

TENANTS NEWSLETTER

ISSUE No 8

Spring 2004

RESULTS! RESULTS! THE TENANTS SATISFACTION SURVEY

Fantastic news !

The Council wishes to thank all those tenants' who returned their satisfaction survey forms.

2,000 forms were sent out and 1582 were returned. That's an encouraging 79 %

Initial results show that;

- **87%** of tenants are satisfied with Babergh as a Landlord.
- **91%** of tenants find staff helpful
- **90%** of tenants are satisfied with their homes
- **87%** of tenants feel that we keep you well informed
- **89%** of tenants are happy with their area as a place to live
- **83%** of tenants are satisfied with the overall repairs and maintenance service
- **86%** of tenants are satisfied with the overall condition of their home
- **82%** of tenants feel they obtain good value for money from their rent

These result compare favourably with the last survey undertaken in January 2001.

A full copy of the survey results will be available soon.

Please ring 01473 825771 to request a copy or visit our web site at www.babergh.gov.uk

THE FUTURE OF YOUR HOME

The next edition of the tenants newsletter will contain important news about who should be your landlord in the future Babergh is doing what is called a Housing Stock Options Appraisal and we want you to get involved

You will soon get to know the recently appointed Independent Tenants Advisor who is available to offer whatever help he can in helping you make decisions about 'Stock Options'

Over the next 12 months you will be hearing a lot more about this.



ELECTION - TENANTS FORUM

WHAT ARE THE TENANTS FORUM AIMS ?



- ♦ To participate in the management of housing services in Babergh District, for and on behalf of all the council tenants in the district;
- ♦ To promote the interests of the council tenants of the district;
- ♦ To influence the practices and policies that govern the provision of housing services in the district;
- ♦ To maintain an effective partnership with the officers who manage housing services in the district, and to communicate positively and effectively with the members of the council;
- ♦ To assess, consider and contribute to decisions about what performance information to present to council tenants in an annual report;
- ♦ To generate ideas and proposals which may benefit the council tenants in the district;
- ♦ To inform the council tenants of the district about all matters of concern to them on a regular basis;
- ♦ To consult council tenants on all matters of concern to them;
- ♦ To encourage the formation of neighbourhood council tenants' associations, and support them when they are established.

What we do:

- The Tenants' Forum meets regularly, usually in the Council offices in Hadleigh. Most meetings are attended by at least one or two council officers and a councillor, as guests of the forum.
- The Forum expects its members to be sufficiently committed to attend regularly.
- Our meetings are chaired by a member of the forum.
- The Forum expects its members to read and comment on documents relating to housing.
- The Forum expects all its members to participate in training whenever it's arranged, which occasionally involves a weekend away from home, or a day in a local venue.
- The Forum is consulted about all matters that relate to council housing in the district, from repairs to the future development of social housing in the district. Social housing includes council housing, sheltered housing schemes, and housing provided by housing associations.
- The Forum encourages the formation of neighbourhood tenants' associations, who may be able to claim funding from the council if they can show that they're run democratically.
- The Forum expects its members to claim their travelling expenses for meetings, and any baby-sitting or granny-sitting expenses. We provide transport for those without cars.

What we don't do:

- The Forum doesn't take up grievances on behalf of individual tenants, or get involved in any neighbourhood disputes. We're not like a trades union for tenants. If approached by our neighbours, we may refer them to a council officer or their local councillor for help.
- The Forum doesn't accept members as representatives of any local associations. Individual members of the forum cannot speak on behalf of any group or association; they speak from their own experience as council tenants.
- The Forum chairperson and one or two members receive a small annual payment as compensation for attending council meetings; otherwise we receive no payment for our participation.
- The Forum doesn't tolerate rudeness or bad behaviour from any member; we have some simple rules of conduct, and expect everyone to follow them.

YOUR 3 POINT ELECTION CHECKLIST



Have you completed the nomination form in full including details of the tenants who have proposed and seconded you ?



Remember to send your completed nomination form back to Babergh by the 6th May 2004 in the pre paid envelope provided .



The 'Election Evening' will be held on the 27th May 2004 at 6.00pm at the Babergh Council Offices, Corks Lane Hadleigh .

A NOTE FOR YOUR DIARY

**It is important that training is provided for the newly elected Tenants Forum.
The main training event will take place the 11th & 12th September 2004.**

Further details will be provided to those elected

NEW TENANCY AGREEMENT

A resounding thumbs up for the revised tenancy Agreement.

The consultation exercise regarding revisions to the tenancy agreement yielded a good response.

A big thank you to all of you who took the time and trouble to pass comments back to us.

Of the 398 response received 91% were in agreement with the revisions.

" I think the new tenancy agreement proposal is very fair and clearly presented. No tenant should have any doubts about what is expected of him/her and Babergh District Council's rights and responsibilities clearly set out

I am impressed"

***A tenant
Sudbury***

What happens next?

You will receive a formal letter from us giving you 28 days notice of when the revised tenancy agreement will be introduced

STOP PRESS !

Courts grant another Anti Social Behaviour order in assisting Babergh fight the battle against nuisance neighbours.

The New Anti Social Behaviour Act gives the Council more powers to act.

A group has been set up by the Council to consider the Act and how it will be implemented.

Yet another clear message about our commitment to deal with anti social behaviour.

Contacting us

Telephone
Tony Morris
01473 822801

E- mail
tenant.services@babergh.gov.uk

