

9—MOVING HOME

CHOICE BASED LETTINGS

The Choice Based Lettings (CBL) scheme provides a web based allocations system, on which all our available properties are advertised and residents asked to bid. The resident with the highest points level who has bid will be allocated the property.

The CBL system means that those in greatest need are allocated the very few properties which come available for letting.

All our newly built properties are subject to nomination agreements with our Local Authority partners.

There is a computer linked to the internet in the reception area at Benedict House for any resident who doesn't have access to the internet elsewhere.

It is planned to review the Association's allocations policy in light of our experience with CBL later this year.

Updated sections of the Tenant Information Pack will be issued later this year. In the meantime, please keep this leaflet with your pack.



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A charity incorporated as an Industrial Provident Society, reference 23577R. Registered Office as above. Registered with the Housing Corporation (LH0676). A member of the National Housing Federation



Tenant Information Pack

Update May 2007

Since issuing our Christian Action's Tenant Information Pack, some of our policies and procedures have been revised, this leaflet updates the Information Pack and should be kept with it.

4—GETTING INVOLVED

Following consultation with residents, we have made changes to our tenant involvement policy and established new ways to get involved. The following updates the information contained in the Tenant Information Pack:

We believe that by giving our residents the chance to influence the decisions that we make in the management of our homes, our service will improve.

Our resident involvement strategy sets out Christian Action Housing's aim of residents and service users in setting standards, shaping services and monitoring performance.

We do this by concentrating on five key areas:-

- i. Accountability and Representation
- ii. Influencing Service Standards
- iii. Training for Participation
- iv. Measuring performance
- v. Communication

Your right to be consulted

You have the right to be consulted on major changes in the way that we manage and maintain your home. We will ask for your views on:

- major repairs to your home
- changes to your rent
- changes to your tenancy agreement
- transferring your home to a different landlord

Ways in which you can be involved

There are a number of ways in which you can express your views on how we perform:

- questionnaires and surveys
- at the bi-annual tenants conference
- social activities or events
- feedback forms in the quarterly newsletter
- feedback slips after you have had a repair carried out to your home
- detailed consultation about the Association budget
- through a residents or tenants association
- attendance at Area Forums
- participation in the Tenant Audit Panel
- through membership of the Christian Action Board; there are places available on our Board of Management for tenants

Support we offer

To enable as many of our residents to become involved at the level to which they feel most comfortable, we have a full time Inclusion Officer who can give you advice on the ways in which you can participate. You can contact the Inclusion Officer on 01992 765900.

We organise training for residents who are interested in learning more about how to get involved and making the most of the opportunities we provide. Christian Action are members of TPAS (Tenant Participation and Advisory Service) and the Social Landlord Crime and Nuisance Group.

We will publicise involvement opportunities well in advance to encourage your attendance. We will provide childcare, transport and translation services to enable you to attend and take a full part in the activity.

5—RENTS AND SERVICE CHARGES

The revised rent and service charge policy places an emphasis on payment of rent rather than eviction. To achieve this we are spending more time at the beginning of a tenancy to get the payment process going.

We have also introduced a new service to help tenants who are experiencing financial difficulties:

If you owe money to a number of different people, we will give you advice on how to manage your debts, through our Debt Smart project, in partnership with Enfield Citizens Advice Bureau. This project can provide free and

confidential advice on money and debt issues. Contact your Neighbourhood / Revenue Officer or Support Worker for details of how to access this service.

To help us focus on the two areas of rent collection and estate management, the Housing Team is in the process of moving to specialist officers; with Revenue Officers responsible for rent collection and dealing with any issues that might stop you from paying your rent; and Neighbourhood Officers who will deal with estate management issues such as enforcing tenancy conditions, and initial contact for anti social behaviour. When officers are in post we will publish their details in Talking Points.

7—NUISANCE AND HARASSMENT

The Association has agreed a revised and updated policy on harassment, agreed by the Board and the Tenant Audit Panel, which includes policy statements on:-

- Anti social behaviour
- Harassment, Hate Crime and Domestic Violence
- Neighbour Disputes
- Noise Nuisance
- Supporting victims and witnesses
- Public disorder
- Vulnerable Residents

The Association has also signed up to the Government's RESPECT Standard for Housing Management, and to ensure our processes are good enough to meet this standard; our Best Value Review during 2007/08 will be Anti Social Behaviour and RESPECT.

In order to assist in delivering these policies, the Association has a dedicated resource to deal with this area of work. We have also established two new projects to assist residents:-

- **Safe Watch** – Neighbourhood Wardens service to deter anti social behaviour outside office hours.
- **Compass Floating Support** to assist residents who are having difficulty coping with the demands of managing a tenancy.

Residents are also able to report Anti Social Behaviour through our: **24 hour Anti Social Behaviour Hotline on 01992 765 942**

During office hours this will be answered by a member of the housing staff or a message can be left which will be responded to within 24 hours. Outside office hours the number will be diverted to the Safe Watch project, for direct reporting to the Neighbourhood Warden Service.