

Great Yarmouth Community Housing (GYCH) Tenants Forum

Strategic Plan Sept 2014

What is the Tenants Forum?

It is a network of GYCH tenant representatives from across the borough.

The forum works to ensure tenants' voices are heard and represented.

It acts as a consultative body for GYCH, GYBC and partners on items affecting tenants and leaseholders.

What does a Forum member do?

Forum members act as a liaison point in their own communities.

They signpost other tenants to appropriate services

They are responsible for two way information sharing (raising collective priorities from their community network and sharing information from the Forum).

NB. The Forum is not a platform for personal issues or agendas.

What the tenants forum does	How we do it	Lead person/s	Updates and outcomes
Receives and shares information about services, programmes, initiatives and local activities that affect tenants	Presentations to the Forum from GYCH staff. Forum disseminates info through; <ul style="list-style-type: none">• Neighbourhood boards/panels/committees• Local community groups/organisations• Informal neighbourhood networks• Producing a quarterly magazine• Supporting the production of the GYCH annual report• Supporting the development of Tenant Handbooks and guides		
Works to ensure that GYCH's strategic planning and service delivery addresses the priorities of tenants	Members bring collective community concerns and priorities to the attention of the Forum. Addressed through; <ul style="list-style-type: none">• GYCH staff presentations• Formation of a task and finish/working group• Tenant scrutiny panel activity (incl. focus groups, questionnaires, mystery shopping, staff interviews)		
Identifies opportunities to develop and improve housing conditions,	Forum members work in partnership with GYCH on; <ul style="list-style-type: none">• Neighbourhood Plans activity		

neighbourhood amenities and the local environment.	<ul style="list-style-type: none"> • Contractor liaison groups (currently Foster, and EPL) • Tenant Inspectors (Voids, environmental, and housing improvement works) • Service monitoring activity (repairs follow up calls) 		
Supports and encourages local communities to develop ideas and solutions to local priorities	<p>Forum members liaise with other GYCH Tenants, supporting local activity. For instance through supporting;</p> <ul style="list-style-type: none"> • Community events • Community consultations • The promotion of small community grants for tenant led activity • The organising of tenant training sessions 		
Promotes equality and inclusivity within GYCH, to create enhanced wellbeing for all tenants			

It is proposed that the members from the Tenants' Forum consider and agree a strategic priority for the forthcoming year, eg. welfare reform impacts, customer care, supporting families, etc.

Strategic priority 2015: