



You matter | Ti'n cyfri

Setting up a Tenants' Project Group

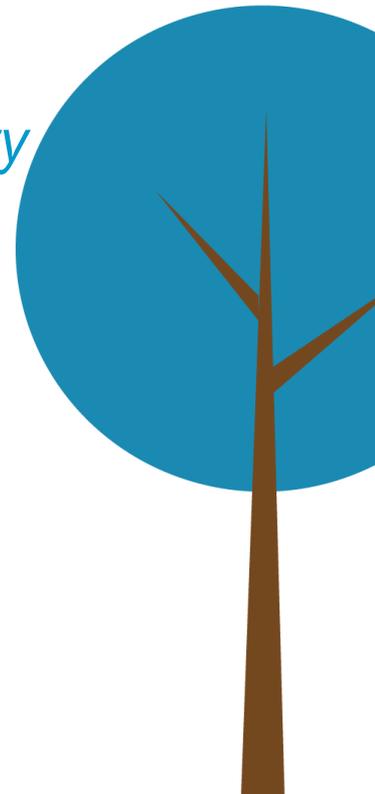
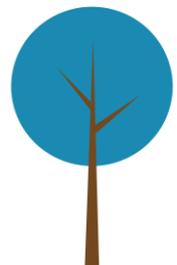
Helen Williams
January 2025

Tenants Voice Cymru Forum

Wednesday 15 January 10.30am – 12pm

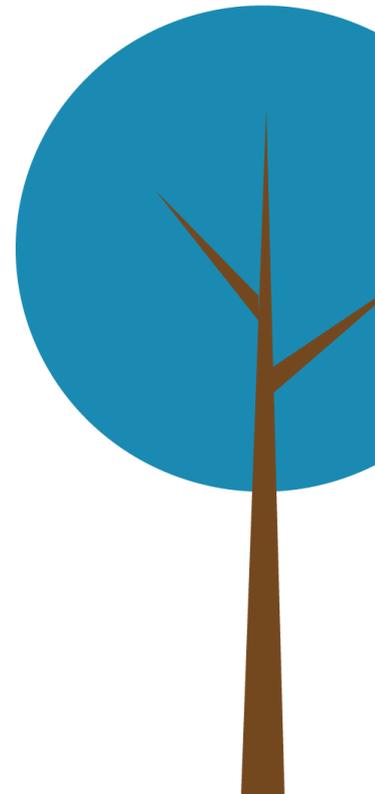
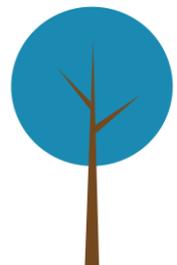
Opportunity for all tenants to hear direct from, and give their views to, senior Welsh Government officials about the Review of Rent Policy.

Welsh Government *“We are grateful for the opportunity to hear direct from tenants about their thoughts, opinions and experiences on this important topic.”*



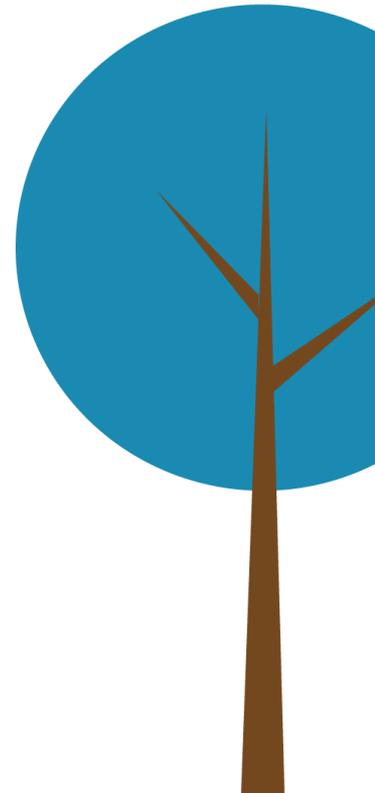
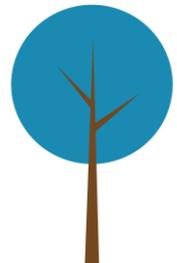
Housekeeping.....

- Sharing good practice
- Informal
- Feel free to make notes.....
- Do engage/interact in discussions and ask questions - not recording
- Handouts – will be forwarded to you
- Questions after today – you can get in touch!
- Comfort break?



Programme.....

- Purpose of group
- It's all in the planning
- What will help the group work?
- Work plans
- Representative and inclusive?
- Sustainability



Things to think about.....



Why don't tenants/residents get involved?

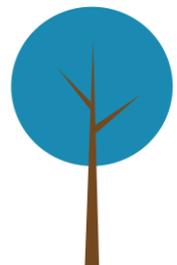
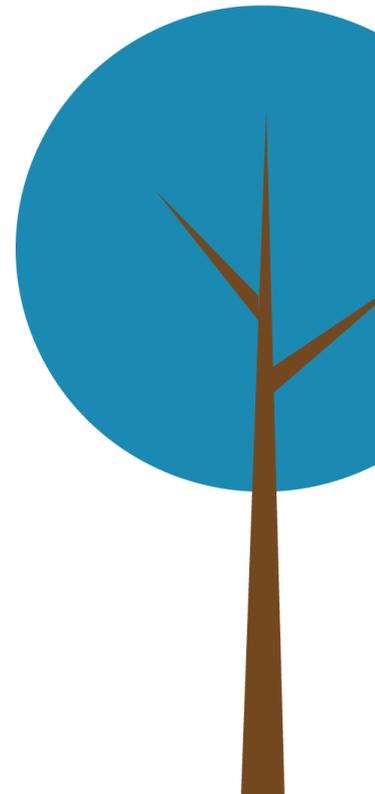
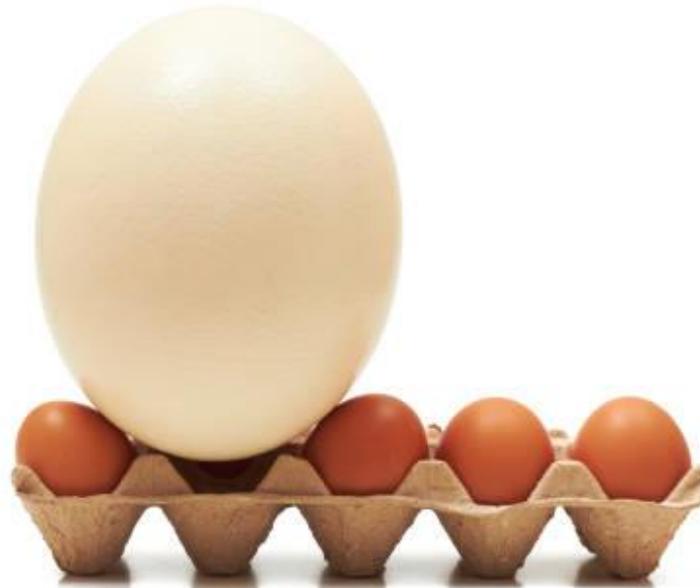


What can you do to encourage/support them?



**Purpose
of group?**

Project Groups come in all shapes and sizes



Why now?



**Need to think
about.....**

Aim/purpose?

Objectives?

1 or 2 plain language
sentences??

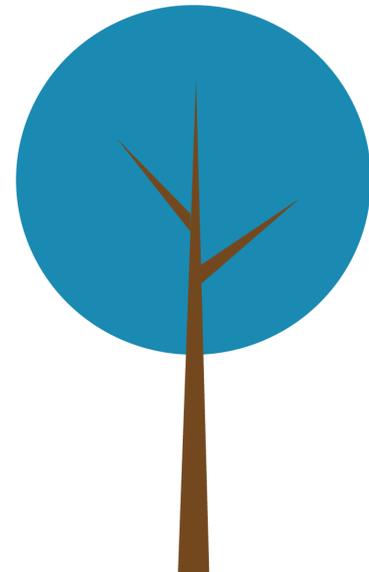
**It's all about
the
intended
outcomes...**

What will
change?

What difference
will the group
make?

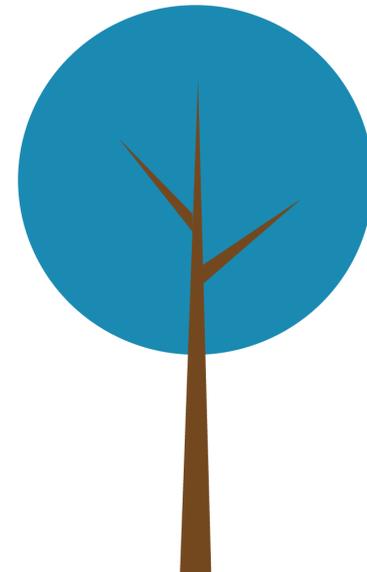
Terms of Reference.....

- Group Name
- Aim/Purpose
- Objectives – sub aims
- Intended outcomes
- What the group will/won't be responsible for?
- Who they report to/who reports back to them? (time-frames?)



Terms of Reference.....

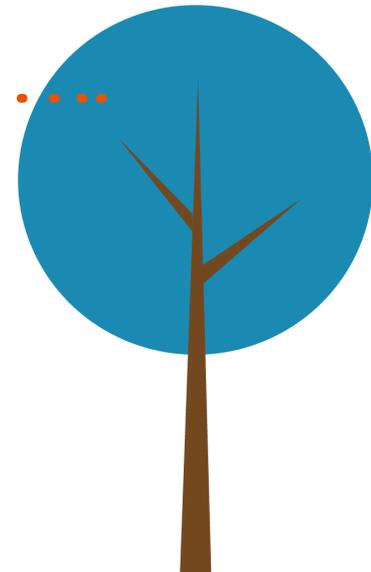
- Consulting, communicating and feeding back to tenants (and staff) outcomes
- Who sets the work programme?
- Who/How many in group/chair/secretary? – (minimum numbers for meeting/voting)??
- Group members - Attendance at meetings? Representatives?
- Number of meetings per year?



Terms of Reference.....

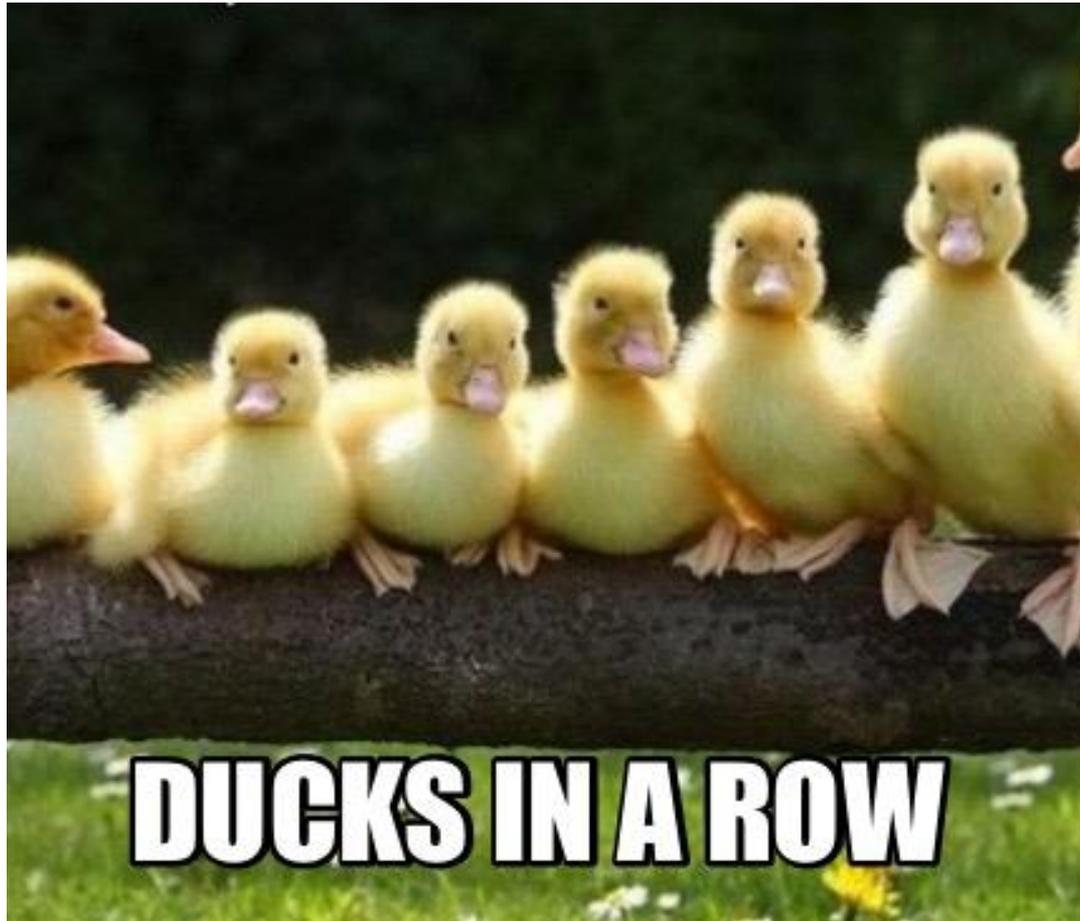
- (How much support from staff will be 'in place')?
- (Ongoing learning/training/reviews)?

Top Tip! Review ToR annually.....



It's all about the
planning.....





DUCKS IN A ROW

What needs to happen in the background: 'Buy-in'.....

- From senior managers/board
- From 'middle managers'
- Staff generally – awareness/learning needed? e.g. Mystery Shoppers – Yikes!

Top Tips!

Allow time.....

Be realistic.....

What needs to happen in the background: 'Buy-in'.....

“Culture eats strategy for breakfast” Peter Drucker

What needs to happen in the background: Resources

- Monetary? (expenses, training costs, study visits, hidden costs.....)
- Staff time/input/ongoing support? (in Terms of Reference include how much support/input will be in place?)

Health Warning!



What needs to happen in the background: Timings....

- Advertising? Recruiting? Interviewing?
- Training? Learning?

What needs to happen in the background: Policies/procedures





Work plans.....

What needs to happen in the background: Work plan



What will help make the team work well? (Code of Conduct?)



WWMTTW Document.....

- Everyone contributes ideas = owned by everyone
- *Some are standard/non-negotiable*
- Include any attendance standards/requirements?
- Consequences?
- Signature required?
- Keep a copy handy!!

NB If online meetings – need some extras!

Representative and Inclusive?



Tenant Profile?

What %?

Working?

Families?

Disabilities?

Single people?

Language/s?

BAME?

LGBTQ?

Over 55?

Rural/Urban?

?????

Some questions to consider?

What would it be like for a tenant:

- working full time but on a low income?
- who can't access internet/computer?
- living with a disability?
- who has poor literacy skills?
- living in a rural area?
- whose first language isn't Welsh or English?
- who doesn't have the 'inside knowledge' most 'involved tenants' have?
- who's 16-24 years old?
- ??????

NB Prospective tenant – on waiting list?

Communicating with wider tenant body.....

Build trust* by:

- Raising awareness
- Feeding back what's being/been done
- How needs of wider tenant body are considered
- Consulting with/asking for input
- Being visible/approachable
- Outcomes
- ?????

Sustainability of group



Sustainability of group

- Does the group offer Value for Money?
- (Ongoing support of group by landlord?)
- Are they representative/inclusive?
- Measure/monitor/record outcomes?
- Ongoing communication with Landlord and tenants
- Take time to review and reflect – what's worked/what didn't/lessons learned?
- Offer group members who leave 'exit' cuppa – lessons learned?

Sustainability of group

Remember.....some groups are 'time limited' – they serve their purpose and come to a natural 'end'

Any questions??