

Development and support services to residents associations

Leeds Tenants Federation's standards for development services to new residents groups

ACTION	OUTCOME
Work with housing organisation / area management teams etc to identify interested individuals. Carry out home visits to encourage and assess interest	Key individuals in community prepared to set up a residents association
Produce leaflets and distribute – with help from local agencies	Feedback solicited and received from other households on interest in residents association
Identify local meeting venue and arrange public meeting Invite guest speakers	Information spread about residents associations and involvement opportunities Steering group or committee elected Key issues identified
Confidence building and training among steering group / committee	Committee roles understood Model constitution adapted Action plan drafted
Organise public event	Formal committee elected (if steering group) Constitution adopted Action plan agreed

Make key agencies aware of association	Committee contact details produced Local elected members informed Housing organisation has committee contact details Group is affiliated to Leeds Tenants Federation
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Leeds Tenants Federation's standards for support services to residents groups

ACTION	OUTCOME
Provide training / assistance in Chairing skills	Meetings chaired effectively Meetings conducted in orderly manner Meetings keep to time
Provide training / assistance in Secretarial skills	Meetings minuted clearly Agendas prepared for each meeting Confident letter and report writing Contact list for committee in place Correspondence reported to committee
Provide training / assistance in financial management	Accounting system in place Expenses policy agreed, controls in place Bank mandate acquired, cheque signatories in place Confident book-keeping Expenses claimed and payments made Financial reports to committee End of year balance statement produced and checked
Provide grant aid and signpost to other funding sources	Funding application made Conditions of grant understood and signed Grant cheque issued and received Need for other funding assessed and sources identified

Provide training / support in team working skills and offer mediation in cases of disputes	Committee tasks delegated Committee meetings publicised to members Suitable meeting place accessed
Support development of an Action Plan	Key issues agreed and prioritised Action plan and timetable in place Plan has support of community Key agencies and partners identified Contact details accessed and relationships built
Support committee to consult membership and report back	Public meetings or events held twice yearly 2 Newsletters and leaflets produced annually
Ensure awareness of equality and diversity issues	Meetings held in accessible and acceptable venues Audit of community diversity carried out Code of conduct in place Translations and interpretation arranged as needed Action taken in cases of offensive behaviour
Ensure the association follows its Constitution	Annual General Meetings arranged Membership informed Democratic elections held
Support active involvement in resident involvement structures	Participation in estate inspections Working relationship established with local housing staff Awareness of opportunities to participate in housing decisions Leeds Tenants Federation events promoted