

*Resident Participation
Compact*

JULY 2002



*Royal Borough of
Kingston upon Thames*

Resident Participation Compact



We the undersigned formally recognise the Compact for participation which has been developed jointly by Councillors, Residents and Housing Staff within the Kingston Borough.

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Kingston's vision for Resident Participation

The Housing Service has a vision for Resident Participation which says that all residents should have an opportunity to be involved in the decisions relating to the management of their homes.



The Resident Participation Compact . .

sets out the aims and objectives and standards for involvement which will allow all residents the chance to become involved in decision making, in a way which best suits them as individuals.

The Compact explains how residents will be involved in decisions which affect their homes and the resources which will be available to ensure no one is excluded from the process.



- Head of Housing
- Chair of Federation of Residents' Associations
- Chair of Leaseholders' Forum
- Chair of Housing Consultative Committee
- Cabinet Secretary
- Liberal Democrat Spokesperson
- Labour Spokesperson
- Independent Spokesperson

[unclear]

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Paul J. [unclear]

[unclear]

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His Worshipful the Mayor of the Royal Borough of Kingston upon Thames
 Signed on 11 March 2002

Jeremy Thorn
 Councillor Jeremy Thorn

INTRODUCTION

The principle of residents influencing decisions in Kingston through partnership working is established and embraced. Residents play a real part in the decision making process both at strategic and local levels and arrangements for funding the process of participation and supporting are in place. The opportunity to review arrangements, aims and objectives has underlined the value that is attached to participation and resulted in clarification of how we will proceed to extend and strengthen local residents' capacity to contribute. We also commit to staff being supported to involve residents in their work.

One area that has become clearer is what we aim to achieve through resident participation. In some neighbourhoods residents want to improve the quality of life through social activities but do not want to form formal groups. In others there are problems that affect day-to-day living and these benefit from a formal and active group of resident tackling issues in partnership with the Council and other agencies. In many areas there is no formal association and in addition to encouraging and supporting new groups we will introduce a series of neighbourhood events to communicate and participate wherever possible. By developing "Patch Profiles" we will build consensus on local priorities. We aim to involve a greater number and range of people in developing policies and practices than ever before.

Where there is interest and capacity, local compacts could go well beyond the housing service. As surveys have shown issues of personal safety and communal spaces often come higher on the agenda than core housing services. To accommodate this, the Council and residents are fully committed to developing a programme to encourage and support the development of both area-based and special topic Participation Compacts.

Reflecting the partnership nature of the relationship, residents and the Council were able to agree a Joint Statement in March 2000 that set out our participation arrangements and our aspirations for further strengthening these. This Compact is the result of work that we have done since then and shows increased aspirations, specific targets, additional structures and resources for the next five years. The development of Patch Profiles and local forums are effective ways to focus attention on areas and issues of mutual concern. Our recent decision to pilot a half-time post that is devoted to supporting The Federation of Residents Associations is evidence of the valuable role played by The Federation.

The Residents Association movement in the Borough consists of 11 Residents' Associations registered with the Council and 4 Steering Groups in the process of establishing themselves as Registered Residents' Associations.

These are:

RESIDENT PARTICIPATION COMPACT

Residents' Association	Residents' Association	Steering Group
Chessington Court RA	Chessington Hall RA	Cumberland House
Roebuck Court RA	Agar House RA	FREDY
Canbury Court RA	Alpha Road Estate RA	Malden Manor
School Lane RA	Kingsnympton RA	Waights and Onslow
McDonald House RA	Cambridge Road/Gardens Estate RA	
Glenbuck Studios RA		

There is The Federation of Residents' Associations and a Leaseholders Forum and both play a key role influencing policy and monitoring the effectiveness of Council policies and contractors. The Federation already plays and will extend its role in supporting new groups. Most Residents' Associations are members of The Federation and there is interest in a few more neighbourhoods setting up their own association. The Federation has reviewed its own aims and objectives and has drafted a work programme for the year ahead. In common with the setting of targets for neighbourhood service delivery and the best value regime, the work programme will enable targets to be set for The Federation, thus increasing accountability and enabling performance to be monitored. The potential for The Federation offices to be more widely utilised exists and consideration is being given to this question.

Where initiatives to encourage new groups have failed to produce a local Residents' Association we will run two meetings per year for the purpose of providing information and trouble shooting problems. Each meeting will promote all opportunities for local people to apply influence through the whole range of means of being heard. We will pursue an inclusive approach to RP and will equip staff, elected Members and residents themselves to contribute to this as fully as possible.

A useful "menu of participation" is a concise way of promoting all participation opportunities. It will be promoted in Kingston and promoted at regular intervals. It is reproduced at Appendix A.

The political consensus that exists is supportive of resident participation.

We are pleased to have developed an agreement that emphasises an inclusive, partnership approach to decision making. This is our first attempt at developing a written agreement and as such this document will be a "living" and "working" document that informs and develops our partnership goals, reviewed annually, we anticipate it becoming clearer, more specific and challenging each year.

AIMS AND OBJECTIVES

The housing service has a vision for resident participation which is to give all residents an opportunity to be involved in the decisions relating to the management of their homes. The aims and objectives of this Compact are intended to deliver this vision.

RESIDENT PARTICIPATION COMPACT

The aims and objectives are to:-

- ◆ Improve service delivery
- ◆ Secure better value for money
- ◆ Support residents to address local non-housing issues
- ◆ Be able to evidence the effect of resident participation on services and satisfaction
- ◆ Empower staff and local residents to devise local strategies
- ◆ Offer greater local choice
- ◆ Inform policies and practices
- ◆ Build and sustain attractive neighbourhoods
- ◆ Encourage the development of local or special interest Compacts across the borough
- ◆ Further strengthen the "partnership" between the Council and residents through joint decision making AND
- ◆ Ensure that there is flexibility to meet varying aspirations and needs of different communities and will therefore welcome pilot schemes that can be supported by the Housing Consultative Committee.

THE RELATIONSHIP BETWEEN THE COUNCIL, STAFF AND RESIDENTS

There has been significant and positive change in the nature of the relationship in Kingston over the last twelve years and much of this improvement can be attributed to resident participation practices.

Despite limited resources, our experience of successful negotiation and compromise means resident organisations and the Council have recognised the value of negotiation. There is evidence of value attached to a partnership approach and this appears to be the preferred relationship amongst key resident activists, politicians and staff.

Resident participation is not seen as a means of reducing the role of elected Members – or of staff. Instead it is seen as an essential contribution to decision making and to securing and sustaining successful local Council neighbourhoods. Reflecting the partnership approach, at this stage, no decisions are fully delegated to residents. Elected Members remain ultimately and legally responsible for decisions made. A stronger habit of partnership is anticipated through this agreement. Research and debate with staff supporting three way discussions and implementing decisions reached is a feature that will continue.

THE ROLE OF STAFF is to support the decision-making process through professional consultation, research and development, bringing their expertise and experience to the process. THE ROLE OF RESIDENTS is to bring a resident perspective to the process, negotiating opportunities for choice and flexibility in Council services. THE ROLE OF ELECTED MEMBERS is to ensure that effective consultation has been undertaken and informed decisions are reached that reflect the needs and aspirations of neighbourhoods and client groupings.

RESIDENT PARTICIPATION COMPACT

RESIDENT PARTICIPATION IN DECISION MAKING WHO CAN PARTICIPATE?

The Council welcomes the energy and views of residents. The serious issue of how much influence residents can have is a difficult one to get right and like all Councils, Kingston sometimes struggles with this one. In essence, constituted groups who meet basic democratic criteria – that is who are seen to be fair and accountable – have more opportunities to influence than individuals. But there are occasions when the power of an individual's argument can result in a change of policy.

In recognising this, the Council and Resident Groups have long since been comfortable with individuals participating alongside representative groups – the central difference is that representative groups have more numbers and more experience than most individuals and therefore have more chance to influence decisions.

In the past, individuals have come forward to participate – sometimes because they had a local Residents' Association that has ceased to exist, sometimes because they have an interest in a particular issue.

This year, by adopting the Tenants Satisfaction Survey more than 300 people have committed to giving a little of their time to take part in Discussion/Focus Groups or surveys or local meetings in their neighbourhood. This pool of people will improve the range of residents whose views are secured through market research techniques. In addition, their involvement in market research activities may lead to the formation of new Residents' Associations. This will be promoted and supported as a matter of routine, primarily through The Federation of Residents' Associations in partnership with the Leaseholders Forum and the Council.

WHICH RESIDENTS?

We want a system that is flexible and includes everyone. We want to use every opinion, positive or negative, to bring improvements and choice to residents. Individual residents may contribute to Residents' Association meetings, Neighbourhood Meetings, Area Forums, Focus Groups, Surveys, Conferences etc according to their interest or experience of the topic in questions. This will be a self-selecting arrangement supported by a central register of interest drawn from the Residents Survey and maintained by staff.

The following chart provides an illustration of how any resident can be involved.

WHO CAN BE INVOLVED	THEY CAN	THEY CAN ALSO
Individual Residents or Leaseholders	Join an RA Take part in Focus Group Take part in an Area Forum	Become members of the Housing Consultative Committee
Residents or Tenants Associations	Join a Community Group Join a Special Project Group	Nominate to/vote at Area Forums
Neighbourhood or Area Forums	Complete a survey Make a complaint Express an interest in a specific topic Help with Reviews Join a pool of interested participants	
Housing Consultative Committee	Consider recommendations Negotiate with the Cabinet Audit the impact of RP on decisions made Agree annual priorities	

In the medium to long term, there is a need to develop a geographical illustration of where Council residents live and use this to devise a system to ensure that resident influence is fairly exerted across the Borough.

We have agreed some principles about decision-making.

WHICH DECISIONS CAN RESIDENTS INFLUENCE? SOME PRINCIPLES

- 1 Significant issues and the Council’s consultation strategy on these will be agreed with The Federation of Residents Associations and the Leaseholders Forum and subsequently at the Housing Consultative Committee.
- 2 We will ensure efficient co-ordination of resident opinion gathered on major policy reviews, through working directly with The Federation of Residents Associations and the Leaseholders Forum.
- 3 We will agree annual priorities for spend, for policy/practice reviews and for research work.
- 4 Resident participation will not only be about consultation, but also about pre-conceived limitations to resident influence.

RESIDENT PARTICIPATION COMPACT

INFLUENCING SPECIFIC DECISIONS

Turning to specific decisions, there are easily identified topics that can be influenced by residents at a borough-wide level (i.e. at HCC, including The Federation of Residents Associations and the Leaseholders Forum), such as:

Financial issues

There are topics at a more local or neighbourhood level that residents could influence, such as:

Resident Participation issues

- ◆ Setting annual work priorities for Resident Participation Officers
- ◆ Agreeing the Implementation Plan for Resident Participation
- ◆ Agreeing annual training and capacity building programme
- ◆ Reviewing Job Description/Person Specifications and involvement in recruiting specialist RP staff
- ◆ Reviewing Job Descriptions/Person Specifications and involvement in recruiting key staff who will work closely with residents
- ◆ Whether to pro-actively promote the Tenant Empowerment Grant Regime and the Right to Manage?

Policy Review issues

- ◆ Continue to agree housing policies and strategy
- ◆ Continue to review major policies
- ◆ Continue to set standards and monitor performance/make nominations to Best Value review groups
- ◆ Continue to contribute to developing specification and awarding contracts
- ◆ Continue to contribute to equality policies and practice

Housing Management issues

- ◆ Quarterly analysis of complaints
- ◆ Determine corrective action in event of failure of service at a policy and procedural level

LOCALLY

There are topics at a more local or neighbourhood level that residents could influence, such as:

Financial issues

- ◆ Identify priorities for local revenue and capital spending
- ◆ Identifying environmental improvement projects

RESIDENT PARTICIPATION COMPACT

Housing Management issues

- ◆ Patch profiles - agreeing issues and priorities, involving other agencies
- ◆ Setting specific targets for patches and officers and RA's
- ◆ Monitoring service delivery performance locally
- ◆ Developing the case for delegated decision making at local level

Resident Participation

- ◆ Monitoring RP performance locally
- ◆ Promoting Tenant Empowerment Grant Regime and the Right to Manage
- ◆ Developing neighbourhood or area compacts or special interest compacts eg young people

Local Action Plans will enable monitoring to take place and annual agreement of such Action Plans at the Housing Consultative Committee will ensure that good practice and ideas are shared.

The chart below is the beginning of a model for residents being involved in specific decisions. More work has to be done to break down the topics that residents want to influence into more specific decisions and the following examples are intended to illustrate some levels of decision making at different places in the structure.

The more influence residents have – the more responsibility they must carry and the more time and energy they must give to the process.

TOPIC	Information should be gathered from/about	Who makes the recommendations	Who makes decision
Rent setting policy	RA views, Area/ Neighbourhood Forums/ Housing Consultative Committee, poverty statistics	Working Group/Housing Consultative Committee/ Community Overview Panel	Cabinet
Priority for Capital Expenditure	Area/Neighbourhood Forums, RA's, Councillors, Market Research	Working Group/Housing Consultative Committee/ Community Overview Panel	Cabinet

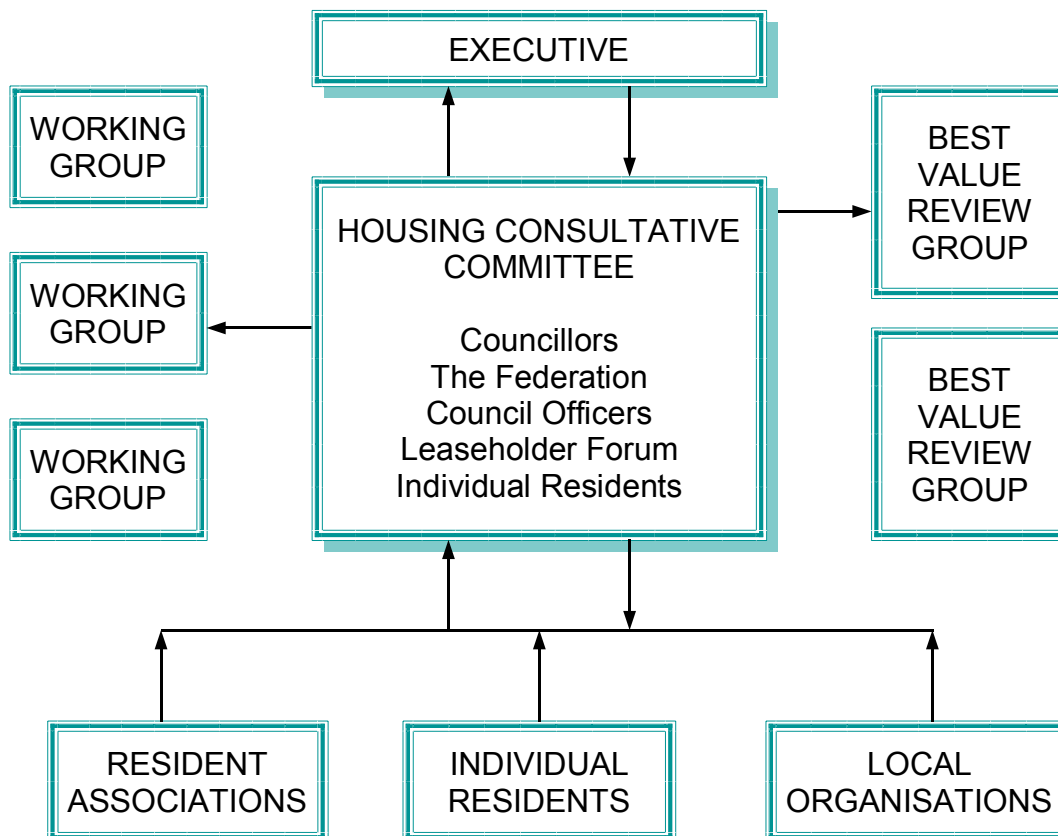
RESIDENT PARTICIPATION COMPACT

TOPIC	Information should be gathered from/about	Who makes the recommendations	Who makes decision
Repairs Service Performance	Area/Neighbourhood Forums views, Complaints analysis, Market Research	Working Group/Housing Consultative Committee/Community Overview Panel	Cabinet
Allocation of a single property	Compatible lifestyles Comparative needs	Officer	Officer
Allocation policy for Area X	Who lives there/who is the property suitable for/ problems and objectives/ Neighbourhood Area Forum views and RA views - all local people made aware - chance to comment	Neighbourhood/Area Forum Working Group/ Housing Consultative Committee/Community Overview Panel	Cabinet
Allocation to people with mental health issues	Compatible lifestyles/ comparative needs Neighbour concerns/ support mechanisms RA views	Officer	Officer
Leasehold Services performance	Leasehold Forum/RA's/ Market Research/Housing Consultative Committee	Working Group/Housing Consultative Committee/Community Overview Panel	Cabinet
Best Value Reviews	Resident Representatives on Review Groups/Housing Consultative Committee	Review Group/ Community Overview Panel	Cabinet
Priority for policy reviews	RA views, Area/ Neighbourhood Forums, Leasehold Forum, The Federation	Working Group/Housing Consultative Committee	Cabinet

STRUCTURES FOR PARTICIPATION

The structures that are in place are seen to be relevant and appropriate. There are some “settling in” issues around Local Government Modernisation and there is a need to review the impact of the modernised structure perhaps in 12 months time, paying particular attention to the effect of resident views on decisions made. The Audit Trail proposed in the monitoring section will assist this review.

Essentially, there are many routes into influencing decisions and views gathered through groups or individuals or market research will influence Council decisions. However to reflect the representative requirements of The Federation of Residents’ Associations and the Leaseholders Forums’ borough-wide role, proposals for change will be channelled through the Housing Consultative Committee.



RESOURCES

The Council currently provides

- ◆ Grants for recognised Residents' Associations
- ◆ 2 Resident Participation Officers, and piloting a Federation Resource Worker
- ◆ External consultants are employed as required

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- ◆ Funding for regular newsletters
- ◆ Practical help for groups and individuals
- ◆ Offices for The Federation, and
- ◆ Tenant Participation Advisory Services (TPAS) subscriptions

There will be an increase in the budget this year to meet additional activities and to pay for more comprehensive training and development programme for staff, residents and elected Members.

The Federation provides

- ◆ Advice and information for groups and individual residents
- ◆ Resident representatives contributing to Council meetings/projects
- ◆ Resident representative views to Government departments
- ◆ The expertise and experience of the active residents participating across the borough

CONDUCT AND EQUAL OPPORTUNITIES

The Council and local authority residents have an agreed Code of Practice that sets out principles and standards for officers and resident representatives in their dealings with each other and in their meetings. The Code also addresses responsibilities for providing information, dealing with correspondence, managing contractors and access to officers. The Code is reproduced at Appendix B. Regular review of the Code is required to ensure its continued relevance and application.

STANDARDS FOR MEETINGS

In addition to the Code of Practice, the following provisions shall, as far as possible, be observed at all meetings: **Meetings will:**

- ◆ Be well chaired
- ◆ Notify purpose of meeting in advance and follow an agreed agenda
- ◆ Have clear objectives and rules for operating fairly
- ◆ Decide how to report back to the neighbourhood on decisions reached
- ◆ Be well publicised
- ◆ Be accessible to everyone that the meeting relates to (child care, ramped access, transport, time, place)
- ◆ Be reported accurately

Support will be available to ensure all groups are able to achieve this standard.

STANDARDS FOR INFORMATION

Any information or forecast will be provided in good time and reviewed annually.

This will include information which is:

RESIDENT PARTICIPATION COMPACT

- ◆ Relevant and factual
- ◆ Of good quality, easy to read, in plain language and translated into Braille etc
- ◆ Easily found, with the help of Who's Who leaflets
- ◆ About housing services and budgets, how to complain and how to find answers to any queries
- ◆ About equal opportunities
- ◆ About sources of independent advice
- ◆ About other resources to help you become more involved. This will also include details of non-Council organisations

STANDARDS FOR RESIDENT GROUPS

The Tenants Handbook is due to be reviewed and this work will be done through a Working Group during 2001/02.

There is an agreed Registration Policy that requires residents' groups that are involved in Council decision making or in receipt of Council grants to evidence representativeness, accountability, and ability to manage their affairs. This is reproduced at Appendix C.

MONITORING AND MEASURING PERFORMANCE

All residents can participate in monitoring performance whether this is by reporting on the quality of a repair done or reporting problems that are common to one particular area or participating in the structure more formally. The Best Value Regime provides mechanisms to measure and monitor Council performance in delivering services.

The same principles will be used to assess the performance of this Compact and the effectiveness of participation in the Borough. In summary we will:

ACTIVITY TO BE MONITORED	HOW	HOW OFTEN
Set specific targets that allow us to measure achievements	Annual Action Plan agreed by HCC	Quarterly monitoring reports to HCC
Review targets annually	Annual Action plan agreed by HCC	Quarterly monitoring meeting
Commission an Independent Health Check of RP every two years or sooner if needed	Resident Participation Steering Group	Every two years
Review the effect of participation on decisions made through our Audit Trail	Audit trail report to HCC	Annually

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ACTIVITY TO BE MONITORED	HOW	HOW OFTEN
Investigate and analyse any failure to meet targets	Monitoring reports to HCC	Quarterly
Monitor changes in trends experienced by elected Members and advice agencies	Questionnaire/ Survey	Annually
Analyse resident complaints	Report to HCC. Report to Community Overview Panel	Annually
Agree whether resident groups are operating effectively and within agreed parameters	Report re: Registration of RA's to HCC	Annually
Regular review of registration criteria to ensure relevance and appropriate	Review as part of group re-registration	Annually
Are constitutions being observed as part of the registration criteria	Review as part of group re-registration	Annually
Assess KUT RP performance as against comparable organisations	BV Review of RP	As part of Council's Review Programme
Monitor how many people from the pool of participation volunteers have actually participated	Name checks against pool list	Annually
Monitor what market research techniques have been used and how views compared with views of Registered Resident Groups	Record summaries of consultation by method	Annually
Develop a publicity/information strategy and review impact of this	Resident Participation Steering Group	Twice a year
Develop an Implementation Plan for Resident Participation (to complement the RPC and the Action Plan)	Report to HCC	Annually
Monitor RP Budget	Report to HCC	Twice a year

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ACTIVITY TO BE MONITORED	HOW	HOW OFTEN
Monitor effectiveness of strategy to establish more RA's through role of The Federation	Analysis of Federation Training Needs, based on Skills Audit and recording existence and activity levels of formal and less formal groups	Annually

AUDIT TRAIL OF DECISIONS MADE

A new system of recording decisions will be developed and introduced. It will show who has been involved in shaping the issue and what the decision was based on. For example, if a proposal to change how people on the waiting list are contacted and treated is based on consultation with a sample of such people and a discussion at a working group of officers, Members and residents, this would be noted in the records. If a specific input has been crucial to a decision reached, this will also be clearly stated in the record of the decision. The audit trail element of the staff report will indicate if there is support for a proposal. This arrangement will enable regular and systematic review of the impact of RP in the Council's decision-making process.

ACTION PLAN

This table shows the action planning items to be addressed in the next year and in the medium to longer term (years 2- 5). As we annually review this agreement and our performance, the relative priorities and target timescales will also be reviewed and may change quite significantly.

	ACTION PLAN ITEM	WHO	WHEN
1.	Degrees of influence over Council decisions. We will attempt to further refine and clarify specific decisions each year.	Steering group	Year 1
2.	Annual training and development programme will be developed to meet the needs of residents, staff and elected members.	Federation, leaseholders forum, officers	Year 1
3.	Revise the structure of reports to provide audit trail of effect of RP on decisions reached.	Officers	Year 1
4.	Mediation & Arbitration. We will explore how to secure these services within the Borough.	Steering group	Year 1
5.	We will develop a system to monitor the RP budget.	Officers	Year 1

RESIDENT PARTICIPATION COMPACT

ACTION PLAN ITEM		WHO	WHEN
6.	Local Communication on staffing changes. We will introduce a system that ensures local organisations and residents are advised of impending or emergency changes in staffing arrangements	Officers	Year 1
7.	Patch Profiles. We will establish a schedule targeting the creation and implementation of Patch profiles for each Estate Management area in the borough	Officers	Year 1
8.	Creating a Residents' Council. We will explore the feasibility of creating a Residents' Council	Officers, steering group	Year 1
9.	Capacity Building Federation Role of establishing and supporting Groups. We will devise a programme of funding and support to enable The Federation to fulfil its capacity to contribute to RP across the borough	Officers/ Federation of RAs	Year 1 ongoing
10.	Leaseholder issues - we will continue to work closely with the Leaseholder Forum to ensure that issues are recognised and addressed	Officers/ Leaseholders Forum	Year 1
11.	We will plan to run 2 meetings in each Neighbourhood, where no RA exists in partnership with The Federation and the Leaseholders Forum	Officers/ FedChair of L/ holders Forum	Year 1
12.	A Tenants Handbook is due to be reviewed and this work will be done through a working group and be concluded in year one	Working group nominated by HCC	Year 2
13.	Research priorities, agreeing annual topics to be researched (internally or externally)	Steering Group	Year 2
14.	Provide check mechanism to ensure that possibilities for local participation initiatives are being explored and promoted	Officers/ Steering Group	Year 2
15.	Failure of service leading to changed policies and practices. We will devise a system to ensure that analysis of complaints and service failure informs policy and practice reviews	Officers	Year 2
16.	We will devise a programme that enables a review of the Compact and its effect	Officers	Year 2
17.	Non-housing issues will explore the case for attributing non-housing costs to HRA and other Council budgets	Officers	Year 3
18.	There is a need to develop a geographical illustration of where Council residents live, and use this to devise a system to ensure that resident influence is fairly exerted across the borough	Officers	Year 3

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ACTION PLAN ITEM		WHO	WHEN
19.	Reactive or pro-active RTM?	Steering Group	Year 3
20.	Proactive local promotion of local participation initiatives. We will produce a checklist to assist staff to promote and support interest in local initiatives of participation	Officers	Year 3

APPENDIX A - MENU OF PARTICIPATION OPTIONS

How would you like to be involved? Choose any one of the following or as many as you like and we will send you more information. We have stated the amount of time you will need to give to any of the options from the tenant participation menu.

TITLE	DESCRIPTION	TIME REQUIRED (PRICE)	TICK IF INTERESTED
Starter	Basic information on community development in Kingston.	Half an hour total reading	
Special Offers	State your three main areas of interest in which you would like to be involved (3 only):	One hour per month	
	a. Costs and budgets.		1
	b. Customer Services, publicity and information.		2
	c. Disability and special needs housing.		3
	d. Estates and environment.		4
	Housing allocations and homelessness.		5
	e. Local housing policies.		6
	f. Nuisance and disorder.		7
	g. Rent and rent arrears.		8
	h. Repairs and improvements.		9
	i. Service Charges.		10
	j. Sheltered housing.		11
	k. Welfare and support services.		12
Main course	Becoming part of a skilled Negotiation Team helping to make important decisions about the service (training will be given).	One meeting per month (3 hours per month).	
Side Dish	Becoming a neighbourhood or street representative for your area. This would not mean you would have to organise local meetings.	Two hours per month.	
Dales Dessert	Becoming a Tenants' or Residents' Association representative. This would mean helping to set up or help an existing committee.	Two hours every two months.	
Table	Is your main area of interest in: New Malden _____ Tolworth _____ Norbiton etc _____ Extend the list of neighbourhoods here?		

I have been in my present home since(enter date)
 There is/are (insert number) people living here. Their details are:

NAME	MALE/FEMALE	DATE OF BIRTH	RELATIONSHIP TO YOU

I am usually available (please tick):

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning						
Afternoon						
Evening						

I have my own transport (for which a mileage allowance will be paid).

YES No

I would need any transport to be arranged for me and paid for.

YES No

I would need creche places or childminder expenses paid for.

YES No

(Creche places available for 1-5 year olds only)

NAME OF CHILD	SEX	AGE

My telephone number is _____ (home) _____ work

My E-mail address is (if applicable) _____

Signed _____

Dated _____

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APPENDIX B - CONDUCT AND EQUAL OPPORTUNITIES CODE

Residents' Association Code of Practice

This document sets down standards of behaviour and performance that should be mutually respected and adhered to by officers and Residents' Association representatives. Its purpose is to establish a framework within which a trusted and honest partnership can grow and prosper with the aim of securing an enhancement of the provision of the Housing Service in Kingston.



**SHOULD YOU REQUIRE A COPY OF THIS BOOKLET
PLEASE CONTACT**

**RESIDENT PARTICIPATION OFFICER
020 8547 4664**

RESIDENT PARTICIPATION COMPACT

APPENDIX C - REGISTRATION POLICY

**HOUSING COMMITTEE
11 NOVEMBER 1999**

**HOUSING CONSULTATIVE COMMITTEE
1 NOVEMBER 1999**

**REVIEW OF RESIDENTS' ASSOCIATIONS'
REGISTRATION PROCESS**

REPORT BY THE DIRECTOR OF COMMUNITY SERVICES

SUMMARY

This report provides an update on the work of the Registration Process Review Working Group and presents a number of proposals for enhancing the existing registration process of residents associations.

RECOMMENDATIONS

It is **RECOMMENDED** to the Housing Committee that

1. The Committee comment on
 - a the standards which are proposed for full registration;
 - b the proposals for the introduction of Steering Group status for groups of residents working towards the establishment of a residents association;
 - c the proposals for the introduction of a 6 month Conditional Registration period for all new residents associations and a similar period for existing associations which have fallen into difficulty.
2. Endorse the proposal that wider policy issues set out in paragraphs 6 and 9 be considered further by the Participation Steering Group.

The views of this Committee are sought.

BACKGROUND

1. At its meeting on 9 September 1999, Housing Committee received a report on Tenants' Compacts which in part reported on the progress of the work undertaken by the Registration Process Review Group.
2. The "model" constitution developed by the Group was approved and has subsequently been amended to include reference to the "disabled" in the

RESIDENT PARTICIPATION COMPACT

context of the provision relating to the maintenance of an equal opportunity policy.

3. Since the last meeting the Review Group has met on 2 occasions and has given further consideration to the registration process and standards to be applied to residents associations. Different levels of status have been discussed together with the circumstances in which each status would apply.

PROPOSALS

4. The Review Group has prepared proposals for three different levels of status for residents associations: Steering Group status, Conditionally Registered and Fully Registered. Each status is considered in more detail below.

Full Registration

5. The review group have looked at the existing criteria for full registration and propose that the following standards should apply:
6. That registration be achievable on an annual basis provided that the business of the association has been conducted in accordance with the provisions of an approved constitution, and the Residents' Association Code of Practice (to be reviewed) and that the following has occurred:
 - a) The RPO, or a designated deputy, has been invited with reasonable notice and attended the AGM.
 - b) The RPO has received, within a period of 6 weeks from the date of the AGM, the following information:
 - i) copy of any revision to the association's constitution.
 - ii) copy of the draft minutes of AGM.
 - iii) list of elected officers of the association.
 - iv) copy of previous year's accounts.

In addition, Associations should demonstrate upon request.

- c) That membership of associations was open to all tenants and lessees within the association's defined area and the association has demonstrated a level of representation which meets the Council's predetermined percentage.
- d) That the association has adopted the "model" constitution approved by the Council.
- e) That in line with the constitution, regular elections of Committee members are held and that all decisions are taken on the basis of democratic principles.
- f) That the Association adheres to the positive commitment, embodied within the constitution, towards equal opportunities.
- g) That in line with the model Constitution, the association has made arrangements for the proper financial management of the association.

- h) If applicable, the Association has complied with the conditions attached to conditional registration status.

The Review Group also considered it would be appropriate for:

- i) There to be circumstances whereby it was necessary for an officer of the Council to give direct assistance to an association to comply with the registration criteria, e.g. by drafting the minutes of an AGM. In these instances, officers would be asked to provide this assistance at the AGM.
 - ii) The 6 week period under b) above to be extended where difficulties were being encountered and had been reported to the Council.
7. A number of further issues arose during the discussions of the Review Group which were considered to need wider debate and investigation in terms of best practice. For example:
- i) Should any association be determined too small in total representation to allow it to sit on HCC?
 - ii) What mechanism should associations be required to put in place to demonstrate membership, e.g. membership registers?
 - iii) Should a code of conduct be established setting out circumstances in which individual members of RAs should be excluded from attending Council meetings and participating in policy review groups?

It is proposed that these issues be referred to the Participation Steering Group.

- 8. With regard to the receipt of minutes/notes of resident association meetings, the Review Group propose that while notes of all meetings would be kept by the Association, it was a matter for individual Associations to determine, whether they be more widely distributed, with the exception of the AGM minutes (please see paragraph 6 above).
- 9. It was also proposed that with the exception of the AGM, it was for individual associations to decide whether officers of the Council were to be invited to their Committee meetings, although the advantages of having the relevant Estate Manager present in certain circumstances was noted.
- 10. The Group noted that further work was required in relation to a comprehensive equal opportunities policy, and acceptable levels of representation. It is proposed that these issues again be picked up by the Participation Steering Group.

Steering Group Status

- 11. The Review Group reviewed the role of Steering Group Status and considered that this level of status was valuable in situations where a group of residents intended to form a residents association and were moving towards holding an AGM within a period of nine months.

12. The Review Group considered it to be a training status which would give an embryonic group some identity while they were working towards the more formal standards of registration. The Review Group also considered that no group should be eligible to sit on Housing Consultative Committee until they had held a quorate AGM and formed a Committee of Management.

Conditional Registration

13. The Review Group discussed the role of Conditional Registration. Traditionally this level of status has been used to support and “keep alive” existing associations which have run into difficulties in meeting the terms of their constitutions or the requirements of Full Registration.
14. During the Group’s discussions, some members of the Group proposed that Conditional Registration could serve a second purpose. It was suggested that Conditional Registration Status be given to all new Associations following a successful AGM. The Conditional Registration Status would apply for the first six months, which can prove to be a very vulnerable period for new associations, during which time officers and the Federation would offer close supervision and assistance to the new group.
15. In each instance, it has been proposed that associations with Conditional Registration Status be invited to attend HCC but would not be eligible to vote.
16. It is proposed that the Head of Housing be given delegated authority to grant conditional registration to a residents’ association, on the basis that either a Steering Group has held a successful AGM and all other requirements for registration are in place, or that an existing association has failed to hold a successful AGM or is finding difficulties in meeting other registration requirements. The Authority should also be granted to the Director of Community Services. It is proposed that in each instance, monitoring information detailing the number of associations within each level of status is reported to each meeting of Housing Consultative Committee and the Housing Committee.
17. A further proposal made by members of the Review Group suggested that where an existing association was affiliated to the Federation, any change of status would be initially be confirmed by the Chair of the Federation. The views of this Committee are sought on this new proposed role for the Federation.

FURTHER ISSUES TO CONSIDER

Housing Consultative Committee Constitution

18. The Review Group have identified the need to review the existing constitution for Housing Consultative Committee in the light of decisions which are made by Housing Committee on the proposals set out in this report. The need for any changes to the constitution will be included in future reports from the Review Group.

Grant Funding for each level of Status

19. The Review Group has also identified the need to review existing funding arrangements for residents associations in the light of decisions made by Housing Committee. For example, the allocation of start up grants. It is proposed that the Review Group meet again to consider this area further.

ENVIRONMENTAL IMPLICATIONS

20. None.

BACKGROUND PAPERS

Background Papers held by: Clare Dorning, 020 8547 4736

1. Registration Process Review Group file.

XXXXXXXXXX RESIDENTS' ASSOCIATION

CONSTITUTION

Aims and Objectives

To promote the maintenance and improvement of housing conditions, amenities and the general housing environment of the estate/area known as XXXXXXXXXXXX.

To attempt to achieve this by engaging in close liaison with all authorities with responsibility for the management and provision of estate services to the area/estate defined above.

The Association shall uphold and maintain an equal opportunities policy. It shall represent its members equally irrespective of age, nationality, disability, physical, mental or other impairment, political persuasion, race, religious opinion, sex or sexuality.

Membership and Conduct

Membership shall be open to XXXXXXXXXXXXXXXX define residents.

All members shall be expected to adhere to the Residents' Association Code of Practice, which shall be available for inspection from the Secretary of the Association.

Members shall at all times conduct themselves in a reasonable manner in their dealings with residents generally and representatives of other agencies. Members may be excluded if, in the opinion of a majority of a quorate Committee of Management, their behaviour has been such as to bring the Association or its reputation into disrepute.

Unless overturned on appeal exclusion shall last for a period of 12 months or until the next AGM when a request for re-election or a renewal of membership can be made.

In the case of Associations affiliated to the Federation of Residents, excluded members may appeal against the decision to the Federation. Notice of appeal should be made in writing within 14 days of the original decision to exclude.

Members of non affiliated Associations may lodge an appeal in writing within 14 days to the Head of Housing who will convene an independent tribunal to review the circumstances of exclusion.

Organisation of Association

The Association shall form a Committee of Management to run and keep a record of its affairs generally and be responsible specifically for the organisation of meetings and ancillary matters. The Committee of management shall also identify and

delegate responsibility to individual Committee members to deal with matters on behalf of the Association. At each meeting of the Committee, the Chair shall nominate an individual to take minutes of the proceedings and this action shall be recorded accordingly.

The Committee of Management of the Association shall be composed of XX members of the Association who shall be elected annually at the AGM and include a Chairperson, Secretary and Finance Officer. If a vacancy arises during the year, the Committee may co-opt non voting members to sit on the Committee prior to the election of a replacement at either the next AGM or EGM of the Association. The AGM or EGM of the Association may grant Associate Membership of the Association to any person who supports the aims and objectives of the Association, and whom they consider will assist in the achievement of those aims and objectives.

The Association shall hold a minimum of 2 public meetings in each year, 1 of which must be an AGM. The number of Committee and/or other meetings shall be at the discretion of the Association and decided by the Committee of Management and/or AGM.

The Association shall hold an Annual General Meeting at an agreed month in each year. This may be extended by a period of two months if in the opinion of a majority of a quorate Committee of Management special circumstances exist which warrant a delay. An AGM may be delayed by up to a maximum of 6 months with the prior written approval of the Head of Housing. Such approval will only be granted in exceptional circumstances.

The AGM shall:

- i) receive the Chairperson's report for the previous year
- ii) receive the independently examined accounts of the Association for the preceding year
- iii) receive the resignations of the retiring officers, and elect new officers
- iv) debate and vote on any proposed amendments to the Constitution
- v) decide any membership fee to be levied

Extraordinary General Meetings may be called by XX members of the Association following the submission of previous written notice to the Chair and/or Secretary of the Association.

AGMs and EGMs will only take place if 7 days notice is given in writing to the full membership of the Association.

Financial Matters

A member of the Committee of Management of the Association, usually the Finance Officer, shall be delegated the responsibility of maintaining the income and expenditure of the Association.

All monies raised by or on behalf of the Association shall be applied to further the

aims and objectives of the Association, and maintained in a dedicated account book. Any monies expended on behalf of the Association may only be authorised in accordance with any rules laid down by the Committee of Management and/or AGM of the Association.

The delegated officer shall be responsible for advising the Committee of Management of the financial situation of the Association on a regular basis, determined by the Committee of Management or at the AGM.

The Committee of Management shall ensure that the annual accounts of the association where expenditure is at the level of £500 or below are inspected by a person independent of the Association. Where expenditure is above £500 the accounts should be inspected by someone with proven financial experience. In both cases the accounts should, following inspection, be presented to the next AGM.

Quorums

The normal quorums for attendance at the following meetings of the Association for them to be formal within the terms of this Constitution are to be decided by the Committee of Management and confirmed at an AGM. It should, however, be no less than a figure which represents 5% of the total membership of the Association, or between 4 and 15 persons whichever is the lower, according to the size of the Association's membership.

Committee of Management	:	3
AGMs	:	4
EGMs	:	4

Voting Rights

Each member of the Association shall have the right to one vote at an AGM or EGM of the Association. Associate members shall have such voting rights as may have been agreed by the Committee of Management, AGM or EGM of the Association.

Each Committee member of the Committee of Management shall have the right to one vote at Committee meetings.

All motions put to either form of meeting listed above must be proposed and seconded. They shall be carried and binding on the Association if passed by a simple majority of those voting. In the event of a tied vote, the nominated Chairperson on that occasion shall have the casting vote, if he/she wishes to exercise it.

Changes to the Constitution

Any proposal(s) to amend the provisions of the Constitution of the Association shall be put to the AGM or EGM called for that purpose. The rules relating to notification of the membership of a proposed alteration shall be those decided by the Committee of Management.

Dissolution

The Association may be dissolved by a majority vote of a properly constituted EGM.

In the event of dissolution any remaining assets following settlements of outstanding liabilities shall be put to a charitable purpose of any organisation proposed and agreed by a majority vote of the membership present at the EGM referred to above. Any public monies advanced by the Council and not expended shall, following dissolution, be refunded.

APPENDIX E - RESIDENT PARTICIPATION STEERING GROUP MEMBERS

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AGM . . .
Annual General Meeting

BRE . . .
Building Research Establishment

CAB . . .
Citizens Advice Bureau



Housing Jargon Explained!



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HINDI

यदि आप को इस दस्तावेज को पढ़ने में मुश्किल होती है तो हम आप की सुविधा के लिए अनुवादक (इंटरप्रीटर) की व्यवस्था कर सकेंगे, या इस दस्तावेज को अनुवाद के रूप में, या बड़े अक्षरों में, या ब्रेईल लिपि में, या ऑडियो टेप या कंप्यूटर डिस्क के रूप में पेश कर सकेंगे। इस के लिए हम से इस नंबर पर आप खुद संपर्क करें या अंग्रेजी बोलनेवाले किसी व्यक्ति के पास संपर्क करवाएं।

टेलिफोन: 020 8547 6008 (आवाज़ तथा मिनिकोम)
फ़ैक्स: 020 8547 6153
E-mail: cust.serv@rbk.kingston.gov.uk

PUNJABI

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਪੜ੍ਹ ਨਹੀਂ ਸਕਦੇ, ਤਾਂ ਅਸੀਂ ਇਕ ਇੰਟਰਪ੍ਰੇਟਰ (ਦੁਭਾਸ਼ੀਆ), ਇਸ ਦਾ ਅਨੁਵਾਦ, ਇਸ ਦੀ ਆਉਡੀਓ ਟੇਪ, ਮੋਟਾ ਪ੍ਰਿੰਟ, ਬ੍ਰੇਲ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ 'ਤੇ ਪਰਦਾਨ ਕਰਕੇ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਸਟਮਰ ਸਰਵਿਸਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲ ਸਕਦਾ ਹੈ, ਉਸ ਨੂੰ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਆਖੋ:

ਫੋਨ ਨੰਬਰ: 020 8547 6008(ਆਵਾਜ਼ ਅਤੇ ਮਿਨੀਕੋਮ)

ਫੈਕਸ: 020 8547 6153

ਈਮੇਲ: cust.serv@rbk.kingston.gov.uk

TAMIL

உங்களுக்கு இப்பத்திரத்தை வாசிக்க சிரமமிருந்தால் ஒரு உரையெயர்பாளரையோ, மொழிபெயர்ப்போ, ஒலிநாடாவோ, பெரிய எழுத்திலோ, குருடர் மொழியிலோ அல்லது கணணி மூலம் பார்க்கவோ எங்களால் உதவ முடியும். எங்கள் வாடிக்கையாளர் வரவேற்பு சேவையுடன் ஒரு ஆங்கிலம் தெரிந்தவர் மூலமாக தொடர்பு கொள்ளலாம்.

தொலைபேசி: 020 8547 6008 (சாதாரண மற்றும் செவிடர் அழைப்பிற்கும்)

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மின்கடிதம் (E-Mail): cust.serv@rbk.kingston.gov.uk



RESIDENT PARTICIPATION COMPACT

GLOSSARY

KEY

- | | | | |
|----|-------|---|--------------------------------|
| 1) | RA | = | Resident Association |
| 2) | RP | = | Resident Participation |
| 3) | R.T.M | = | Right to Manage |
| 4) | H.C.C | = | Housing Consultative Committee |
| 5) | BV | = | Best Value |
| 6) | RBK | = | Royal Borough of Kingston |
| 7) | RPC | = | Resident Participation Compact |
| 8) | HRA | = | Housing Revenue Account |

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For further information
please call:
020 8547 4664

or write to:

Resident Participation Officer
Royal Borough of Kingston
Housing Department
Guildhall One
Kingston KT1 1EU



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