

TENANT POLICY

**Recognising / Supporting
Resident Associations/Groups**



Policy Reference **HC11** Version No. 3

OBJECTIVES OF THIS POLICY:

Woven is committed to involving residents in making decisions that affect them and in empowering our communities.

Residents Associations in local communities are an important part of resident's options for getting involved and compliment the menu of involvement as outlined in Woven's Tenant & Community Engagement Strategy 2021-2026.

Supporting Residents Associations reflect Woven's commitment to providing tenant participation activities so that individuals, within formal or informal group structures have the opportunity to engage with Woven staff and board.

SCOPE: IS IT A STRATEGIC, OR OPERATIONAL POLICY?

Operational Policy.

POLICY STATEMENT:

Woven require Residents Associations to meet reasonable standards for formal recognition and eligibility for support and grants. It is essential that formally recognised groups do not exclude people for reasons of age, disability or ability, race and ethnicity, religion or belief, political opinion, sexual orientation, gender, marital status and with or without dependents.

RISK STATEMENT:

This policy will mitigate against the following risks:

- Poor service delivery due to a lack of support available to Residents Associations,
- Residents find it difficult to establish Resident Associations
- Woven will find it challenging to promote Resident Associations.

APPENDIX 1

Woven must maintain an efficient rent collection service in order to provide a wide range of services to our customers. We aim to maximise rental income and minimise debt in a way that supports sustainable communities and is sympathetic to the financial problems our customers may face. We recognise that engaging with our customers, helping them overcome personal and financial problems and fostering a payment culture is the most effective method of collecting rent. We recognise the economic and social cost of eviction and therefore we will take a preventative and proactive approach to dealing with rent arrears

1.0 PREVENTION:

Criteria for Recognition

1. Committee must have a signed constitution,
2. Committee must have a bank account in the name of the group,
3. Demonstrate an active involvement from Woven tenants,
4. Have membership clearly open to all potential members in their catchment area and demonstrated by distributing newsletters, leaflets etc. encouraging everyone to join,
5. Provide evidence of information provided to all residents (at least 1 per annum) information about activities and encouraging everyone to join,
6. Record minutes of all meetings held,
7. Demonstrate and promote diversity and equality, engaging the hard to reach group/seldom heard,
8. Hold regular meetings including an annual general meeting (AGM) with a quorum, annual reports and democratic elections,
9. All members should sign the code of conduct,
10. Keep a proper record of accounts in line with Constitution and present them at the AGM
11. Record AGM minutes and reports,
12. Participate in training as required, provided free by Woven,
13. Evidence of Charity Commission Registration or completed expression of intent to register with Charity Commission

NB *Please inform Woven's Community Involvement Team when wishing to distribute newsletters, leaflets, minutes etc. This is so they can support with identifying and providing such publications in alternative formats*

APPENDIX 2

Definitions

1 Residents Association

A Residents Association is formed by a group of people living in a specific geographical neighbourhood, who come together as an organisation to represent their mutual interests. A Residents Association can be made up of tenants, leaseholders and other residents and Woven encourage mixed tenure associations. However, in some cases the Residents Association (often because of the area it is set up to represent) may be specific, for example to leaseholders or to sheltered housing residents at a particular scheme.

2 Recognised Residents Association

Recognised Residents Associations are groups that meet the Woven requirements (recognition criteria) set out in this policy and can receive the support offered. This policy document refers to 'Residents Associations' but Woven recognition extends to similarly named associations or groups that are formed for the same principles and meet the same recognition criteria