

Tenant Participation
Targets
2010/11

Appendix 1

Task	Target Date
Continue to work with tenants to agree service standards as required by Tenant Services Authority.	April 2010
Produce Tenant Participation Impact Assessment to evaluate the impact of Tenant Participation in the district	April 2010
Hold Community Consultation Days at agreed locations in partnership with EFDC Community Development Team Areas agreed at 15/2/10 – Shelley, Ongar (4/3/10) Oakwood Hill, Loughton (12/5/10)	Ongoing
Set up a Mystery Shopping group from existing Tenants & Leaseholders; Arrange training of group; Commence regular Mystery Shopping exercises.	September 2010
Set up further Tenant Talkback Panels to look at specific issues: Reading Panel, Allocations Scheme,	March 2011

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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 2011
Increase membership of Rural Tenants Forum by further dialogue with Parish Councils, use of Housing News/Forester, Council's Website, publicity campaign.	March 2011