

# Hounslow Tenants' Compact

Roadmap to involvement and partnership

## CONTENTS

What is the Tenants' Compact?	1
The Hounslow Partnership	2
Our Mission	2
What has been achieved so far	3
Getting involved	4
Involvement options	5
Resident involvement structure	6
Compact Action Plan	8
Tenant training and capacity building	11
Who to contact	12
Monitoring the Compact	13
Tell me more	13

### Interpretations and translations

If you require a copy of this document about the Tenants' Compact in another language or format please call 020 8583 2299 or minicom on 020 8583 3122.

<b>Albanian</b>	Nese deshironi te keni kopjen e ketij dokumenti i cili eshte lidhur me se si mund te merrni pjese ne ceshtjet te cilat ndikojne ne qiragjinjet, ne gjuhen tuaj, ju lutemi kontaktoni 020 8583 2299.
<b>Arabic</b>	اذا كنت ترغب بالحصول على نسخة بلغتك الخاصة من هذه الوثيقة التي تناقش مدى قدرتك على الاشتراك بالمسائل التي تؤثر على المستأجرين الرجاء الاتصال بـ 020 8583 2299
<b>Farsi</b>	چنانچه شما مایل هستید که نسخه ترجمه شده این اطلاعات به زبان خود را دریافت کنید، که توضیح می دهد چگونه می توانید در مورد مسائلی که مربوط به مستأجرین می شود فعال شوید، با شماره ۰۲۰۸۵۸۳۲۲۹۹ تماس بگیرید.
<b>Gujarati</b>	આ દસ્તાવેજમાં એ સમજાવે છે કે ભાડૂતોને અસર કરતાં મુદ્દાઓ વિષે તમે ચર્ચામાં કેવી રીતે સામેલ થઈ શકો છો અને જો એની નકલ ગુજરાતીમાં તમને જોઈતી હોય તો કૃપયા સંપર્ક કરો: 020 8583 2294
<b>Hindi</b>	इस दस्तावेज़ में बताया गया है कि आप किराएदारों को प्रभावित करने वाले मुद्दों में कैसे शामिल हो सकते हैं। हिन्दी में इसकी कॉपी लेने के लिए कृपया 020 8583 2299 पर फोन करें।
<b>Panjabi</b>	ਇਹ ਦਸਤਾਵੇਜ਼, ਕਿਰਾਏਦਾਰਾਂ ਤੇ ਅਸਰ ਪਾਉਣ ਵਾਲੇ ਮਸਲਿਆਂ 'ਚ ਤੁਸੀਂ ਕਿਵੇਂ ਸ਼ਾਮਲ ਹੋ ਸਕਦੇ ਹੋ, ਬਾਰੇ ਦੱਸਦਾ ਹੈ, ਜੇਕਰ ਇਸ ਦੀ ਕਾਪੀ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 8583 2299 ਉੱਪਰ ਫੋਨ ਕਰੋ।
<b>Somali</b>	Haddii aad rabto koobbi ah warqaddan falanqaynaysa sida aad uga qayb qaadan lahayd arrimaha saameeya dadka guryaha ku jira oo ku qoran luqaddaada, fadlan soo wac 020 8583 2299.
<b>Urdu</b>	اگر آپ کو اس دستاویز کی کاپی اردو زبان درکار ہے جو آپ کو یہ بتاتا ہے کہ آپ کیسے ان معاملات میں ملوث ہو سکتے ہیں جو کرایہ داروں پر اثر انداز ہوتے ہیں، تو براہ کرم اس نمبر 020 8583 2299 پر رابطہ کریں

## WHAT IS THE TENANTS' COMPACT?

This Tenants' Compact is an agreement between Hounslow Federation of Tenants' and Residents' Associations, Hounslow Council and Hounslow Homes. It sets out what we intend to do to improve service delivery between 2004-2006 and how the three parties to this agreement intend to meet the targets which have been jointly agreed. This document also tells you the resident how to become involved in decision-making so that your views can make a difference.

Hounslow Council and Hounslow Homes have been working for a number of years with tenant representatives, community groups, individual tenants and Hounslow Federation of Tenants' and Residents' Associations (HFTRA), on improving housing service and looking at how residents can be involved at the consultation, implementation and evaluation stages of services delivery. In order to reflect all of our values and beliefs, we have also involved all stakeholders in the production of this compact and would further welcome your views.

The original Tenants' Compact was developed jointly with residents in 2000. Residents have now asked for a new Compact to build on the achievement of that Compact, and to reflect a higher expectation of service improvement and greater resident involvement in decision-making – the details of these aims are explained on pages 8-10 of this document.

This agreement sets out how all residents can be involved in influencing housing management services, including anti-social behaviour, the repairs service and decision-making at a local level. This agreement is further supported and linked to wider service improvement targets and residents-monitoring processes, to ensure effectiveness.

Hounslow Council is an equal third member of the Compact. This ensures that residents are fully involved in housing strategies for the borough, including how social homes are allocated. Residents can also provide feedback about Hounslow Homes' performance to Hounslow Council as the landlord.

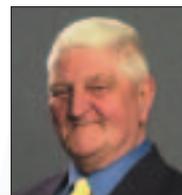
Hounslow Homes, the London Borough of Hounslow and Hounslow Federation of Tenants' and Residents' Associations are committed to ensuring the Hounslow Homes residents continue to receive the very best in service standards and that residents remain at the very heart of decision making.



**Councillor Krishan Chopra**  
Lead Member,  
Sustainable Mixed Housing  
London Borough of Hounslow



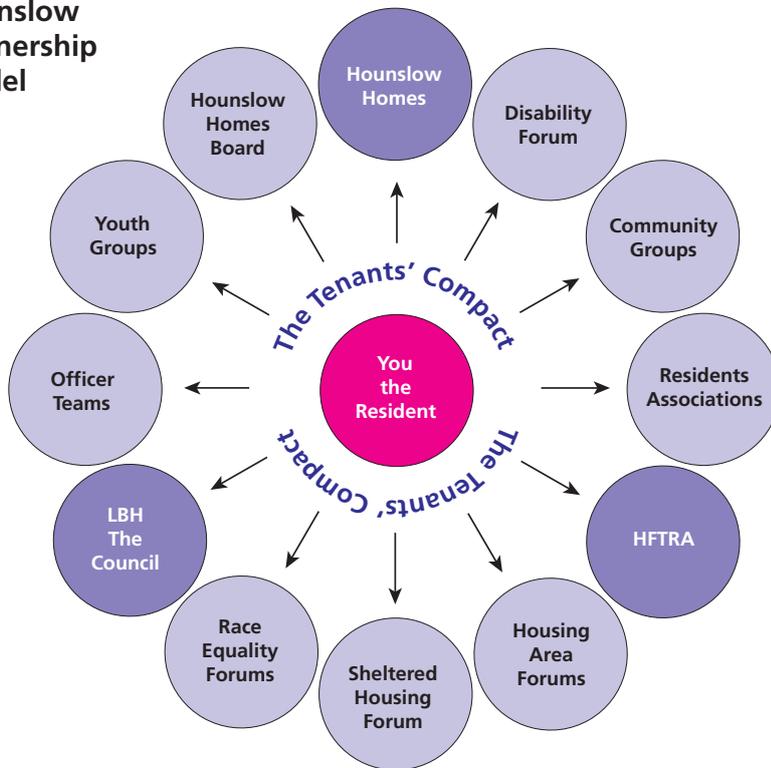
**George Fry**  
Chair, HFTRA



**Alf Chandler**  
Chair, Hounslow Homes

*You can let us know your views on the content and clarity of this document, and/or the service values and beliefs laid out within this compact by completing and returning the reply card on the back page of this Compact.*

## The Hounslow Partnership Model



## THE HOUNSLOW PARTNERSHIP

### How individual tenants and residents can get involved in decision-making

The new partnership structure between Hounslow Homes, Hounslow Federation of Tenants' and Residents' Associations and London Borough of Hounslow allows residents comprehensive access and involvement in each of the service forums. This means that Hounslow Homes' residents are now better able to access and influence service-delivery decisions with all three service partners.

If you would like to know more about services and forums and how to get involved, please tick 'Tell me more about services and forums', and complete and return the reply card at the back of this document.

### OUR MISSION

Our shared vision for Resident Involvement is to develop further the opportunities available to residents to be involved with, and be at the centre of, all service decisions taken by Hounslow Homes and the London Borough of Hounslow. We\* believe resident involvement is crucial for the delivery of excellent housing

services and to improve the quality of life of local communities and create safe neighbourhoods. Further details of the partnership's vision and further development of resident involvement and consultation is contained in the Resident Involvement strategy. To obtain a copy of this please complete the slip at the back of this document.

- We\* will work to ensure that resident participation and involvement both reflect the diversity of our community and promote inclusiveness.
- We will work to provide the tools and initiatives to enable full resident involvement at each level of decision-making, to ensure they are consulted on service strategy for the borough.
- We will provide the very best in housing management services by working closely with residents.
- We will work closely with community group leaders to ensure policies and practices fully promote, enable and attract residents from diverse communities.
- We will ensure tenants and leaseholders play an increasing role in monitoring and evaluating the quality of Hounslow Homes' services provision and play a vital role in setting improvement targets.

\* a three-member partnership comprising Hounslow Homes, Hounslow Borough Council and Hounslow Federation of Tenants' and Residents' Associations.

## WHAT HAS BEEN ACHIEVED SO FAR

Since 2002 Hounslow Homes has achieved Arms Length Management Organisation (ALMO) status. The new status puts residents at the heart of decision-making. ALMO status and improved service performance has qualified

the borough for £100m extra funding to improve the homes of Hounslow Homes residents by 2006. Residents are already benefiting from a number of improvements in service, and research has shown that resident satisfaction levels are now at 73%.

Resident involvement is at the heart of our service improvement plans. The details of these targets can be viewed on pages 8-10 of this document. The box below indicates some of the ways in which resident involvement has already made a difference.

### HFTRA, Hounslow Homes and Hounslow Council Core Values

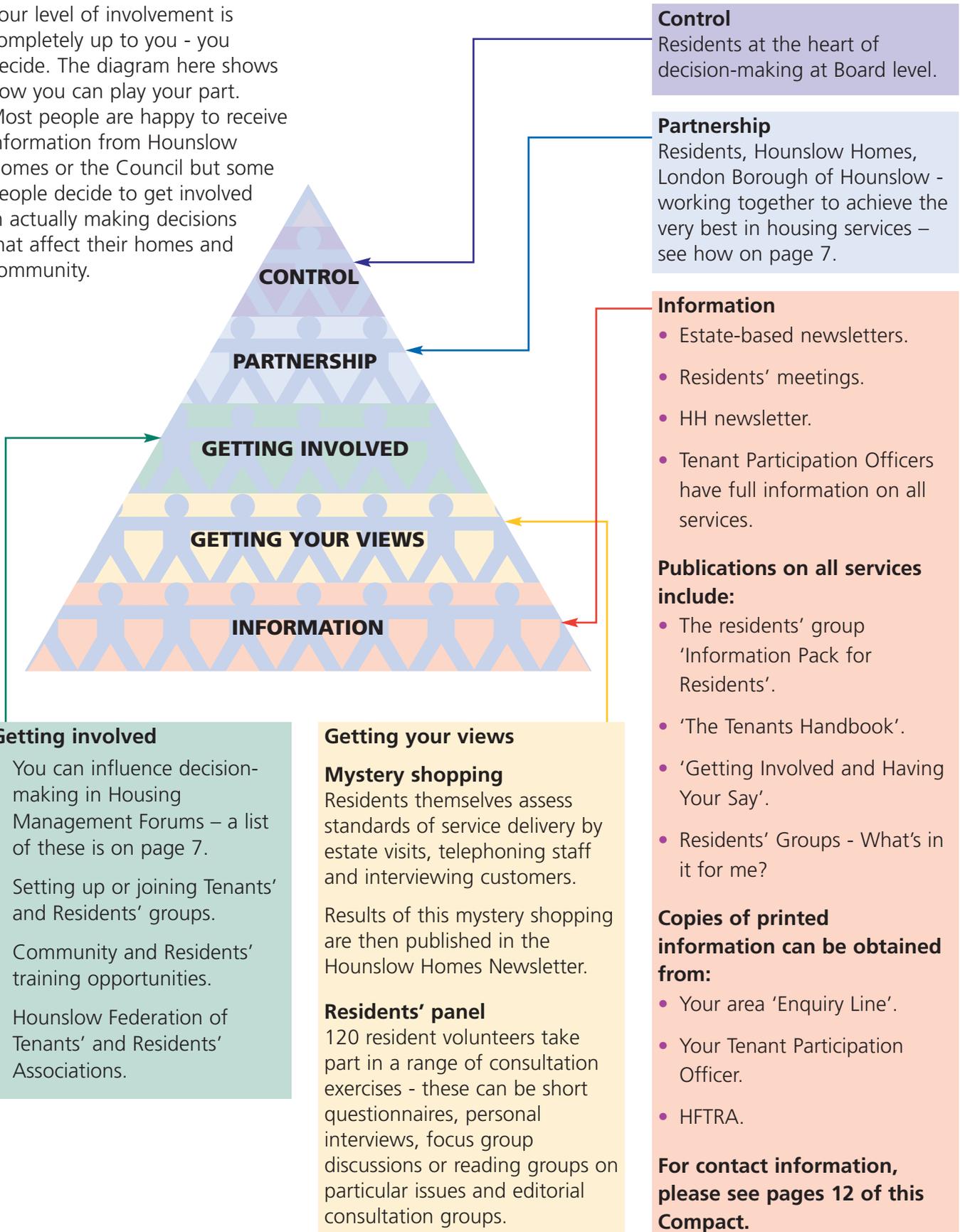
- We recognise that tenant involvement is fundamental to achieving excellence in housing management, repairs and improvement standards.
- Together we plan to build on the progress we have made since our first compact.
- We will further develop the confidence, capacity and skills of as many tenants as possible to make our shared vision a reality.
- We aim to create real partnerships between tenants and housing managers. This will ensure that tenants enjoy proper influence and involvement in the management of their living environment.
- We want to ensure that resident participation and involvement both reflects the diversity of communities and promotes resident involvement.

### What we\* have achieved through resident participation 2000 - 2004

- There are now 43 active Hounslow Homes Residents Association Groups in the borough.
- Residents now have direct access to decision-making opportunities.
- Hounslow Homes and Hounslow Federation of Tenants' and Residents' Associations work in strong partnership to support the best deal for residents.
- On the Hounslow Homes Board, there are 4 tenant board members and 1 leasehold member, democratically elected by residents.
- Over 50% of households are supported by a resident-empowered group.
- Area-based Black and Minority Ethnic (BME) groups have been set up to represent the needs of minority groups, including residents from a non-English speaking background.
- Hounslow Homes (HH) and Hounslow Council together offer all residents over 14 committees and forums by which they can directly influence housing management decisions.
- HH offers all residents a comprehensive choice of free capacity building training and empowerment activities to build knowledge and awareness – some residents have already gone on to become community leaders, or are now in paid employment.
- A number of estate-based youth projects have been established to support the voice of young people and support community cohesion.
- HH regularly and comprehensively seeks and acts upon the views of all residents and other stakeholders – over 60% of residents feel that HH takes account of their views when making decisions.
- A comprehensive consultation programme has been established, which includes amongst other initiatives 'mystery shopping', residents panels, focus groups and surveys conducted via the monthly HH newsletter. This allows us to monitor and act upon the opinions of residents more effectively.

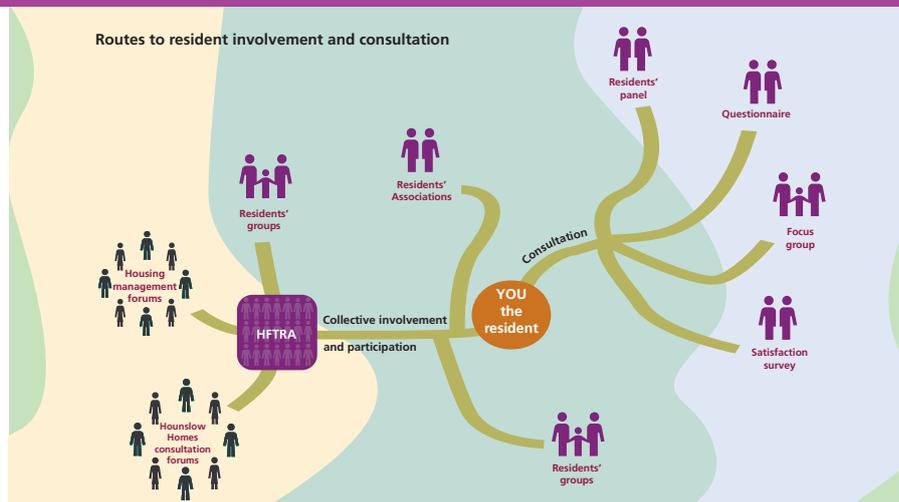
## GETTING INVOLVED

Your level of involvement is completely up to you - you decide. The diagram here shows how you can play your part. Most people are happy to receive information from Hounslow Homes or the Council but some people decide to get involved in actually making decisions that affect their homes and community.



## INVOLVEMENT OPTIONS

We are working hard to make it easier to input into the quality of services and information you receive. We understand that some residents may want to find out more for themselves and require a direct route of contact to their service provider. Others may want to take a collective approach and become involved in one of the residents' consultation groups or forums, while others



may simply want to work with their neighbours to improve their community.

The diagram above shows some of the different ways you can become involved.

### Hounslow Federation of Tenants' and Residents' Associations (HFTRA)

#### What is HFTRA and what is its role?

The Hounslow Federation of Tenants' and Residents' Associations (HFTRA) is an independent and non-political body made up of the various resident groups representing tenants' and leaseholders interests in Hounslow. HFTRA members are volunteers, the executive committee members are elected by tenants, and their job is to talk to Hounslow Homes and the Council about all sorts of housing-related issues and try to get the best deal for tenants.

HFTRA's mission is to provide support for the communities, helping them play a bigger part in improving their living environment. HFTRA has a long history covering more than 30 years and a good working relationship has been developed between HFTRA and the Council during this time. With the advent of Hounslow Homes, new working arrangements have been established.

#### How HFTRA works

- HFTRA's Council meetings allow people to focus attention on issues that are important to them.
- Members can receive training and gain new skills.
- HFTRA also talks with government representatives and other tenant and resident bodies to learn from others and to build a collective voice.
- HFTRA Executive Committee meets with Council staff, Councillors, Hounslow Homes staff and the Hounslow Homes Board to represent the views of all tenants in Hounslow.

#### What HFTRA does

HFTRA is recognised by Hounslow Homes and the London Borough of Hounslow as the boroughwide voice of tenants and leaseholders. It works in partnership to produce service performance aims and targets. These targets will provide the measure by which Hounslow Homes residents and the government will judge our performance in meeting the 2006 Decent Homes Standard set out by the government.

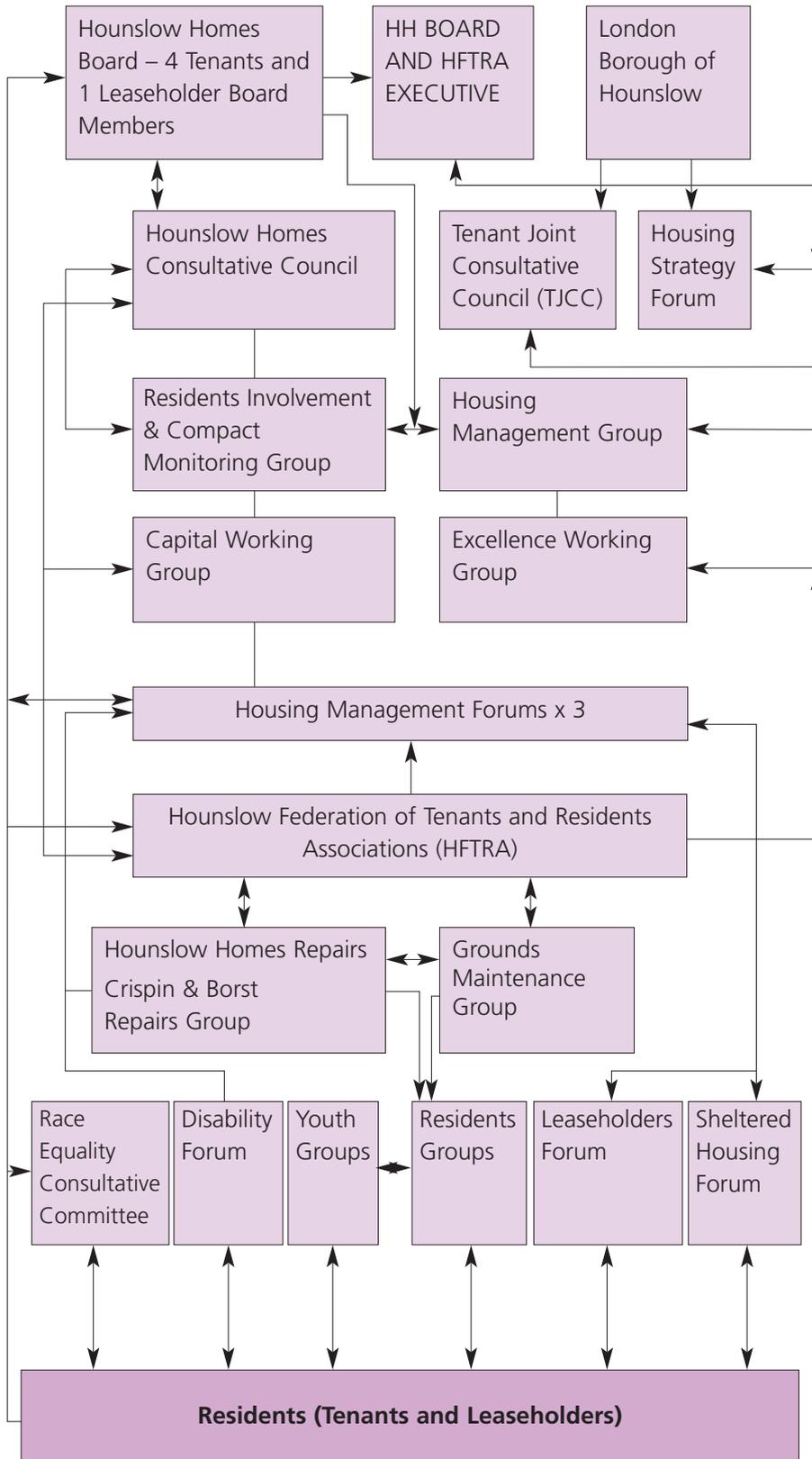
Tenant representatives have told HFTRA about the areas of service provision which are important to them. HFTRA works to find out what residents think and what they feel Hounslow Homes can do to consistently deliver and maintain the high standard of services residents expect, and how residents can be kept involved in the decisions and monitoring processes.

#### How HFTRA can help you

HFTRA is always looking for new members and new ideas and likes to hear from as wide a range of tenants and leaseholders as possible. They are constantly looking at improving the services they provide and want to make sure that they can adapt well to any new challenges in the future. There are open meetings every other month for delegates from tenant or resident associations and people who want to find out more about HFTRA and the work that they do.

If you would like more information about HFTRA or would like to speak to a HFTRA representative, please see 'Who to contact' on page 12.

## Resident Involvement Structure



## Resident involvement structure and glossary

Tenants and leaseholders work with staff to produce a regular newsletter called 'Hounslow Homes News' which is sent out to all households, keeping everyone informed about how Hounslow Homes is meeting the needs of tenants and leaseholders.

Feedback from tenants and leaseholders is requested through questionnaires and phone-ins. Formal surveys are also carried out and local newsletters produced. Focus groups are used to discuss housing issues and to find out what people think. Housing staff attend residents' meetings to address specific issues relating to local neighbourhoods. Tenants and leaseholders, together with their representatives and representatives from other community groups have been encouraged to come together and given the opportunity to increase their involvement in decision-making at all levels.



- **Housing Management Forums** have been set up in each of the three areas (East, Central and West) to which tenant and leaseholder representatives are elected. They, together with staff Board members and local councillors look at the performance of Hounslow Homes' services in their area. They also decide how to spend an amount of money dedicated to making the environmental improvements that tenant and leaseholders have asked for. The Forums are also consulted on policy development and changes to existing practices.



- **Housing Strategy Forum**  
This forum enables all housing stakeholders to contribute to developing the Housing Strategy of the local authority.
- There is a specific **Forum for Sheltered Housing** and a **Leaseholders' Forum**, where representatives and staff meet regularly to discuss how services can be improved.

- **The Tenant Joint Consultative Council** is the main Committee for the Council to consult with tenants and leaseholders on Housing Strategy and Housing Services. It also monitors the performance of Hounslow Homes.

- **The Hounslow Homes Consultative Council** involves senior managers, the Board, tenants and leaseholders and has the job of reviewing performance and looking at how services can be improved further. The committee also considers new initiatives and proposals.

- The **Repairs Group** and **Capital Working Group** look at how well the repairs service is operating and help decide how best to organise money to improve homes. Tenant and leaseholder representatives have also been directly involved in the selection of contractors for both the major improvement works and the gardening service.

- Hounslow Homes and the Council have set up reviews to make sure that tenants and leaseholders are getting the best value out of the services they receive. These **Best Value Review Panels** are made up of Board members, tenant and leaseholder representatives and

staff. There have been Best Value Reviews of Housing Management and the Repairs Service. There have also been Best Value review panels looking at Council Support Services and the Capital Investment Programme.

- There is also an **Excellence Group** looking at ways Hounslow Homes can achieve the "three star" rating, following on from the "two star" rating it obtained in November 2002.
- **Race Equalities and Consultative Committee**  
This committee brings together a number of community leaders who work to support the needs of community residents from a range of cultural and ethnic backgrounds.
- **Residents' Involvement and Compact Monitoring Group**  
– A joint group of staff, residents and LBH who monitor the progress of the resident involvement strategy and the implementation of the aims and objectives of the Tenant Participation Compact and action plan.

**Ultimately, the decision-making for Hounslow Homes rests with the Board, which includes four tenants and one leaseholder.**

## COMPACT ACTION PLAN

Building on the achievements of the 2000 Compact, and to deliver the new service performance targets standards set by residents, the Compact Action Plan below explains how residents will have more influence over decision making, what activities are taking place and when they will happen.

	Aim	Standards	Measure	Action	Who	When
1	To provide residents with a range of opportunities tailor-made to their needs to become truly involved in all aspects of the delivery of housing service and in improving their living environment.	1. Develop a joint training programme for HH board members, councillors, staff, and tenant and leaseholder representatives.	60% of residents representatives to undertake housing related or capacity building training to effect an increase in the number of residents involved in decision-making by 10%.	Review and enhance current training programme to include latest innovations and good practice for effective joint training.	TP Team & Training	Sept 2005
		2. Develop specific training for tenants and leaseholders on the role of tenant board members and the election process.		Develop training-induction programme for residents new to involvement, to expose the value and rewards of becoming involved in decision-making.		March 2005
		3. Develop a training induction programme to promote understanding and awareness of objectives of the HH, LBH and HFTRA partnership.		Introduce training induction programmes for representatives.	TP Team & Training	July 2005
		4. Provide full information on the opportunities for involvement, through a range of publicity material.		Develop a range of publicity material.	TP Team & Comms Team	Jan 2005
		5. Develop a joint HFTRA and TPO newsletter promoting good practice in tenant involvement locally and in other boroughs.		Liase with HFTRA on publicity article on newsletter for inclusion in HH newsletter.	TP team HFTRA	March 2005
		6. To develop tenant involvement further, introduce a system of acknowledging and rewarding tenants and leaseholders who make significant voluntary contribution to partnership working.		Research, design, develop and implement a recognition scheme for resident involvement.	TP Team	March 2005
		7. Provide feedback about the results of consultation.		Review and revise: quality, comprehensiveness, format and method of consultation information to HFTRA and residents.	BV Team	March 2005
		8. Define and review role of tenant & leaseholder Board members.		All tenant & leaseholder Board members to attend the training programme.	Develop and implement a training focus to define the role of tenant and leaseholder Board member.	Training

	Aim	Standards	Measure	Action	Who	When
2	To develop initiatives to involve 'hard to reach groups' in decision-making, and work with community groups to help sustain cohesive communities.	1. To aim to better understand the diverse needs of our tenants and leaseholders.	Identify estates / wards with above-average (i.e. over 30%) population of residents from BME communities.  Establish BME groups on 6 of these estates.	<ul style="list-style-type: none"> <li>Identify estates / neighbourhoods with above average number of residents from BME communities.</li> <li>Develop workings with BME groups to establish empowerment opportunities.</li> <li>Establish Disability Forum.</li> <li>Develop role of Sheltered Forum.</li> <li>Establish youth groups as sub-groups of resident groups.</li> </ul>	TP Team	July 2005
		2. Develop joint working with Youth Services to consider opportunities for youth mentoring.	<ul style="list-style-type: none"> <li>Establish youth groups as sub-groups of resident groups on 6 main estates.</li> </ul>	Work to introduce and implement good practice from the external network e.g. community credit scheme.	TP Team	August 2005
		3. Effectively engage young people to encourage ownership of their living environment.		Explore and introduce community credit scheme for young people's involvement.	TP Team	August 2005
		4. Working to engage adult members of the community to support the development and self-esteem of young people.		Promote and publicise 'The Foundation Training in Youth Work Certificate' to increase take-up by 10%.	TP Team Training	August 2005
		5. Introduce, review 'health check' of Residents' Associations, groups and other consultative and decision-making structures.		All residents' groups to be aligned to good practice in involvement requirements of the Residents Information Pack.	Introduce residents' groups review.	TP Team
		6. To promote joint-working with community organisations.		Establish communication and interaction arrangements to support effective partnership working.	TP Team & Equalities Team	

	<b>Aim</b>	<b>Standards</b>	<b>Measure</b>	<b>Action</b>	<b>Who</b>	<b>When</b>
3	To provide good practice guidance to residents' groups to ensure they are accountable, inclusive and consistent.	1. Develop information & guidance pack for annual health check of residents' groups.	All residents' groups to be aligned to good practice in accountability requirement of the Residents Information Pack.	<ul style="list-style-type: none"> <li>Develop and integrate clear and supported practices on how to run an effective residents' group.</li> </ul>	TP Team	50% of groups by March 2005  all groups by Sep 2005
		2. Develop mechanism to support residents' groups and ensure they adopt good practice to involve all members of the community.	To increase involvement of BME tenants in residents' groups by 5%.	<ul style="list-style-type: none"> <li>Introduce good practice information and support to residents' groups through the Tenant Participation Officers.</li> </ul>	TP Team	Oct 2005
		3. Define procedures to resolve disputes within groups and to address complaints about recognition of groups.	Support link to be established for all groups experiencing difficulties within three weeks of problem identification.	<ul style="list-style-type: none"> <li>Establish criteria and link to policy for recognition of main or umbrella representative group.</li> <li>Establish link with Hounslow Mediation Service to provide independent arbitration support to community groups.</li> </ul>	TP Team	July 2005
4	To develop an understanding of the different roles and responsibilities of the parties to this Compact and to facilitate effective partnership working.	1. To cultivate an appreciation and greater understanding of the perspective and nature of the roles and responsibilities of 'HH working partnership'.	Partnership players to attend training programme and demonstrate understanding as outcome.	<ul style="list-style-type: none"> <li>Develop and implement a team-building training programme for the HH partnership to look at shared vision and values, joint objectives and value for money.</li> </ul>	TP Team Training	August 2005
		2. To develop the current decision making structures by reviewing the devolvement of budgets annually.	To successfully reallocate the management of relevant budgets to management forums.	<ul style="list-style-type: none"> <li>Establish working group with HFTRA representatives to pilot devolvement of budgets to housing management forums.</li> </ul>	TP Team and HFTRA	July 2005

## TENANT TRAINING AND CAPACITY BUILDING

The Partnership believes in its responsibilities to support and sustain healthy communities. We work in partnership with community groups and local agencies in providing capacity-building training and activities for residents and local groups. Many residents who have participated in these programme have gone on to become active tenant representatives on the HH Board or forums, or taken up further training and have gained occupational qualifications, or have found employment. Hounslow Homes' residents involvement initiatives and training provision is linked to offer flexibility and choice and allows

residents and community participants to progress through a range of programmes to improve their housing knowledge while meeting their personal development aims.

Offering linked training and involvement in this way will equip involved residents to make more informed contributions within the decision-making opportunities. It has inspired and enabled residents to become community leaders and has helped individual residents in developing their particular interests.

Programmes are run by experienced providers and some

training is developed and run by community members themselves.

### Support for Training Participants

In order to help overcome some obstacles that can prevent residents taking part in programmes, we offer a range of support. These include carers and child care allowance, help with travel and out of pocket expenses. Training and involvement activities take place in carefully chosen and properly equipped local venues. To support community members with individual requirements, signing and language interpretation is also available.

#### Tenant training – what's on offer

##### The Tenants' and Residents' Training Programme aims to support residents in 3 ways

Tenant training and involvement programmes are free and are provided throughout the year. The programmes are publicised twice a year in March and September and offer a range of interesting and useful activities for residents of all ages. Examples of present and later activities include:

- **Resident empowerment**, to help residents gain additional knowledge and awareness to support them in getting involved and in representing their fellow residents:
  - ➔ Discover how the housing system can work for you.
  - ➔ Interested in becoming a Hounslow Homes Board Member – what's in it for me?
  - ➔ Developing your role as a member of a management committee.

- ➔ Property services - How does it work?
- ➔ Locata training – new housing allocation systems.
- ➔ Making meetings work.
- **Training and community activity** for new residents who wish to take advantage of community training and involvement activities and for those who wish to work together with fellow residents, or start a new community project.
  - ➔ Combating anti social behaviour – what's new?
  - ➔ Understanding your community and how politics effect you.
  - ➔ Web wise – The internet and emails/desk top publishing.
  - ➔ British sign language and deaf studies (accredited).
  - ➔ Football coaching (accredited).
- **Individual and accredited training** to help residents develop their personal capacity and skills, who may then go on

to broader training or employment. Many programmes are run in partnership with Hounslow Education and the Learning and Skills Council and some programmes are supported by external funding bodies.

- ➔ Jobs in health and social care sector.
- ➔ National certificate in play work (NVQ accredited).
- ➔ Child protection policy training.
- ➔ Foundation training in youth work - Brunel University – (accredited).
- ➔ Recording and music technology (16-31 years).
- ➔ Take action – access to work programme.

**If you would like to know more about residents' training please tick 'Tell me more about training development opportunities' and return the reply card at the back of this document.**

## WHO TO CONTACT

### Hounslow Homes Tenant Liaison Officers (TLOs)

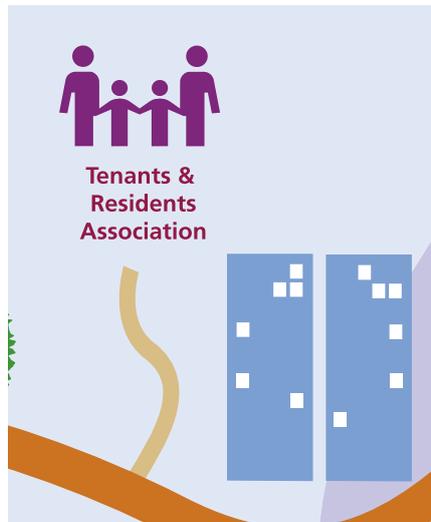
TLOs deal with all matters concerning improvements to your home. Many of you will have already had some work carried out to your home as a result of the £100 million extra investment money that Hounslow Homes obtained when it became an Arms Length Management Organisation. This has led to a major expansion of modernisation programmes. Before any major works are carried out, the TLO for the area consults on the plans with tenants.

The TLOs are there to help tenants with any problems that arise during the works and can also offer advice on the course of action a person can take in the event of a complaint about a contractor.

### Hounslow Homes Tenant Participation Officers (TPOs)

TPOs are there to support and help you with getting involved in the management of your home and neighbourhood. TPOs receive regular training and will be able to tell you about opportunities to become involved in estate or community development, how to set up a resident association, how to become involved in decision-making about your housing services, residents' community projects and residents' training. They will also be able to tell you about the range of support available for residents who want to get involved.

Your enquiry line, Tenant Participation Officers and Tenant



Liaison Officers can be contacted at your Area Housing Office as listed below:

#### Central Area:

*Heston/Cranford & Hounslow/Isleworth Office*  
The Civic Centre,  
Lampton Road,  
Hounslow  
TW3 4DN

Tel: 020 8583 4382  
Minicom: 020 8583 3959  
Fax: 020 8583 3723  
Mobile: 07957 207831  
(Mon-Wed)  
07944 701770  
(Wed-Fri)

#### East area

*Chiswick & Brentford Office*  
Chiswick Town Hall,  
Heathfield Terrace,  
Chiswick W4 4JE

or

58-59 Brentford High Street,  
Brentford  
TW8 OAH

Tel: 020 8583 4220  
Minicom: 020 8583 4267/4390  
Fax: 020 8583 4228  
Mobile: 07949 699408

#### West Area:

*Feltham/Bedfont & Hanworth Office*

St Catherine's House,  
2 Hanworth Road,  
Feltham  
TW13 5AB

Tel: 020 8583 4383  
Minicom: 020 8583 4387  
Fax: 020 8583 4052  
Mobile: 07956 118137

Further support and involvement information is available from:

### Hounslow Federation of Tenants' and Residents' Associations

Mr. George Fry (Chair)  
HFTRA information and Training Centre  
Cromwell Centre  
Benson Close Estate  
Hounslow  
TW3 3QX

Tel: 020 8569 5823

Web: [www.hftra.com](http://www.hftra.com)



## MONITORING THE COMPACT

A monitoring group has been set up to monitor the aims and objectives of this agreement and consists of: Hounslow Homes staff from the Tenant Participation Team, Best Value and Performance Management Team, HFTRA representatives and one Hounslow Homes Board member.

The group will report to the Housing Management Forum and the Hounslow Homes Board every 3 months and will report on the progress in meeting the objectives and targets set out in the compact and action plan of this agreement.

### Hounslow Homes Board Members – December 2004

#### Tenant Board Members:

Alf Chandler (Chair)  
Margaret Alverio  
Chris Boucher  
Robert Charig  
Daniel Martin (Leaseholder Representative)

#### Independent Board Members:

David Procter (Vice Chair)  
Paula Lewis  
Mohammad Chaudhry  
F. Michael Jones  
Nigel Reeves

#### Council Board Members

Cllr Ilyas Khwaja (Vice Chair)  
Cllr John Cooper  
Cllr Mick Hunt  
Cllr Luke Kirton  
Cllr Michael Carman



### Tell me more

If you would like more information about tenant and resident participation or how to get involved please tick the appropriate box, detach and return the reply card and we will send you further details.

#### We would very much like to know what you thought of this document.

Was it easy to read? Yes  No

Has it encouraged you to become involved? Yes  No

Has it included all that you would hope to find in such a document? Yes  No

Tell me more about services and forums

Tell me more about training and development opportunities

Tell me more about the resident involvement, strategy and opportunities

Name: .....

Address: .....

Telephone No: .....

Email address: .....

## SOME TERMS USED WITHIN THIS DOCUMENT:

### Hounslow Homes Partnership

- consists of Hounslow Homes, London Borough of Hounslow, HFTRA and Residents of Hounslow Borough.

### HH - Hounslow Homes Ltd

- is a not for profit organisation set up by Hounslow Council to manage and maintain the Council properties of the London Borough of Hounslow.

**HFTRA** - Hounslow Federation of Tenants' and Residents' Associations.

### Hard to reach groups

– members of the community who may be vulnerable to exclusion - this may include those from a non English speaking background, disabled people or those from a black and ethnic minority background.

**ALMO** - Arms Length Management Organisation.

**BME** - Black, Minority and Ethnic.

**LBH** – London Borough of Hounslow.

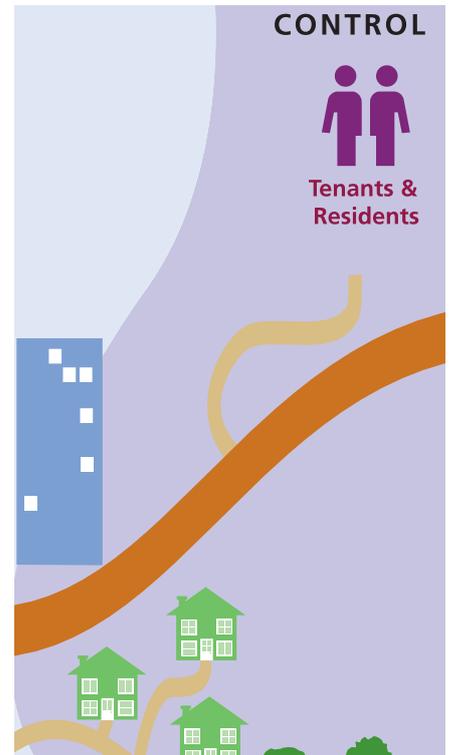
**TP** – Tenant Participation.

**TPO** – Tenant Participation Officer.

### Consultation and distribution of this Compact

We sought the views of a number of community representatives and organisations in the compilation and distribution of this document.

- Hounslow Homes tenant and resident groups and individual representatives.
- Hounslow Homes BME Tenant Representatives.
- Hounslow Race Equality Consultative Council.
- Hounslow Homes Somali, Arab, Pakistani focus groups.
- Resident Associations.
- London Borough of Hounslow.



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2

### Best Value and Quality Development Team

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St. Catherine's House  
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