

WICKHAM COMMUNITY LAND TRUST

Resident Involvement and Empowerment Standard Policy

Approved: Dec 2011

Last review: May 2019

Next review: May 2023

Available on WCLT website.

Wickham Community Land Trust (WCLT) is a small local charity working with beneficiaries within the same community. WCLT will treat their residents fairly, with respect and values their views. Resident involvement is integral to the Trust's values and day to day operation. Our residents' views inform the Charity's service as landlord and help the Trust improve that performance.

Involvement with both tenants and shared ownership leaseholders is important to WCLT and within this policy, whichever category they might fall into, they are referred to as residents.

1. Involving Residents in reviewing our services

- 1.1 Members of the Board meet with residents at least once a year to report on outcomes, discuss what is good and what needs to be improved. This meeting also receives information on repair and maintenance budgets. All residents are invited and also receive notes of the meeting and proposed follow up actions agreed at the meeting. Any complaints received in the relevant period between meetings will be reported on. See also Complaints Policy
- 1.2 WCLT's Management Agent conducts at least annual visits to all tenanted properties and provide feedback to the Board on any issues raised by residents in respect of quality of our service, service improvements, neighbourhood concern or value for money issues..
- 1.3 WCLT Trustees regularly meet residents in their homes and locally and report back to the Board and/or management agent on any issues raised.
- 1.4 WCLT maintains a website where residents can see information on all aspects of WCLT's work including our annual report, financial performance and news as well as a resident only area where they can access policies and handbooks. The website includes a contact form. Residents who prefer can have access to paper copies on request by phone or by calling in at the managing agent's office.
- 1.5 WCLT will ensure that the processes listed above continue to enable the Trust to understand and respond to the diverse needs of residents.
- 1.6 All feedback will be reported to the Board together with the method of collection and the Board will frame action points for WCLT and/or



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Management Agent, as appropriate, adjusting services for residents who have extra needs.

- 1.7 Once every three years the Board will consult with residents on the best way of involving them in the governance and scrutiny of WCLT's housing service with a view to enhancing the overall effectiveness of the WCLT's approach.

2. Capturing Residents' Views

- 2.1 Residents will regularly be asked how they would like to engage with their landlord.
- 2.2 The views of individual residents will be taken into account in decisions about their homes and services.
- 2.3 Resident feedback will form part of the Trust's Monitoring and Review process.

3. Responding to Neighbourhood Issues

WCLT has excellent working relationships with Wickham Parish Council and Winchester City Council. It also works to maintain high quality and co-operative relationships with land owners, developers and Housing Associations. The Trust will maintain these positive partnerships so that it can support residents or assist in the search for solutions which relate to issues beyond the Trust homes themselves that encompass wider aspects of community and surrounding environment.

4. Applying to Join the Board

- 4.1 As part of the annual meeting structure (see 1.1 above), residents will be invited to find out more about the Board and WCLT.
- 4.2 Residents are at liberty to apply to join the Board. The process for application is set out in WCLT's Articles of Association ('Members', Clause 2 and 'Membership', Clause 3).
- 4.3 Residents who wish to apply will be provided with an application pack, and the WCLT will offer support in this process.
- 4.4 It is recognised that any resident who joins the Board will be faced with Conflict of Interest issues and that they must act in the best interests of the Trust as primary responsibility.

5. Policy Review

- 5.1 This policy will be subject to review every three years.
- 5.2 When or if the Trust increases its housing stock, the policy will be reviewed as to its appropriateness for the increased number of residents.
- 5.3 Policy review will be necessary to enable the changing expectations of residents to be reflected.
- 5.4 Policy review needs to consider
 - a) the ability of the Board to balance both the views of residents and those of other stakeholders
 - b) the ability of the processes to empower residents
 - c) any relevant legislation or standards required by statutory bodies.

Related Policies:

Complaints Policy

Equal Opportunities Policy



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Trustee Code of Conduct Policy
Trustee Role Description
Trustees' Register of Interests



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