

Tenant Participation
Targets
2009/09

Appendix 1

Task	Target Date
Investigate the publication of a calendar for tenants, promoting the activities of the Tenants and Leaseholders Federation, Tenant Participation and other aspects of the Housing service	July 2009
Investigate, administer and arrange a 'Mystery Shopping' exercise for the Housing Directorate as recommended by the Charter Mark assessor	Dec 2009
Using information formulated from the Tenant Talkback exercise, set up Focus Groups to look at certain aspects of the Housing Service. i.e., Repairs and Maintenance, Grounds Maintenance, Equality and Diversity.	March 2010
Introduce Local Area Agreements, initially in areas without a recognised residents group. Areas identified include Hornbeam Road, Buckhurst Hill; Harveyfields, Waltham Abbey, Birch View, Epping; Rowley Mead, Thornwood	March 2010
Introduce a Multi-Faith tenants group to represent the views of the diverse population of the district	March 2010

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Continue to expand the Rural Tenants Forum by holding meetings at more convenient times and at different locations throughout the district and by holding a district-wide event in a rural location to encourage participation.	September 2009
Set up 2 more residents groups through the introduction of Local Area Agreements or other means, i.e. Community Consultation Events.	March 2010