

National Resident Group



The National Resident Group (NRG) is formed from Metropolitan Housing Partnership (MHP) customers from all of the member organisations. It is the lead partner on involvement activities in MHP and helps us make decisions on key strategic initiatives as well as reply to consultation from government agencies such as the TSA. There are presently 10 members of the NRG with selection/election being held in August/September of this year 2010 for up to 16, there will be a number of carry forward members. For these 10 members there are a series of roles to be carried out which are set out in the table below:

Roles of NRG members			
Officers	Chair	Secretary	Treasurer
Themes – lead on:	<ul style="list-style-type: none"> • Anti-social behaviour / respect • Resident Involvement - holistic • Sheltered/Supported /Housing 	<ul style="list-style-type: none"> • Communications • Diversity • Sustainability 	<ul style="list-style-type: none"> • Housing Management Policy • Achieving excellence - ACE • Community Investment
Internal representation	Customer First Committee	Resident Involvement Working Group	Various other
External representation	National Tenant Voice	TAROE	Various other

To carry out the themed roles the members have 'job descriptions' which define the role and gives leads on who staff contacts are, sources of information including trade press and websites, and where to find support. All of the NRG are 'tenant' members of the Chartered Institute of Housing and can access policy from their website as well as receiving Inside Housing. Members attend such meetings as the Customer First Committee, Resident Involvement Working Group, ACE Scrutiny Panel and VFM, Diversity Network, ASB group, Voids, Maintenance groups, and a number of others.

The objectives of the NRG:

The group annually reviews its objectives which are set out in their terms of reference; the last time was in October 2009. These are then used to guide the group over the coming year, they are:

- Work in partnership with MHP and all its member organisations and be the voice of customers;
- Have membership on and work with MHP's Customer First Committee;
- Have links with involvement structures within each member organisation and help achieve good working relations between each organisation and its involvement structure;
- Have links with and involve other parts of MHP e.g. Community Investment;
- Ensure that each customer has equal opportunity to get involved in shaping policies, procedures and strategy, as well as the decisions taken in the day-to-day management of homes and overall strategic decision making process;
- Assist MHP and its staff in the formulation of policies, service delivery, strategies and other appropriate activity;
- Consider reports and recommendations with regard to MHP service provision and respond if appropriate;
- Have a scrutinising role over MHP's involvement activities and structures;

- Reply to consultation from the government and any other relevant bodies;
- Have links to other national residents groups i.e. TAROE and TPAS;
- Take part and get involved in the activities of the 'National Tenants Voice'

All of their agendas and minutes, as well as Terms of reference and key operational documents, are available on their website www.mhp-nrg.org.