

....Name of Estate / Block...
Local Residents' Compact Group
'Working Together'

This local agreement for.....been drawn up in partnership with the Residents' Representatives and the Tenant Management Organisation TMO) and currently covers the area of.....with
..... dwellings

This agreement is to ensure:

- A partnership approach is set up with the objective of creating a sense of community and working relationship between the residents of and the TMO
- Ensure information and consultation, where required, is provided to all residents within the represented area
- The Residents' Representative/s play an active role in monitoring the quality of local services provided by the Housing Department as well as other TMO departments / public bodies, (example regular estate walkabouts with RBKC or TMO operatives / officers
- To encourage residents to get involved in bringing improvements to the estate
- Enable the Resident Representatives to have a say in the way the housing services are delivered both at local and borough-wide level, for example, to express views on TMO cleaning, communal repairs and other services
- Promote and encourage a standard of service, respect and courtesy expected from the Residents Representatives and TMO Officers and adhered to through the Code of Conduct
- Enabling Representatives to attend a number of TMO meetings (example, Area Review Boards – ARBs, to ensure that issues affecting the estate/block at local level are highlighted and to be able to play an active role in considering specific borough wide housing issues and policy with the TMO.
- Hold residents' meetings where required for consultation purposes, (example: major works / refurbishments / improvement projects or external redecoration) issue 2 newsletters per year.
- Flexibility of working with residents so that as well as dealing with them as a group the TMO can, when appropriate or necessary, deal with them on an individual basis .

Management of the Representation

- The representatives will meet as the representatives deem necessary
- Any Social Activities or Consultation Information will be provided through Block News letters where appropriate
- Representatives to be involved in TMO / Resident Training events / workshops and any other TMO activities which aid them to gain the skills and knowledge required for further development of the group
- The representatives will ensure that all members will act in an appropriate manner and adhere to the Compact guidelines and Code of Conduct.
- The resident representative(s) should meet the Resident engagement team on an annual basis to update representative details and sign the local residents' compact agreement.

Local Representation

- This agreement seeks to build on the good relationship that already exists between those residents covered by the Compact and the TMO. The residents' have sought this local agreement; so that they can become more aware of the services they should receive and enable better monitoring of them.
- The representatives wish to remind everyone that all residents pay for the services provided; so that getting value for money is essential, which should result in giving everyone a better quality of life within the immediate environment.

This Local Compact has been adopted with the Residents' of

.....
Name / Signature of lead Representatives

.....

And

The TMO (Tenant Management Organisation)

Dated