**Well Managed Estate Checklists – Tenant Volunteers**

# Training: June/ July

Tenant Involvement Officer:

Book training date, venue, transport and refreshments etc.

Invite tenant volunteers

Plan and deliver session

Estates Officer:

Attend training session

Partner up with volunteers that choose to inspect schemes other than their own

Tenant volunteers issued checklists and given 3 weeks to complete

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# Checklists completed by tenant volunteers

Checklists completed within 3 weeks of training session.

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# Review meeting: July / August (4 weeks after training session)

Relevant staff to attend:

Director of Home

Estates Officer

Tenant Involvement Officer

Surveyor, Planned Maintenance

Senior Neighbourhood Housing Officer

Tenant Involvement Officer:

Book training date, venue, transport and catering etc.

Invite tenant volunteers

Director of Home:

Chair meeting

Develop action plan with tenant volunteers and be responsible person for process and action plan

Purpose of meeting:

A chance for the tenant volunteers to meet as a collective group, discuss issues that were raised when completing the checklists and develop an action plan.

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# Action plan update: Within 3 months of review meeting

Director of Home: Send a detailed update for the action plan. This updated action plan will also be available for the Audit Risk Management Committee to track.

Action Plan and updates also be sent to the Tenant Involvement Officer for tracking via the CRF Action Sheets.