

FREEHOLDER INCLUSION POLICY FOR RESIDENT INVOLVEMENT

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1.0 Introduction

1.1 This policy is to provide guidance on the inclusion of Freeholders in Resident Involvement activities across the whole of Metropolitan Housing Partnership.

2.0 Context

2.1 Resident Involvement in Metropolitan Housing Partnership focuses primarily on service improvements and policy decisions relating to Housing Management. It is funded through rental income and historically has been almost exclusively for tenants.

2.2 Leaseholders benefit from some resident involvement provision, which is resourced via a service charge levy.

2.3 As mixed-tenure neighbourhoods become increasingly common, there is a need for clarity of the inclusion of Freeholders in discussions that may take place in the course of resident involvement activities.

2.4 This policy has been produced by Metropolitan Housing Partnership's Resident Involvement Working Group following a survey canvassing the opinion of the National Residents Group, the South Thames and Midlands Regional Residents Panels, Rushcliffe Resident Consultative Group, Walbrook Residents Association for Derby, Metropolitan Support Trust's Service User Group and Chalkhill Residents Association. Two groups returned responses and the results showed majority support for the principal that Resident Involvement activities should be targeted at MHP residents only.

3.0 Scope

3.1 This policy applies to all landlords within Metropolitan Housing Partnership.

3.2 This policy should be read in conjunction with other relevant policies and procedures.



4.0 Policy Statement

- 4.1 Membership of Tenants and Residents Associations formally recognised by Metropolitan Housing Partnership and its subsidiaries will consist solely of tenants and leaseholders of businesses within Metropolitan Housing Partnership.
- 4.2 Resident Involvement activities are to involve tenants and leaseholders of Metropolitan Housing Partnership only.

5.0 Confidentiality

- 5.1 In the implementation of this policy, MHP will adhere to the Information Security Policy, which is written in accordance with the requirements of the Data Protection Act 1998, Human Rights Act 1998, Regulations of Investigatory Powers Act 2000 and Computer Misuse Act 1990.

6.0 Equality & Diversity

- 6.1 In the implementation of this policy, MHP will adhere to the Equality and Diversity Policy, and as such will not discriminate against any resident on grounds of their race, ethnic origin, gender, sexuality, marital status, disability, age, religion or class. (Please refer to the Equality and diversity policy and procedure)

7.0 Complaints and appeals

- 7.1 If any person believes that they have not been treated in accordance with this policy, or they are unhappy about anything related to the policy, they may complain through the Customer Feedback procedure. (Please refer to the Customer Feedback Policy.)

8.0 Author

- 8.1 This policy and procedure was drawn up by the Resident Involvement Officer, Quality & Compliance Team.

9.0 Comments, queries, feedback and help

- 9.1 We always welcome comments and feedback. Please contact the author/s or the manager of department.

10.0 Date for review

- 10.1 This policy was approved by _____ on _____
- 10.2 The policy and procedure will be reviewed in 3 years after commencement, unless there is a significant change in legislation in which case it may be reviewed earlier.