Residents Association would be helpful to your community, go and talk to some of your friends or neighbours. You can Start by knocking on their doors and talk to them about your concerns or ideas, or you can talk to people in a number of places including, local shops, at the school, or social events, etc.

Hold an informal meeting once you have established some interest, your next step is to hold an informal meeting, perhaps in someone's home, local community centre, or Church etc.

The purpose of this meeting would be to:

- discuss the concerns you have about the area
- explain what Tenants & Residents Associations can do
- give examples of the types of activities that groups get involved with
- explain how together you can set up a Tenants/Residents Association
- plan a public meeting
- set up a Steering group.

How do I set up a Steering Group?

A Steering Group will run the Association until the first public meeting is held and a Committee is elected. It may be advisable to limit the number to approximately ten or twelve people to ensure there are enough individuals to share the responsibilities, but you can also manage with less, or more.

The Steering Group would develop the *Aims of the Association* and what parts of your neighbourhood the group can effectively represent.

Here are some examples to consider when deciding the *Aims of your Association*.

The Aims of our Tenants & Residents Association are to:

- Work with Liverpool Mutual Homes to ensure that local people can get involved in making decisions about their homes.
- Provide an effective link between Liverpool Mutual Homes and the wider Community.
- Organise and encourage community and social activities.
- Work with other voluntary groups to develop a neighbourhood spirit and bring people together.
- Work with other service providers e.g. Liverpool City Council to improve services

We do not expect you to be experts and know exactly what to do and when, which is why we would recommend that you seek help as soon as possible. The Customer Involvement Team can provide you with all the help and support, to get up and running. You can contact the team on the numbers shown in the appendix section.

Once you have formed your Steering Group and decided who is doing what, you are ready to move onto the next step, which is organising your first public meeting.

Section Three

How to organise a Public Meeting

When arranging your first public meeting you should consider the following points.

Choose a suitable venue

You need to think about access to the building for the disabled, elderly or people with small children. Consider comfort and the travelling distance to the venue, and think about what time to start the meeting. Some people may already have other commitments. Also try not to clash with favourite T.V programmes or events etc.

Identify a local issue

This will attract people to the meeting, and if possible invite someone along to speak on this issue, For example, if crime is a problem then invite someone along from the police, i.e. your local Community Liaison Officer. You can find out who this is by ringing your local Police Station.

Refreshments

If possible you should provide refreshments, but keep a receipt of what you have spent, so that you can claim it back once you are funded or raise some money.

Speakers

Arrange a speaker. You may want someone with a little bit more experience to take some of the pressure off you. Maybe you could approach your local Councillor, the Customer Involvement team, will always help you through this process.

Invitations

Think about whom you wish to invite to the meeting in addition to local people, for example local Councillors, City Council's neighbourhood services, representatives from Voluntary groups.

Once you have decided where, when and what you are going to be discussing at the meeting, you should write these down in order of priority, i.e. starting with the most important items that you need to discuss. This is called an Agenda. The Customer Involvement Team can help you through this process.

(An example agenda can be found in the appendix section).

Publicising your meeting

There are many ways in which you can publicise your first meeting. Some examples are:

- Leaflets
- Posters
- Local radio
- Local free newspapers
- Word of mouth

If you are going to use leaflets, keep them simple and try to make them colourful so they will attract the eye. Provide a contact person and possibly a telephone number or address, so people can contact you.

Think about when the best time is to publicise the meeting, if you do it too early people may forget, four or five days notice should be sufficient.

Don't forget the Customer Involvement Team can also help you to design your posters or leaflets and may also be able to photocopy them for you.

At the meeting

People should be greeted when they arrive for the meeting, thank them for coming and make them feel welcome. You can either take their name or ask them to sign an attendance sheet, but don't forget to include addresses so you can get back in touch with them at a later date.

It maybe a good idea to give everyone an agenda when they come in, or leave one on their chair.

Welcome and Introduction

The Chairperson should start the meeting by introducing herself/himself and members of the Steering Group, and then outline the Aims of the Meeting. i.e. why the meeting has been called and encourage further discussion from people. At the end of the discussion you may want to propose that a Tenants & Residents Association should be formed.

Forming your Association

The Association will need to have elected officers, which normally means a Chair, Vice Chair, Secretary and Treasurer. These people can be elected at the public meeting or by the Committee at its first meeting. (See section four for the role of the Committee and what the Committee does)

Try to keep the public meeting relatively short, an hour or so should do as people can quickly get bored.

If you have adopted a Constitution this could also be discussed at this meeting, together with a name for the Association, you may want to give everyone a copy of the constitution so they can read it beforehand, and then you can take them through it.

Close the meeting and thank people for coming along, but ask the Committee to stay behind so you can set the date and time for the next meeting, however, if you have elected a Committee the next meeting should be for Committee members.

Section Four

The Role of the Committee

The Committee is elected by the community to carry out the more detailed day to day work of the Association.

The Committee will always be accountable to the local community for what they do, so make every effort to involve them and keep them informed of your activities. This can be done via newsletters and regular public meetings etc.

A Committee meeting cannot proceed unless there is a quorum. A quorum is the minimum number of Committee Members who must be present before business can be conducted. The number should be stated in your constitution and is usually one third of the total number on your Committee.

Should I join a Committee?

Being a Committee member is a responsible job, but it can also be fun and very rewarding. It is something that everyone can do with a little support and training, and can help develop new skills and provide a sense of achievement and belonging.

Roles of the Committee

(all committee roles should be elected, usually at the Annual General Meeting)

The Chairperson

The main role of the Chairperson is to guide the Association and enable it to achieve its aims, and conditions. They will chair any meetings and ensure that they run smoothly and stick to any agenda that has been set.

Outside of the meetings she/he should

- Be aware of all activities carried out by the Committee.
- Ensure other officers are carrying out their tasks and provide support.
- Prepare agendas for meetings (with the Secretary).

In meetings she/he should

- Make sure each item on the agenda is discussed and a decision made and recorded.
- Make sure everyone gets an opportunity to contribute to the discussion.

The Chairperson is the person who makes sure things “get done” – not the person who does everything; above all she/he is responsible for the smooth running of the Committee.

The Secretary

The Secretary is the person who deals with all the correspondence of the Committee and keeps the Committee members up to date – so that they feel involved and are able to join in the activities of the group.

The Secretaries' main duties include: -

- Taking minutes at meetings – that means taking notes of decisions were made, and items discussed.
- Letting people know when and where the next meeting is, and what it is about.
- Helping the Chairperson to prepare the Agendas.
- Writing and receiving letters on behalf of the Committee.
- Keeping the Committee informed of what correspondence has been received and sent.
- Keeping a record of the members details, important telephone numbers and other useful information.

Some of these tasks can be divided amongst other members, to help them feel more involved. You could also have a separate Minute Secretary, a Correspondence Secretary and a Membership Secretary if you wish, it will depend on the size of your group, and the amount of time people have available, the skills people have and what they like doing.

The Treasurer

The Treasurer is the person with overall responsibility for the association's finances. The amount of work involved will vary according to the size of the organisation and amount of money you receive and spend.

She/he should keep the Committee informed of the financial situation but it is the committee that makes sure the Association's money is spent wisely and for the purpose it was given.

This is often one of the most feared roles, on a Committee, but the Customer Involvement Team, will provide all the help and support you need to take on this role.

The Treasurer's main duties include: -

- Opening a bank account.
- Pay bills and keep record of money spent.
- Keep an account book for all money going in and out of the organisation.
- Provide reports to the committee and for the Annual General Meeting.

Don't forget the Customer Involvement Team, can always assist you if you get into difficulty.

Section Five

Agendas and Minutes

The agenda

An Agenda is a list of items that will be discussed at the meeting.

It may be helpful if you prepare your agenda in advance of the meeting, then you can send it out to the Committee together with the minutes of the last meeting, or at least have it available at the start. This will give people the opportunity to know what is going to be discussed and they can prepare any questions they wish to ask.

It would be advisable when setting the agenda that quick items are dealt with either first or at the end. Anything that needs more discussion should be put in the middle to ensure that you have enough time to discuss them, you can also put a time limit against each item on the agenda to ensure that you are able to deal effectively with them.

The most common format for an agenda is as follows: -

- Apologies for absence
- The names of the people who said they couldn't attend the meeting.
- Minutes of the last meeting.
 - Members who were present at the previous meeting should agree that the minutes are a true record, if not they should be amended at this stage of the agenda.
- Matters arising from the minutes.
 - Matters arising should be a brief item. It is used to confirm any outstanding issues from the previous meeting usually identified within the Actions from the meeting.
- Correspondence.
 - Letters that the secretary or other officers have received are dealt with here.
- Agenda items – listed.
- The main business of the meeting.
- The Treasurers report
 - What money has been spent and what remains in the account.
- Any other business
 - This is for any last minute items or suggestions for the next agenda.
- Date and time and place of the next meeting
 - An agreement when the next meeting will take place.

Minutes

The minutes are the notes that either the secretary or another member of the committee takes at every meeting.

They should: -

- State the name of your association, date, time and place of meeting.
- Include a list of who was present at the meeting.
- Follow the items on the agenda.
- Be clear, short, easy to read and understand.
- Include all decisions made, and the key discussions leading to that decision.
- Have an action column stating who's responsible for carrying out specific items.
- State date, time and place of next meeting.
- Be written up and sent out soon after the meeting.

The minutes will be signed at the next meeting by the Chairperson once they have been agreed as an accurate record.

An example of minutes can be found in the Appendix Section of this pack.

Section Six

Constitutions

A Constitution is the general rules and regulations of your Committee, which are agreed at an Annual General Meeting of the Association. It is a safeguard to make sure your group is run in a democratic and fair way. It will include: -

- The boundaries of the Association.
- What the Aims of your group are.
- How the group is run.

Liverpool Mutual Homes will insist that groups have an acceptable constitution before any funding can be given.

A draft Constitution is available in the Appendix Section. However you may want to create your own constitution to meet the needs of your group but it should include the following: -

- The name of your Organisation.
- The area the Association covers (with a map or list to show the boundary of the Association).
- Membership
Who can join or is considered a member, e.g. tenants and residents who live within the boundaries of the Association.
- Equal Opportunities Statement.
This is a positive statement to ensure the Association's commitment to promoting equal rights is clearly stated.
- Aims
What your Association wants to do. For example,
 - *"To promote social activities for all members of the Community"*
 - *"To promote the involvement of local people in the area making decisions about their homes"*
 - *"To promote tenants rights and the improvement of conditions in the area."*
- Finance
In this section of your constitution you should state that you will have a bank account, how many signatories you require and how you are going to organise financial accountability.
- The Committee
In this section you should note how many committee members you will have, what their duties are how they are to be elected and how often they should meet, e.g. not less than ten times a year.

- **General meetings**
In this section you should state how many meetings are to be held in a year and how much advance notice will be given.
- **The Annual General Meeting**
AGM's are very important. It is one of the few public opportunities for a committee to present an overview of their activities during the previous year.
- **Special Meetings**
It is useful to have a way of calling Special Meetings if they are needed. State how many Committee members have to support the call for a special meeting and whether Officers can call one. As with AGM's, state what notice members should have and how many people have to attend to make decisions valid?
- **Rules for Meetings**
These are often called Standing Orders and are rules to be followed at meetings to ensure that people act responsibly.
- **Alterations to the Constitution**
This section deals with the procedure for altering the Constitution. Any changes must be agreed by two thirds of the members present at the meeting.
- **Dissolution**
This is the section where you state how your Association will be wound up and what should happen to any assets it may have.

An example can be found at the back of this pack. However you can write your own Constitution and the Customer Involvement Team would be happy to help you.

Section Seven

Where to get funding

Liverpool Mutual Homes will provide funding to Tenants & Residents Associations who represent over 30 Liverpool Mutual Homes tenanted properties (please see Grant Criteria in the appendix section).

Start-up Grant

If you have set up a new group, you will be able to apply for a start-up Grant for basic items to get you up and running.

You would apply for a Grant via the Customer Involvement Team who would undertake the initial assessment of your application to ensure that your group meets the grant recognition criteria.

The Annual Grant

The Annual Grant would consist of up to £1,000 and based upon how many Liverpool Mutual Homes tenanted properties the group represents, the grant is available for each tenants and residents association which continue to meet the Grant Criteria.

To apply for an Annual Grant you would have to complete the application form that is available from the Customer Involvement Team (please find contact information in the appendix section)

Once again the Customer Involvement Team would carry out the assessment and if the Association meets the grant criteria then the relevant grant would be paid direct into the Tenants and Residents Association bank account via a BACS payment.

Community Initiatives Grant

Liverpool Mutual Homes also provides a Community Initiatives Grant up to the value of £500 for groups who wish to organise the following:

- Community Event e.g. Fun day / Estate Clean Up
- Funding to facilitate involvement from Diverse Groups e.g. BRM Community, Young, Disabled or lone parents
- Social Event for a disadvantaged group e.g. local pensioners outing
- Purchase of equipment for community group e.g. IT equipment, sports equipment
- Purchase of training or development for a community group
- Any other initiative which benefits the community and meets with LMH's aims, objects and priorities, set out in our Corporate Plan.

If you wish to apply for a Community Initiatives grant then please contact the Customer Involvement Team. (please see appendix section for contact numbers.

Fund-raising events

Your group may also want to consider alternative ways to raise funds, for example organising social events, raffles, quiz nights, social outings etc, As well as raising money, they can be a good way of getting to know your members and promoting your groups existence.

Appendices

Appendix 1 example minutes

*Friends and Neighbours Tenants & Residents Association
Minutes of meeting held on 21.06.00 at 7.30 pm*

Present:

<i>Mr F. Smith</i>	<i>Chairperson</i>
<i>Ms P. Sugar</i>	<i>Secretary</i>
<i>Mr J. Coultard</i>	<i>Treasurer</i>
<i>Mrs K. Robert</i>	<i>Member</i>
<i>Mrs S. Jones</i>	<i>Member</i>
<i>Mr R. Salek</i>	<i>Member</i>
<i>Miss A. Cri</i>	<i>Member</i>
<i>Mr T. Lloyd</i>	<i>Member</i>

Apologies:

<i>Mr R. Davidson</i>	<i>Member</i>
<i>Mrs G. Ireland</i>	<i>Member</i>
<i>Miss B. Connerl</i>	<i>Member</i>

Agenda item

Action

1. Minutes of last meeting:

Agreed as an accurate record and signed by Chairperson

2. Matters arising:

A.C. sought confirmation that the meeting with Liverpool Mutual Homes was to go ahead, it was agreed that R.S and T.L attend.

TL

Correspondence: P.S. received letter from local Brownie Group Requesting financial support, J.C. to investigate what funds may be available.

JC

3. Treasurers Report :

J,C reported that The Association has £1,429 in the bank and that the children's outing had been paid. Report agreed.

4. Any other business:

None

5. Date and time of next meeting:

Meeting Closed at 8.30 pm.

Signed:

Chairperson

Date:

Appendix 2

example agenda

The Friends and Neighbours Tenants Association

Meeting to be held on [date] at [venue]

AGENDA

- | | |
|---|-------------|
| <i>1. Apologies</i> | <i>7.30</i> |
| <i>2. Minutes of Last Meeting</i> | <i>7.35</i> |
| <i>3. Matters Arising</i> | <i>7.45</i> |
| <i>4. Correspondence</i> | <i>7.55</i> |
| <i>5. Treasurers Report</i> | <i>8.10</i> |
| <i>6. Any other Business</i> | <i>8.20</i> |
| <i>7. Date and time of next meeting</i> | <i>8.30</i> |

Appendix 3

example constitution

1. Name

The name of the Association shall be The _____

2. Boundaries

The boundaries of the area covered by the Association are

3. Objects:

The objects of the Association shall be to protect and advance the interest of all Tenants & Residents in the area covered by the Association, on matters concerning Housing and the Environment, and the Social and Community life of the area.

4. Membership:

Membership of the Association shall be open, irrespective of Political Party, race (including Gypsies and Travellers), religion, gender, transgender, marital status, sexual orientation, disability or age.

All persons living in the area covered by the Association, who shall be called Full Members.

5. Subscription:

All members shall pay such subscription, (if any) as the Annual General Meeting shall determine.

6. Committee:

a) The Association shall be managed by a Committee to be elected at the Annual General Meeting or the first meeting of the elected committee.

b) The Committee shall consist of a Chairperson, a Vice-Chairperson, a Secretary, Treasurer and _____ other members.

c) If vacancies occur among the Officers of the Committee, the Committee shall have the power to fill them from among their members.

d) The Committee may co-opt up to three members to serve on the Committee as full Committee Members.

e) A Quorum shall be half the total number of Committee members.

7. Annual General Meeting (AGM)

The Committee shall arrange an Annual Meeting, not more than 15 months after the previous meeting, at which the Committee shall make a report of its works, present a statement of accounts and resign.

The Annual General Meeting shall elect a new Committee, vote on recommendations, and any amendments to the Constitution.

The Secretary shall notify all members of the Annual General Meeting not less than Fourteen Days in advance.

/ continued

8. General Meetings

- a) There shall be General Meetings open to all members every 6 Months.
- b) Special General Meetings open to all members can be held for the purpose of altering the Constitution, or for considering any matter, which the Committee may decide, should be referred to the members in General.
- c) The Secretary or Chair shall call such a meeting at the request of not less than two-thirds of Committee Members, or at the written request of not less than 10 ordinary members.

9. Quorum:

No vote or decision shall be taken at a General Meeting if less than 10% of members or 20 tenant's which ever is the least, are present.

10. Finance:

- a) All monies raised by or on behalf of the Association shall be applied to further the objects of the Association and for no other purpose.
- b) The Treasurer shall keep proper finances of the Association and shall open a bank account in the name of the Association.
- c) The accounts shall be audited at least once a year.
- d) Signatories to the accounts must be from separate tenant households who are not related.

11. Alterations to the Constitution

Any alterations to this Constitution shall require the approval of a two-thirds majority of those present and voting at the Meeting at which it is discussed. The Secretary must receive any resolution for the alteration of the constitution at least 28 days before the meeting at which the resolution is to be brought forward.

12. Dissolution

- a) The Association may only be dissolved by a Special General Meeting called for that purpose and advertised at least 14 days in advance.
- b) A proposal to dissolve the Association shall only take effect if agreed by two thirds of the members present at the meeting.
- c) All funds, documents and possessions belonging and relating to the Association shall be disposed of according to the wishes of the meeting.

This Constitution was adopted as the Constitution of _____

And at a public meeting held on _____

Signed: _____ (Chairperson)

Signed: _____ (Secretary)

Appendix 4

grant criteria

The following criteria will be in place for all groups in receipt of a Tenant Participation and Office Expenditure Grant from Liverpool Mutual Homes.

1. A statement of receipt and payment (accounts) must be submitted with your application form.
2. If you are applying for a grant of less than £2,000, these accounts will need to be formally passed at your AGM, and approved by a competent independent person outside of your group e.g. Doctor, Teacher etc
3. If you are applying for an Office Expenditure Grant in addition to a Tenant Participation Grant, and together these amount to over £2,000, your accounts must be formally audited.

THE TENANT PARTICIPATION GRANT

This is available to all groups that have LMH properties within their boundaries, and continue to meet the minimum standards contained in the grant criteria.

30 to 49	LMH properties, you would qualify for	£200
50 to 99	LMH properties, you would qualify for	£500
100 to 199	LMH properties, you would qualify for	£700
200 or more	LMH properties, you would qualify for	£1000

THE OFFICE EXPENDITURE GRANT

This is paid to groups with office accommodation, and will reimburse groups for their general office expenditure e.g. heating, electricity, telephone etc. To apply, groups must:

- Be in receipt of a Tenant Participation Grant
- Have an LMH property as an office.

Groups operating from a non LMH property will be assessed individually, but there is no guarantee that such costs will be met either in full or partially.

RESTRICTIONS

Grants may not be used to support or promote solely religious activity. The amount of grant allocated will depend upon how many LMH properties you represent.

Please return your completed Application Form to: -

Karen Cox, LMH, Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF
Tel: 0151 235 2329 email: karencox@liverpoolmh.co.uk

Useful contacts

Liverpool Mutual Homes Customer Involvement Team

East Area:

Karen Cox
07850 987 582
karen.cox@liverpoolmh.co.uk

North Area:

Shirley Gales
07850 987 543
shirley.gales@liverpoolmh.co.uk

North West Area:

Catherine Simmons
07595 651 348
catherine.simmons@liverpoolmh.co.uk

South Area:

Natalie Pryor
07595 651 347
natalie.pryor@liverpoolmh.co.uk

West Area:

Dave Pye
07595 651 345
dave.pye@liverpoolmh.co.uk

Neighbourhood Housing Offices

North West Area Housing Office

3 Mark Street Liverpool L5 ORF
Tel. 0800 678 1892

North Area Housing Office

3 Falklands Approach, Off Parthenon Drive, Liverpool L11 5BS
Tel. 0800 678 1892

East Area Housing Office

Unit 1, Montrose Business Park, Edge Lane, Liverpool L7 9PX
Tel. 0800 678 1891

West Area Housing Office

172 Park Road Liverpool L8 6SJ
Tel. 0800 678 1893

South Area Housing Office

4 Smithdown Place, Liverpool L15 9EH
Tel. 0800 678 1893

Repairs

0800 678 1894

Other contacts

LCVS Cleaner, Safer, Greener community funding

www.lcvs.org.uk
0151 227 5177

LCVS YCM Grassroots grants

www.lcvs.org.uk
0151 227 5177