

Tenant Led Improvement Budget Procedure

1. Purpose

- 1.1 To enable tenants to access funds that will improve the quality of communal areas and activities to the benefit of all.

2. Scope

- 2.1. All tenants can put forward suggestions via their tenant representative (where applicable) or their housing manager to access funds to improve communal spaces, community cohesion and social inclusion or communal services.
- 2.2 To ensure compliance with the Habinteg's policies.

To ensure tenants have ownership of the budget in terms of how the money is spent whilst officers can demonstrate value for money, compliance with statutory and other obligations and good management of the process.

3 Staff responsible

Tenant Involvement Officer	Ensures compliance with the procedure, overseeing and co-ordinating the management of the budget
Housing Manager	Manages the process at each scheme within their designated area, ensures accountability to tenants and compliance with policy, log job orders, resolves any disputes and obtains quotes
Regional Maintenance Surveyor	Provides technical advice as required
Scheme based staff	Liaises with tenants Liaises with contractors Obtain quotes

3. Requirements of the procedure

- 3.1 The tenant involvement officer is responsible for delivering tenant led improvements within budget in a manner that is accountable to tenants and the Housing Services Management Team.
- 3.2 The tenant involvement officer will maintain a spreadsheet of expenditure for each region and promote the spend through liaison with the housing manager and the tenant representative (where applicable)

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- 4.3 The individual scheme allocation is £11 per property and is dependent upon the annual budget setting process.
- 4.4 The tenant involvement officer is responsible for authorising expenditure on the expenditure authorisation form for each improvement up to a value of £1000. For amounts over £1000 the Operations Manager will be responsible for authorising any expenditure. Where the estimated costs of works is more than the annual budget for a scheme, the tenant involvement officer will decide on whether to authorise the works, taking into account future rebalancing of budgets.
- 4.5 Where the estimated cost of works is more than three times the annual budget, or in excess of £1500, whichever is the greater, either the tenant involvement officer or the Operations Manager (over £1000) will seek approval from either the Chair or Vice Chair of the National Tenants' Conference (where this relates to their own scheme, either the chair or vice chair will authorise).
- 4.6 The tenant involvement officer will maintain a file of relevant records, including authorising the expenditure authorisation form and any supporting information and quotes.
- 4.7 Housing managers/scheme based staff are responsible for liaising with tenant representatives and other tenants to identify priorities for improvements capturing this information on the tenant led budget suggestion form.
- 4.8 Where works are identified a tenant-led improvement expenditure form will be completed and signed by all relevant parties. It is the responsibility of the housing manager/community assistant to ensure quotes are obtained, conferring with the Regional Maintenance Surveyor for technical advice as necessary.
- 4.9 It is the Housing managers' responsibility to undertake a risk assessment covering items such as health and safety, environmental impact, neighbour dispute, future maintenance costs etc. If the housing manager considers that a proposal involves a significant risk or that the improvement may require planning permission or building regulation approval, then the matter should be discussed with the regional maintenance surveyor or a member of the maintenance team with any decision being fed back to the tenant.
- 4.10 Any quotations will be retained and attached to the tenant led improvement expenditure form. Quotations to be submitted to quotes@habinteg.org.uk and saved in the scheme folder on Documotive. All works will be carried out by approved contractors as per current policy.
- 4.11 Once works have been authorised, the housing manager is responsible for ensuring that orders are placed and monitor works through to completion and payment of invoices.

5. Types of projects that cannot be funded

- 5.1 Works that are Habinteg's responsibility e.g. installing/replacing door entry systems or works that are currently provided by the maintenance team.
- 5.2 Items that will result in ongoing service or specialist maintenance e.g. IT equipment or installing automatic doors.

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- 5.3 Planned projects that may have an impact on service charges.
- 5.4 Repairs to existing improvements funded by the tenant led improvement budget.

6. Types of projects that can be funded (list is not exhaustive)

- Benches
- Skips
- Planters and plants
- Community events e.g. The Big Lunch
- Dummy CCTV cameras
- Signage
- Shrubbery (not included as part of landscape maintenance contracts)

7 Performance indicators

Quarterly expenditure will be reported to the Housing Services Management Team Meeting.

8 Related procedures

- a. Tenant Involvement Strategy
- b. Tenant Led Improvement Budget Policy
- c. Maintenance procedures (raising orders)

9. Appeals

- 9.1 If a Housing Manager considers that a proposal for works is likely to cause a significant dispute at a scheme or a health and safety risk, then they will refer the matter to the Operations Manager who will consult with the National Tenants Conference.

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Habinteg Housing Association

TENANT-LED IMPROVEMENT BUDGET

EXPENDITURE AUTHORISATION

Scheme Name Code

Description of Work/Goods

.....

.....

Quote Value

The above works meet the criteria set out in the Tenant Led Improvement Policy and Procedure.

Recommended: Date:
Housing Manager

..... Date:
Tenant Representative
(where no tenant representative, tenant to sign)

Authorised : Date:
Tenant Involvement Officer/
Operations Manager (works over £1000)

Date Ordered :

Authorised by Chair/Vice Chair of National Tenants Conference

.....
(Where appropriate)

Dated:

Date

Dear Tenant

TENANT LED IMPROVEMENT BUDGET

I am writing to ask you how you would like to spend your Tenant Led Improvement budget for the financial year ????

The budget for your scheme this year is £???? and you can use this for organising events or other items that benefit all the community, for example; new benches for communal gardens, skips, summer buffet in communal gardens (although tenants will have to organise this themselves), signage, installation of dummy CCTV cameras or planting tubs.

Please complete the attached form with your suggestions and return to your housing manager. Habinteg will then make a decision based upon the majority vote from all tenants on how to spend this money.

Yours sincerely,

Habinteg Housing Association

TENANT LED IMPROVEMENT BUDGET

Name:

Address:
.....
.....

Suggestions:

1.
.....
.....

2.
.....
.....

Please return to either the community assistant or housing manager by ????????