

TOWER HAMLETS COMMUNITY HOUSING

RESIDENT CONSULTATION - Policy

1. Statement of Intent

- 1.1 THCH has a significant role to play in Tower Hamlets as a “place shaper” and one way in which this manifests itself is in our role as developers of new build housing, in refurbishing or improving existing stock or in leading, or participating in, major regeneration activity. We acknowledge the impact this work has on residents and on neighbourhoods.
- 1.2 THCH is committed to ensuring that all residents affected by any major building programme are properly consulted and their views taken into account.
- 1.3 THCH will use a range of different methods of consultation to ensure that the widest possible range of views are heard.
- 1.4 THCH will provide feedback to residents on how their views have been taken into account during the course of the development and management of a scheme or project.

2. Guidance

- 2.1 THCH will provide information and commentary on technical, financial, political, administrative and legal and regulatory considerations to allow residents to make informed views and comments during the course of the consultation.
- 2.2 A major building programme for the purposes of this policy is any works project which will have an impact on a significant number of residents living in more than one of THCH's buildings or streets.
- 2.3 THCH will seek the views of Area Residents Boards wherever possible on how resident consultation should be undertaken for a specific project. Their views will be considered and acted upon. The ARB will not have the power of veto but may ask for a report to be presented to the relevant THCH committee before the next stage of consultation takes place.
- 2.4 THCH will use a range of methods to consult with residents. Methods should be chosen to reach the greatest number of views from residents and can include meetings, focus groups, questionnaires and surveys, on-line forums, show flats, face to face interviews and any other mechanism that may be used from time to

time to get resident views. The views obtained will be summarised as far as possible and reported as part of the next stage. Deputations to the relevant THCH Committee will only be permitted with the agreement of the Chair.

- 2.5 During the course of the development of a project a report with officers recommendations which summarises the views of the ARB and responses from residents will be presented to the relevant Committee. This will usually be the THCH Development and Finance Committee for capital-funded projects and Service Delivery Committee for revenue funded projects. The decision of the Committee will be reported to the following Area Residents Board Meeting and to residents by letter or any other means considered more appropriate according to the nature of the scheme.
- 2.6. Consultation media will follow the THCH house-style as set out in the THCH Communications Strategy.
- 2.7 Each THCH Project will have an officer identified as responsible for the project's communications strategy. That officer will lead on the consultation exercise and the provision of feedback to residents.
- 2.8 Any reference to resident in this policy shall mean any tenant or leaseholder occupying THCH residential property. In most cases it will also be appropriate to seek to consult with leaseholders whether resident or not.
- 2.9 This policy is to be implemented alongside the formal consultation process with leaseholders for compliance with s. 20 of the Landlord and Tenant Act 1985 as amended.
- 2.10 This policy is to be reviewed every three years.