

This is a list of some of the achievements the Tenant Volunteers have made over the last year 2021 - 2022

POLICIES	
Pet Policy	Tenants' complaints panel
Succession Policy	Neighbourhood & estate Management
Keeping Communal Areas safe	Homelessness
Mutual Exchange	Allocations
Tenant Volunteer I. T	Rent Setting
Complaints, Compliments and Compensation Policy	Chairs panel terms of reference
Voids Policy	Succession Policy
TRAINING	
Leadership	Complaint Training for Tenant Volunteers
Tenants Panel	
OTHER STUFF	
Anti-Poverty Strategy	Sheltered Housing Handbook update
Presentation of Tenant Charter to full council.	Presentation of Tenant Charter to Departmental Team meeting
Updated Terms of Reference for all groups to include Loddon Homes and Berry Brook Homes	Fire Safety Act Changes
2-day event -11 th National Tenant Panel Conference	Ending Rough Sleeping Plan
Terms of Reference for Tenants Complaints Panel	Complaints Review Template
Monitored reasons behind voids refusals	WBC Neighbourhoods Service standards feedback form (we were shown how the new one would look and asked for feedback)
Neighbourhood and Block Inspection form (We were shown how the new one would look and asked for feedback)	Tenant Volunteer Survey review workshop
Presentation of Tenant Charter at Departmental meeting	Sponsorship of Father Christmas at Holidays Activity and Food (HAF) events
Sponsorship of some further HAF activities at Easter and over the Summer	Housemark workshop
Tenant Involvement code of conduct	Feedback from contractors/project meetings
Asset management report	Tenant charter review and update
Anti-poverty community project	Fire safety in sheltered schemes
Terms of reference review	Action plans (Strategy & ILG)
Topographical surveys (ILG)	Neighbourhood service standards
Housing needs queries	Tenants charter assessing progress

Residents Equality Forum	We have taken part in interviews for recruitment of new permanent and fixed term contracted staff members.
Social impact procurement	Satisfaction survey workshops x 2
Tenants' satisfaction measures (survey questions – for the new Regulatory Standard)	ARCH (Association of Retained Council Housing) Member of National Tenant Panel including planning of conference.
Consultation on the Housing Restructure	Government Rent Capping Consultation through WBC and ARCH.

Letters that have been proofread across the year

Electric Vehicle (EV) Charging Permission

Tenants EV letter

Keeping Communal Areas Safe Policy

Equality Impact Assessment Form

Neighbourhood Management Policy

Unity Doors Instruction Booklet

Residents Leaflet

Self-Insured letter

Letter to residents on rubbish in garden

Anti-Poverty Strategy

Clements Close

Complaints, Compliments and Compensation Policy

Annual Rent increase

HRA Digital solutions

Gorse Ride Regeneration

Mylne Square – wildflowers

Polehampton clear corridor

Letter to Residents

Sheltered – outcome of EROSH survey

TLIP letter

WBC Garage letter

Succession Policy

Mutual Exchange Policy