

Tenant Monitoring Group Action Plan – Winter 2010 – Spring 2012

Action	How will this be achieved	Method of involvement	Lead	Target date	Completed date
Agree and sign up to Tenant Involvement Agreement	Meeting of: <ul style="list-style-type: none"> Tenant Panel 	Details all strands of involvement	Housing Management Team Leader	31 December 2010	Completed 6 January 2011
Agree Constitution for Group	Meeting of: <ul style="list-style-type: none"> Monitoring Group 	Monitoring Group	Housing Management Team leader	31 December 2010	Completed 13 January 2011
Agree to Code of Conduct at meetings	Meeting of: <ul style="list-style-type: none"> Tenant Panel Tenant Involvement Group Tenant Monitoring Group 	Tenant Panel Involvement Group Monitoring Group	Housing Management Team Leader	31 December 2010	Completed 13 January 2011
Agree to timing of meetings	Meeting of: <ul style="list-style-type: none"> Tenant Panel Involvement Group Monitoring Group 	Tenant Panel Involvement Group Monitoring Group	Housing Management Team Leader	18 November 2010	Completed 18 November 2011
Agree provision of ID badges to all appropriate member groups	<ul style="list-style-type: none"> Liaise with Customer Services for printing of ID badges at Community Offices 	Tenant Panel Involvement Group Monitoring Group	Team Leader	31 December 2010	Member to arrange prior to next meeting

Action	How will this be achieved	Method of involvement	Lead	Target date	Housing Service area
Agree areas of training and timescales	Discussion at Tenant Panel, Tenant Involvement Group and Monitoring Group meetings	Tenant Panel Involvement Group Monitoring Group	Housing Management Team Leader	Agreed on 13 January 2011 Ongoing	Anti social behaviour – training arranged in Feb 2011 Scrutiny training – to be arranged Repairs shadowing – arranged for March 2011 Estate Shadowing – to be monitored through Estate Walkabouts Allocations Shadowing – agreed to look at once CBL goes live Major works contract – to discuss when new Contractor in place Understanding performance info – to commence from April 2011
Tenant Monitoring Group involvement in monitoring landlord service performance and VFM	Members to be involved in the monitoring of performance in housing services through receiving performance data and attendance at performance clinics	Tenant Monitoring Group	Tenant Monitoring Group	31 March 2012	<ul style="list-style-type: none"> ▪ Major works contract ▪ Gas contract ▪ Repairs ▪ Major Improvement ▪ Adaptations ▪ Anti-social behaviour ▪ Grounds Maintenance ▪ Rents