



Mini Tenant Participation Compact



An independent and accountable tenant-focused organisation
working within the community for the community.

Mini Tenant Participation Compact

This leaflet is a short version of the South Lakeland District-wide Tenant and Leaseholder Participation Agreement (also known as a 'Compact'), between South Lakes Housing, South Lakeland District Council and all tenants and leaseholders. It is a Government requirement to have a Compact and has been since 2000.

Who was involved in developing the Compact?

It has been developed with input and help from the Tenants' Committee, tenants and leaseholders and Residents' Associations from across South Lakeland, the staff and Board Members of South Lakes Housing and Elected Members and Staff of South Lakeland District Council. Tenants' Committee also hired an Independent Advisor, Marianne Hood, to help out with the 2007 review.

What is in the Compact?

It sets out our agreed aims and objectives for involving tenants and leaseholders and lots of other important information. Here is a list of the contents to give you an idea about what is included:

Section One:

Opportunities to participate – this tells you all about how you can get involved for example attending an open day, and what sort of topics you might have an interest in helping with, for example repairs to your home.

Section Two:

Core Standards – this section describes what is available to help you get involved, for example travel expenses, information and feedback, and how all members of our community can be involved in measuring

and monitoring housing services. The 'Information' section points you to our separate leaflet on Tenant Management Organisations and the Right to Manage.

Section three

Roles and responsibilities – who does what, and solving any disputes that might arise.

Is that it then?

Not quite. The Compact also has an action plan, which is a list of jobs that has to be done to fulfil the promises made by the partners, including when the Compact will be looked at again. Another important addition is the list of performance indicators which is a list of results we can measure, for example, how many roadshows we have had.

I don't want to read the full Compact but I am interested in looking at what opportunities for participation are available. What shall I do?

Contact our Tenant Participation Team at Little Aynam House, Little Aynam, Kendal, LA9 7AH on 01539 717717 to find out more about the exciting opportunities on offer.

The full version of the Compact/Agreement can be obtained from the South Lakes Housing, your local Residents' Association and is also available on our website www.southlakeshousing.co.uk



You can get a copy of this document in different formats such as large print, Braille, audio, or in a different language by calling **0845 057 0080**.

Pode obter uma cópia deste documento em vários formatos, como por exemplo em Braille, áudio, ou numa outra língua. Para tal ligue para o 0845 057 0080.

如果您想获取该文件的不同版本，如：大字体印刷、盲文、音频或不同语言版本，请致电：0845 057 0080。

Paskambinę telefonu 0845 057 0080, galite užsisakyti šio dokumento kopiją įvairiais formatais, pavyzdžiui, atspausdintą dideliu šriftu, Brailio raštu, užsisakyti garso įrašą arba gauti dokumentą, išverstą į norimą kalbą.

Aby otrzymać kopię tego dokumentu w innych formatach, takich jak duży druk, druk Braille'm, audio, lub w innym języku proszę dzwonić pod numer 0845 057 0080.

0845 057 0080'u arayarak, bu dokümanın bir kopyasını büyük puntolu, körler için kabartmalı, ses dosyası gibi değişik formatlarda veya farklı bir dilde edinebilirsiniz.

আপনি **0845 057 0080** -এই নম্বর ফোন করে, বিভিন্ন ফরম্যাট যেমন বড় প্রিন্ট, ব্রেইল, অডিও বা একটি ভিন্ন ভাষাতে এই নথিটির একটি কপি পেতে পারেন।

Registered office address:

Little Aynam House

Little Aynam

KENDAL

Cumbria LA9 7AH

Tel: (01539) 717 717

Fax: (01539) 717 716

Email: info@southlakeshousing.co.uk

Area office address:

Town Hall

Queen Street

ULVERSTON

Cumbria LA12 7AR

Tel: (01229) 584424

Central Tel:

0845 057 0080



INVESTOR IN PEOPLE

www.southlakeshousing.co.uk



Registered in England and Wales, company registered number 04876696.

ISO 9001 certificate number 1570/97.