

Tenant Panel 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	6 January 2011 Slight delay due to adverse weather conditions
Review Tenant Panel Constitution	Meeting of: <ul style="list-style-type: none"> Tenant Panel 	Tenant Panel	Housing Management Team leader	31 December 2010	6 January 2011 Delay as above
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	6 January 2011 Delay as above
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	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	Members to achieve this through January 2011
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	31 November 2010	Tenants' Priorities 2 Anti social behaviour 3 Scrutiny training 4 Repairs shadowing 5 Estate Shadowing 7 Allocations Shadowing 6 Major works contract 4 Understanding performance info
Tenant Panel Involvement at Scrutiny One meetings	Information of meeting dates to be provided to Panel members by democratic services in advance of Scrutiny One meetings	Tenant Panel	Housing Management Team Leader	22 November 2010	All Susie Marsh to arrange for full list of meeting dates to be provided by Democratic services
Tenant Panel involvement in Monitoring Services (partner with Service Monitoring Group)	<ul style="list-style-type: none"> Tenant Panel members to be involved in the monitoring of performance in housing services through receiving performance data and attendance at performance clinics 	Tenant Panel	Tenant Panel and Team Leader	31 March 2012	Performance and VFM in: <ul style="list-style-type: none"> Major works contract Gas contract Repairs (1) Major Improvements Adaptations Anti-social behaviour Grounds maintenance Rents Sheltered housing (2)
Tenant Panel involvement in review/development of Housing Services Policies	<ul style="list-style-type: none"> Tenant Panel to receive information relating to existing and new policies to be able to inform 	Tenant Panel	Head of Housing management	31 March 2012	<ul style="list-style-type: none"> Lettable Standard Policy (1) Decoration and Disturbance Policy (4) Communal Cleaning Policy (2)

	final document				<ul style="list-style-type: none">▪ Out of hours Policy (5)▪ Automated Text Policy/report (3)▪ Financial Inclusion Policy(6)▪ Grounds Maintenance Policy (7)
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