Ealing Council Resident and Community Association Governance Manual

Ealing

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Contents

In this manual you will find a step-by-step guide to setting up your Resident or Community Association. Throughout this document the term ‘resident’ is referred to ‘Ealing Council Tenant or Leaseholder’.

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1

Introduction

What are resident and community associations?

Supported and recognised by Ealing Council Resident Engagement Team (RET), a Resident or Community Association is a local group, made up of Ealing Council Tenants and Leaseholders, that represent the interests of everyone living in their local area. It meets regularly to discuss housing, community, and environmental matters affecting their flats, blocks, estates, or groups of houses. Associations should not discriminate against members of the community because of race, age, gender, disability, religion, or sexual orientation.

Non-Ealing Council tenants or leaseholders within the area can join the association for social activities but Ealing Council representatives will not be responsible for their housing issues.

How do associations work?

Resident and Community Associations work a little like a pressure group. They meet regularly to talk about the problems in their community, for example, vandalism, cleaning, and parking. The group may also help to arrange more children's activities, set up a club for older residents and/or arrange social events.

Associations spend time making sure that their landlord is held accountable when dealing with housing issues such as repairs and empty properties. If, associations are for Ealing Council Tenants and Leaseholders, run properly, and are democratic, then they will be recognised by Ealing Council and will become part of the Council's consultation procedure for housing issues.

We want tenants & leaseholders to be more involved in:

- Voicing their views and making choices
- Making decisions affecting their area
- Monitoring and reviewing the services we provide.

The RET will communicate directly with all recognised associations to ensure that views and suggestions are heard. We will keep you informed of activities taking place throughout the year via email, social media and the quarterly Housing Newsletter.

By getting more involved you can:

- Say what you think of the services we (Ealing Council) provide.
- Tell us what improvements you want to see to your homes.
- Tell us how you want the local area improved.
- Develop a better sense of community spirit and enjoy social events with your neighbours.
- Have representatives from your association on other housing panels and meet other tenants/leaseholders from across the borough.

Resident and Community Association Successes

The Resident Engagement Team are currently supporting 33 recognised resident associations and community groups with the Ealing Council Tenants and Leaseholders remit (Jan 2025):

Association Name	Area	Year Est.
25-49 Club (Cherry Close Resident Association)	Ealing	2014
Acton Vale Community Association (AVCA)	Acton	2006
Acton Vale Resident Association (AVRA)	Acton	2022
Bedford Road Resident Association	Chiswick	2012
Broughton Court Resident Association	West Ealing	2024
Buckingham Avenue Resident Association	Greenford	2016
Campaigning for Action in Sheltered Housing (C.A.S.H)	Borough-wide	2008
Charter Court Resident Association	Southall	2019
Cheviot Court Resident Association	Southall	2014
Copley Close Resident Association	Hanwell	2018
Ditchley Court Resident Association	Hanwell	2008
Ealing Council Leaseholders Association	Borough-wide	2019
Ellis Court Resident Association	Hanwell	2024
Godfrey Road Resident Association	Northolt	2023
Golf Links Resident Association	Southall	2024
Gurnell Grove Resident Association	Ealing	2015
Hawthorne Court Resident Association	Ealing	2024
Havelock Service Group	Southall	2007
Havelock Good Neighbourhood Group	Southall	2018
High Lane Residents Association	Hanwell	2008
Lambourn Close Resident Association	Hanwell	2023
Lindsey House Resident Association	Ealing	2010
Mount Pleasant Resident Association	Southall	2015
Neville Close Resident Association	Acton	2010
Northcote Mansions West Resident Association	Ealing	2018
PeniOaks Resident Association	Greenford	2016
Smiths Farm Community Association	Northolt	2015
St Andrews Road Resident Association	Acton	2013
Team Upside	Borough-wide	2019
Trinity Way Resident Association	Acton	2019
WiserHeads	Borough-wide	2008
Walnut Court Resident Association	Ealing	2024
Working for You (W4U) Resident Association	Chiswick	2017

Resident Engagement Funding has helped:

- renovated local areas and community centres making places more accessible
- set up fun days & sports leagues to increase engagement with young people
- older tenant and leaseholders, enjoy social activities, like coffee morning, trips, singing groups, sewing groups and/or festive parties to improve mental well-being.

2

Rules for Resident and Community Associations

For Ealing council to recognise your group, you will need to have a constitution, an equal opportunities statement and a code of conduct. There are also other rules that will help you to run your group.

What is a constitution?

The constitution is a document that sets out the rules for running the group. It is necessary to:

- Ensure the groups aims are clear and agreed by members.
- Clarify responsibility and ensure accountability.
- Provide formal mechanism for making decisions and resolving disputes.

The constitution provides a reference for these issues but cannot solve them on its own. See section 5 for a model constitution that can be adapted to your own group's needs.

Other rules

Other rules cover the day-to-day working of the group and can be adapted as circumstances change.

The constitution can only be changed at an annual general meeting (AGM). It is good practice that changes to the equal opportunities' statements, code of conduct and financial regulations are made at AGM's.

Standing orders relate to the workings of the committee, and they can be changed at a committee meeting. Your group is not required to have any standing orders, but they can help with the smooth running of your meetings.

Equal opportunities statement

It is important that everybody on your estate feels able to join your group. If your group wants to be the official voice of the estate, you should try to make sure that it represents the views and needs of the community. Your group should actively encourage everyone to get involved. It may help to arrange meetings at different times of the day to attract parents or workers, to provide translators at meetings and to hold fun days to attract younger people.

As part of the constitution, Ealing council will expect the group to adopt an equal opportunity statement and stick to it in all its work. The statement sets out what is expected of the group and the group must work to it in all its activities.

The resident engagement team can advise you on how to include the community and to help groups with this sometimes, difficult subject. See Section 6 for a model equal opportunity statement that can be adapted to your own group's needs.

Code of conduct

The code of conduct states how the group and the committee members should behave when acting as representatives of the resident or Community Association.
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It includes information on:

- How members behave within the group
- Personal interest
- How members behave with other residents
- How members behave with outside bodies
- The procedure if the code of conduct is broken.

See Section 7 for a model code of conduct that can be adapted to your own group's needs.

Rules for handling money

Many groups worry about dealing with the money they raise. As a group you will be responsible and accountable for the funds you receive. To ensure that everybody knows how the group manage is money, it is a good idea to adopt A policy on handling money. This is a set of rules on how the group deals with its money, the bank account, petty cash, receipts, assets, gives in kinds in etc. See Section 8 for model rules for handling money that can be adapted to your own group's needs.

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The Roles of the Committee Members

Your group should elect a committee to carry out the day-to-day work of the group. Detailed outline of roles will be provided to you at the first committee meeting.

What is the committee's role?

The committee is a group of people who are elected by members to:

- Represent all group members at meetings.
- Carry out the decisions of the group.
- Put forward the views of the group at meetings with outside bodies.
- Take responsibility for decisions and feedback its work to group members through general meetings and newsletters.
- Put the views and needs of group members into actions.

Although certain people are named to carry out roles, it is important that the committee shares out its day-to-day tasks. If not, you might find that some people are doing all the work and that others drop out because they don't feel involved.

The chair

The chair is the public relations person of the group and will be seen as the leader of the group by outsiders.

The chair should:

- Chair all meetings.
- Steer people through the agenda.
- Keep the meeting on the right track.
- Summarise the main points and decisions.
- State what actions are being taken.
- Act as the spokesperson and main contact for the group outside meetings.
- Ensure that work is carried out by members in between meetings.

The secretary

The traditional duties of the secretary are to:

- Be responsible for the constitution and other policies and to remind others of the conditions in the constitution.
- Ensure that meetings take place. The secretary will organise the meetings and venue, notify committee members and invite guests if necessary.
- Set the agenda with either the chair or other committee members. They are responsible for distributing their agenda along with the minutes of the previous meeting.
- Write letters that the group sends.

- Receive mail for the group and make the group aware of any letters so that they can be acted on.
- Take minutes of the meeting and circulate them, although this job is sometimes given to the minutes secretary to lessen the work of the main secretary.
- Keep records of all correspondence, agendas, minutes etc.
- Keep an up-to-date list of all members.

Groups can generate a great deal of work, which often falls on the secretary. It is good to divide the work up and share out some other tasks.

The treasurer

The treasurer is responsible for the group's money and paying bills.

There should be at least three named signatories of which two signatories can sign on all cheques usually the chair and treasurer, but any two committee members can be signatories if they are not related to each other or live in the same house.

The treasurer records all the money the group receives and spends in an account book.

A copy of a simple statement of account should be produced at each AGM for all members. An independent person should check this for accuracy. This is usually the resident engagement officer or if the committee prefers a professional accountant.

The treasury should provide the committee with regular reports of the group's finances throughout the year.

Other roles

You may want to give other committee members responsibility for specific things, for example, fund raising, newsletters or social activities. This will encourage people to take an active role and will also help to make sure that activities do take place.

4

Running Meetings

There are different types of meetings your Resident or Community Association may have. Here you will find some guidance on how to plan and run productive meetings.

Annual general meeting (AGM)

At the AGM the committee feeds back to its members the work it has done in the last 12 months. Elections are also held at this meeting, to either re-elect the committee or elect new committee members.

At your first AGM you must:

- Adopt the constitution, equal opportunity statement and code of conduct.
- Elect the committee.
- Elect committee support officers [although this can be done at the first committee meeting].

You may also adopt rules for handling money and standing orders, but these are optional. Every year the committee should give information on the work that it has done. This can be done through:

- A chair's report.
- A treasurer's report.
- A secretary's report (optional)

General meetings

General meetings also referred to as open or public meetings. These are open to all members of the local community. Many groups use these meetings to find out what the residents feel about a particular issue, for example, repairs needed, antisocial behaviour or abandoned vehicles.

Arranging meetings

It is important that members want to attend meetings and do not see it as a waste of time. Some groups arrange social events for the committee or have food and drink at meetings. Give members written notification at least seven days in advance and the agenda for all meetings.

Agenda

If your meeting is intended to last two hours then don't include items that may take 3 hours to discuss. Give a time limit to each item and when discussions take too long defer the item to the next meeting.

Extraordinary General meeting (EGM)

Special meeting that takes place in case of emergency.

Frequency of meetings

The frequency of meetings should reflect the workload and commitment of the committee. Active groups will meet on weekly basis, while others will meet monthly. You can vary your meetings to suit the work you are doing.

Time

It is important that time is not wasted. Meetings should have a start and an end time, and these should be kept to. Allocate a time limit to each agenda item. People soon learn that meetings start promptly and that there is a cut off time to any debate.

Venue

When choosing a venue for meetings you need to ensure it is accessible for everyone.

Things to take into consideration are:

- Disabled access.
- Religious viewpoints for example, some faiths do not allow their members to enter premises that sell alcohol.
- Health and safety.
- Location - how accessible the venue is by public transport. If you need to hire a venue, this can be funded from your revenue grant.

Minutes

This is the official record of a meeting. All AGM's and general meetings should be recorded as this enables people who did not attend to know what has been discussed and what decisions were made.

The minutes of a meeting should include:

- Any apologies for absence.
- A list of everyone who attended.
- A record of the decisions taken with a note of who needs to be doing what.

Minutes of the meeting should be sent out in good time before the next meeting.

Keeping members informed

Make sure members are kept informed of the work being done outside meetings as this will ensure that less time is spent explaining issues. Background information should be sent to everyone in plenty of time for them to read it.

To enable everyone to take an active part there may be times when you need to have information in different languages, large print or audio format. Your group can apply for special project grants for this.

Keep to the rules

Everyone attending the meetings needs to keep to the code of conduct and your standing orders. Make sure that all committee members have a copy and that there are copies available at public meetings. These are rules and if you do not keep to them, you cannot expect others to.

Conflict of interest

Tenants and Leaseholders need to declare and conflict of interest when an individual's personal interest could compromise judgement, decisions and / or action.

5

Model Constitution

The constitution is a document that sets out the rules for running the group. You can adapt this model to suit your group. A detailed constitution will be provided to you at the first committee meeting.

1. Name and Area

- The Association shall be known as _____
- The area, which is represented by the Association, is _____

2. Aims and Objectives

The aims and objectives of the Association are to:

- Promote Ealing Council Tenants and Leaseholders rights in respect of the maintenance and improvement of their housing conditions, amenities and environment, and to act in the interests of all residents and members.
- Promote equal opportunities within the community.
- Build a good relationship between the residents and the London Borough of Ealing and to participate in the Ealing Council consultative process where possible.
- Promote social welfare, training and recreational activities for the benefit of members of the Association.
- Promote membership to all people eligible to join the association.
- Be non-party political and non-sectarian in religion. Represent the majority view of the members.
- Provide regular information to all members. Regularly consult all members.
- Canvas/consult with residents within the area to find out what they want, discuss at meetings, and hold a vote on which activity/idea should go forward.

3. Membership

- If applicable every adult within the defined area, shall be eligible for membership.
- Each eligible person shall, on request, be issued with a copy of the constitution on receipt of any subscription required.
- The Secretary of the Association shall keep a record of all members in the current year.
- A membership fee (if applicable) shall be determined at the AGM.

4. Associate Membership

- The Committee may co-opt any person as an Associate Member.
- They shall have all the privileges of membership except the right to vote at meetings and to be elected as members of the Committee.
- The secretary shall keep a record of all such members.

5. Ending Membership

- Membership shall end when a member ceases to be a resident in the defined area or resigns.
- In the event of GROSS MISCONDUCT membership can be suspended or ended by a two-thirds majority vote of the committee.
- A Member whose membership has been suspended due to GROSS MISCONDUCT shall be entitled to have that suspension reviewed at the next general meeting of the Association.

6. The Committee

- The Association shall be managed by a committee of at least 3 in number, of which two-thirds should be secure tenants, to be elected at the Annual General Meeting.
- The committee shall include the following officers:
  Chair
  Vice Chair (optional)
  Secretary
  Treasurer

- Members should be from different households and not related to one another.
- The committee may form subcommittees and/or working parties from time to time, as is deemed appropriate. The committee from among its members shall select the members of any such subcommittee or working party.
- Any such subcommittee or working party shall report to the committee for decision-making.

7. Quorum

- One-third of members are entitled to vote upon the business to be conducted at the meeting; or one tenth of the total membership at the time; whichever is the greater.
- The authorised representative of a member organisation shall be counted in the quorum.
- If: A Quorum is not present within half an hour from the time appointed for the meeting, OR: During a meeting a quorum ceases to be present, the meeting shall be adjourned to such time and place, as the committee shall determine.
- The committee must re-convene the meeting and must give at least seven clear days' notice of the re-convened meeting stating the date, time and place of the meeting.
- If no quorum is present at the re-convened meeting within fifteen minutes of the time specified for the start of the meeting the members present at that time should constitute the quorum for that meeting.
- Each member shall have one vote (and no more than one vote per User Group). But if there is an equality of votes the person who is chairing the meeting shall have a casting vote.

8. Standing Orders

Meetings shall be conducted in accordance with standing orders drawn up by the committee and revised by them as necessary.

- Meetings will be held every six weeks/every quarter, as agreed in AGM.
- The Annual General Meeting will be held at the end of each Committee term.
- Produce the agenda and circulate to residents at least 2 weeks before each meeting.
- Record minutes, distribute and keep the minutes on file for future reference.
- Minutes will be posted in a communal area for access to all residents.
- Voting on issues or elections can only take place with a Quorum.
- The Treasurer will oversee the financial arrangements of the Association.
- One-third of members may call an Extraordinary Meeting, giving seven days' notice in writing (with committee members signatures), for the purpose of only that matter.

9. Finance

- All money raised by or on behalf of the Association shall be applied to further the objectives of the Association and for no other purpose.
- The treasurer shall open a bank or building society account in the name of _____ and keep records of its income and expenditure. These shall be reported at our regular meetings.
- The committee shall appoint three authorised signatories for any cheques and cheques shall be signed by at least two of the authorised signatories. The signatories shall be from different households and not related to one another.
- The accounts shall be independently audited at least once a year and presented to the Annual General Meeting.
- No money shall be paid for any purchased item without a proper receipt.
- Any expenditure below £50 can be paid with the Treasurer's discretion. Any amount above £50 will be agreed by the Committee and presented in the Treasurer's report.

10. Dissolution of the Association

- An Extraordinary General Meeting called specifically to consider a motion to dissolve the association, can only dissolve the association.
- All members shall be given 21 days' written notice of such a meeting, which shall contain the wording of the resolution.
- The association shall only be dissolved if two-thirds of the members present at the Extraordinary Meeting vote for the motion to dissolve it.
- The Extraordinary Meeting shall also decide upon the disposal of the Association's assets.
- Any remaining grant funding shall be returned to the originator.

6

Equal Opportunities Statement

Your group should adopt an equal opportunities statement as part of your constitution. This model can be adapted to suit your groups' own needs.

- (Name of the group) will be committed to ensuring equality of opportunity to all local residents.
- (Name of the group) will take steps to ensure that we are as representative of the local community as possible and that all our meetings and any other group activities are accessible and welcoming to all tenants and leaseholders.
- Each individual member of (name of the group) will be responsible for helping the group to meet these aims.
- In terms of Resident Association activities or Committee work, any resident who feels that they have not been treated fairly and equally by (name of the group) can raise this with the Ealing Council Resident Engagement Team.

7

Model code of conduct

Your group should adopt a model code of conduct as part of your constitution. This model can be adapted to suit your group's own needs. A detailed code of conduct will be provided at the first committee meeting.

- The role of the committee is to carry out the day-to-day business of (Name of the association) in an efficient, fair and responsible way.
- In taking decision on behalf of (Name of the association) committee members must always be aware of their responsibilities to represent all residents of the estate/area.
- All committee members should comply with the constitution and all policies at all times.
- The (Name of the association) will provide each new committee member with appropriate support and make them always feel welcome.
- Members shall conduct themselves in a manner that will not cause offence to others. Racist, sexist, or inflammatory remarks or abusive behaviour will not be tolerated.
- The Chair has the right to warn an offending member. If he or she persists, they will be asked to leave the meeting and not attend another meeting until further notice. The committee must arrange a date and time for them to discuss the incident and decide what action to take.

Personal Interest of Committee Members

- Committee members must never use their position to seek preferential treatment for themselves, their family or relatives. Nor should they be treated less favourably when requesting services from Ealing Council.
- Committee members must use the agreed normal procedures for reporting repairs or making other enquiries about their property.

Relations between Committee Members and other Residents

- Committee members shall not be involved in harassment and anti-social behaviour. Action will be taken under the code of conduct against anyone in breach of this condition.
- Committee members will not have access to personal and individual files of residents.
- Committee members will not deal with neighbourhood or inter-personal disputes involving residents of the area. If a committee member is approached by a resident and asked to take up a complaint or enquiry on their behalf, the committee member must refer them to Ealing Council. Only if Ealing Council has failed to deal with the problem will the committee member refer the matter to the secretary or write to Ealing Council.

Finance

- Committee members cannot receive any payment from the group other than for bona fide expenses that have been submitted to the Treasurer no less than seven days before the next committee meeting.

Relations with Ealing Council and outside Bodies

- The Secretary should make statements to the media and other organisations. Any decision to contact or respond to the media must have approval of the committee.
- Letters sent on behalf of the group must be signed by the Secretary, agreed by the committee and recorded in a log by the Secretary.
- Committee members must not divulge any group business that is treated as confidential to other persons or organisations. Failure to comply will result in the issue being fully discussed at the next committee meeting.
- Presentations at Resident Association Meeting should not be misleading or a misrepresentation of what the Resident Association is responsible for.
- The Committee must be transparent in the activities that they carry out.
- As the first port of call, all resident to continue reporting issues to the appropriate Council teams. Personal disagreement and disputes that are not related to the Resident Association will not be dealt with at meetings.
- Any complaints about Resident Association Committee and/or Resident Members should be in written format.

General

- Committee members must never personalise issues and should be willing to recognise that everybody is entitled to express their point of view without unduly preventing progress of discussion on the agenda at a committee or general meeting.
- A serious breach of any of the group's code of conduct may result in a committee member, following a majority vote of the committee, being asked to resign.
- The committee will take decisions on the basis of there being a unanimous agreement or a simple majority of those present if a vote is taken. Minority voters should always be prepared to accept the majority decision and not take such a decision as any form of personal slight or criticism.
- Committee meetings must be held at times that are convenient to the majority of the committee members. Every committee member must try to attend committee meetings regularly. If a committee member fails to attend three consecutive meetings without good reason, they must be asked to consider resigning at the next committee meeting.
- To prevent there being arguments about attendance at meetings, a record will be kept, showing who attended each meeting.

8

Handling Money Policy

To ensure that everyone knows how the group manages money, it is good practice to adopt a policy on handling money. Adapt this model to suit your group's own needs.

Tips on Handling Money

- At least three Committee members should be signatories of which two will be authorised to sign all cheques on behalf of the Committee. The signature holders cannot be related to each other or live in the same property. The committee may authorise further committee members to be signatories as appropriate.
- Blank cheques should never be signed.
- All invoices should be marked 'paid' and have the cheque number, date and initials of the person signing the cheque. The person who makes out the cheque must complete the cheque stub at the same time, with the date, amount, payee and brief description. Cheque stubs must always be kept in a safe place.
- All accounts, including the chequebook and petty cash book, should be kept up to date and made available for inspection at each committee meeting, if requested.
- Records of accounts should be kept for at least three years.
- A Subcommittee can be created to support the Treasurer in his/her work.

Petty Cash

- A float of £50 can be kept. This should be kept secure.
- Petty cash should only be used for small items (for example, costing up to £15). Anything more should be paid with a cheque.
- Petty cash payments should be made on petty cash vouchers accompanied by a detailed explanation and receipt.
- All receipts should be stapled to the completed petty cash voucher and kept in the petty cash box together with the cash balance and float.
- All monies drawn for petty cash purposes should be authorised by the Treasurer.

Paying in Cash/Cheque

- All cash received should be banked. A receipt should be issued for all items of cash received.
- A record of all payments into the bank account should be kept with the date, amount, payee and description and type of income or transaction. The bank paying in book could be used for this purpose.

Payments

- All payments over £50 should have the prior consent of the Committee.
- Payments should only be made if supported by a proper invoice/receipt.
- Committee Members should inform the Chair of any conflict of interest.

Reports

- A simple report on income and expenditure should be produced annually and presented at the AGM and be given to appropriate Ealing Council Officers
- This report should be checked by an independent person (for example, Ealing Council officer, another Resident or Community Association Committee Member or Councillor)
- At each AGM the account books, petty cash books and receipts should be made available for inspection if required by members.

Assets

- An inventory of assets should be presented at the AGM. Any changes from year to year should be made in a report to the AGM. The report should include location, condition, and any explanation of change.

9

Data Protection Policy & Procedure

The data protection policy & procedure is about protecting people's privacy and their right to understand why personal data is being collected/stored and used. Personal data for a person can be stored electronically or on paper. This includes images, audio recordings and written information.

Associations need to comply with the UK GDPR and Data Protection Act 2018, when collecting, storing, using, amending, sharing, destroying, or deleting personal data. This is called "processing personal data".

A detailed policy & procedure will be provided to you at the first committee meeting.

Ealing Council's privacy policy and information is separate from this document. Information for this can be found on the following webpage: Our policy statement | Our policy statement | Ealing Council

What is Personal Data:
Information about a person that can 'identify' that individual either on its own or with other information that an organisation holds.

Responsibility:
The 'elected' committee (Chair, Vice Chair, Treasurer & Secretary) are responsible to ensure that the policy and procedure are adhered to. Other members, co-optees, volunteers, and/or sub-committees are responsible for observing this policy in all areas of work within the association.

How long should data be kept?
The Association will hold data for three (3) years. Every three years the association will update their information. However, data can still be deleted as and when members request their information to be removed.

Email accounts:
The Resident Engagement team will endeavour to use generic association email addresses, rather than individual personal email accounts, for association work and or when internal/external teams need to promote their work.

The Resident Engagement Team, may still use individual personal emails, depending on the nature of other projects carried out by them.

10

Public Liability Insurance & Risk Assessment

Public Liability:

It is advised that Resident Associations & Community Groups take out public liability insurance if they organise an activity or event for the public.

If you have public liability insurance the insurance company may pay if a claim is made against you. There is no legal requirement to have public liability insurance, so your group needs to decide if you want to take out this insurance or not.

This means that your group could be responsible if any of the following things happen to a member of the public at your event/activity:

- injury
- damage to their property
- loss of their property

If any of these occur to a member of the public at one of your events, and they think it was caused by the negligence of your group they could make a claim, asking the group to pay an amount of money to them.

Risk Assessment:

A risk assessment lists the different hazards that people might encounter whilst taking part in activities, using equipment and/or attending a venue that is looked after by your group.

Your risk assessment will be useful for you if:

- Everyone running activities for your group is aware of it and does what it says.
- It is up to date.
- It is realistic (you intend to do the things that you write down).

Conducting a risk assessment for your group can seem like a big job, and it's something people often find difficult to do. However, it doesn't need to be complicated or difficult.

11

Ealing Council, Involvement & Engagement

Ealing council has a responsibility for involving and consulting Ealing tenants and leaseholders in a variety of housing issues. All Ealing tenants and leaseholders are given the opportunity to participate and encouraged to do so. Traditionally, housing consultation has focused on the council's own secure tenants, but this is no longer the case.

Areas of involvement:

- Housing strategies and plans
- Overall performance of the councils housing services including customer satisfaction
- Energy efficiencies measures and fuel poverty strategies
- Affordable housing policies
- Supporting people
- Homeless strategy
- Private sector housing strategies
- Estate regeneration projects
- Annual performance of Ealing council
- Changes to tenancy conditions

12

Jargon Buster

A useful guide to the most used jargon in Housing

AGM	Annual General Meeting	Held each year where a new committee is elected.
AP	Allocation Policy	Ealing councils' rules by which homes are let to tenants.
ASBO	Anti-social behaviour orders	A court order that can be taken out against individuals.
	Benchmarking	The method in which you compare a service with another organisation to evaluate performance.
CW	Capital works / Major works	Capital Works/Major Works: Major repairs that improve the value of property. Usually over 10,000 pounds.
	Constitution	A document that sets out the rules for running a group.
EMB	Estate Management Board	See TMO
	Forum	A meeting for public discussion
HRA	Housing Revenue Account	Income used to run the housing service.
ITA	Independent Tenant Adviser	
	Mandate	Permission to act for another.
NSP	Notice Seeking Possession	A notice saying that Ealing council proposes to seek a court order to repossess the property.
NTQ	Notice to Quit	An Ealing council notice to end a tenancy can also be given by the tenant.
	Quorum	Minimum number of members needed to take a decision at a meeting
RA	Resident Association	Also called Community Association, community group, tenants group, or tenants association.

RET	Resident Engagement Team (previously known as Resident Involvement Team)	Housing staff team that works with and provide support for housing tenants and leaseholders to be part of the decision-making process in housing.
RSL	Registered Social Landlord	Housing or organisation registered with housing corporation including housing associations.
RTB	Right to Buy	Most secure tenants of local authorities have the right to buy their homes at a discount, after a minimum period of tenancy.
RTC	Right to Compensation	For Improvements scheme under which secure tenants can claim some reimbursements for improvement that may to property, from the landlord, with the landlord's prior agreement.
RTE	Right to Exchange	Right of secure tenants to exchange their homes with another such tenants.
RTI	Right to Improve	Right of secure tenants to carry out building works to their homes with consent from their landlord.
RTM	Right to Manage	The mechanism used by tenants to take the management of their homes and form TMO.
RTR	Right to Repair	Legal right for secure tenants, allowing them to claim reimbursement [in certain circumstances] for urgent repair costs that landlord fails to carry out.
TA	Tenants Association	See RA
TMO	Tenants Management Organisation	Tenant organisations that manage their own home.
	Tenant & Lessee	Tenants & Leaseholder of Ealing Council (Landlord)

If you would like any further help in setting up a resident association, please contact:

Resident Engagement Team:
Ealing Council
Perceval House, 14-16 Uxbridge Road. London, Ealing W5 2HL

Telephone: 020 8825 6535
Email: ResidentInvolvement@ealing.gov.uk

If you would like this information in large print, audio or Braille... telephone 0800 181744

Typetalk 18001 0800 181744

If English is not your first language... If you would like to discuss this information with someone who speaks your own language, call this freephone number: 0800 181744

Ten dokument jest przewodnikiem informującym krok po kroku o tym, jak założyć i prowadzić stowarzyszenie mieszkańców lub społeczności lokalnej. Jeżeli chciał(a)byś porozmawiać o tych informacjach z kimś, kto mówi po polsku, zadzwoń pod bezpłatny numer 0800 181744 Polish

Qoraalkan waa hagaha talaabo-talaabo kuugu sharaxaaya sida loo sameeyo loona wado ururkaaga dadka deegaanka ama bulshada. Hadii aad rabto in aad warbixintan cid luqadaada taqaana kala hadasho, fadlan soo wac telefoonka lacag la'aanta ah: 0800 181744 Somali

તમારું રહેવાસીઓ માટેનું કે સામાજિક અસોસિએશન બનાવવા અને તે ચલાવવા વિશે આ દસ્તાવેજ તમને પગથિયાંવાર માર્ગદર્શન આપે છે. જો તમે આ માહિતી વિશે તમારી પોતાની ભાષા બોલતી કોઈ વ્યક્તિ સાથે વાતચીત કરવા માગતાં હો, તો કૃપા કરીને આ ફ્રીફોન નંબર પર ફોન કરો: 0800 181744 Gujarati

इस दस्तावेज़ में क्रमवार किए जाने वाले उन कामों के बारे में जानकारी दी गई है जिनके द्वारा आप अपनी निवासियों की या कम्युनिटी की ऐसोसिएशन शुरू करके उसे चला सकते हैं। यदि इस जानकारी के बारे में आप आपकी ही भाषा बोलने वाले किसी व्यक्ति के साथ बात करना चाहते हैं, तो कृपया फ्रीफ़ोन नंबर 0800 181744 पर हमारे साथ संपर्क करें Hindi

ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚ ਤਰਤੀਬਵਾਰ ਕੀਤੇ ਜਾਣ ਵਾਲੇ ਉਹਨਾਂ ਕੰਮਾਂ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਗਈ ਹੈ ਜਿਹਨਾਂ ਨਾਲ ਤੁਸੀਂ ਆਪਣੀ ਨਿਵਾਸੀਆਂ ਦੀ ਜਾਂ ਕਮਿਉਨਿਟੀ ਦੀ ਐਸੋਸੀਏਸ਼ਨ ਬਣਾ ਸਕਦੇ ਹੋ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਬਾਰੇ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨਾਲ ਗੱਲ ਬਾਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਫ੍ਰੀਫ਼ੋਨ ਨੰਬਰ 0800 181744 'ਤੇ ਗੱਲ ਕਰੋ Punjabi

تحتوي هذه الوثيقة على دليل خطوة بخطوة لإعداد وإدارة هيئة السكان أو الجالية. إذا أردت مناقشة هذه المعلومات مع شخص ينطق لغتك فالرجاء الاتصال مع الرقم المجاني هذا: 0800 181744 Arabic

این سند یک راهنما گام به گام به استقرار و اجرایی مقیم تان و یا انجمن اجتماعی است. اگر شما میخواهید این معلومات را با شخصی که لسان شما را میداند مطرح کنید، لطفا به این نمره تیلیفون مجانی زنگ بزنید: 0800 181744 Farsi

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