



CITYWEST HOMES

CityWest Homes

A Residents' Guide – Setting up a Residents' Association



Information on how you can have more say in the management of your home

يتعلق هذا حول ابداء رأيك عن كيفية إدارة المجمع.

আপনার এস্টেট পরিচালনায় আপনি আরোও বেশী মতামত কিভাবে প্রদান করতে পারেন এটি সে সম্পর্কে

這是關於你如何可以在住屋管理方面能有更多的發言機會

این درباره مشارکت بیشتر شما در نحوه اداره املاکی است که در آن سکونت دارید

Informations sur les possibilités d'exprimer davantage votre opinion sur la gestion de votre propriété

Isto é acerca de como você pode opinar mais sobre a maneira como seu conjunto habitacional é administrado

Ovo vam objašnjava kako da više sudjelujete u upravljanju vašim naseljem

Información sobre como tener más voz y voto en el funcionamiento de su propiedad

یہ آپ کی ہاؤسنگ اسٹیٹ چلانے میں آپ کی زیادہ مزید رائے کس طرح شامل ہو سکتی ہے کے بارے میں ہے۔



QUALITY HOMES IN GREAT COMMUNITIES

on behalf of

City of Westminster

If English is not your first language and you do not have someone who can translate this document, we can arrange to send you a translation.
Please tick the language that you need and write your name and address in the space provided. Then cut out this page and send to the address on the following page.

Si el inglés no es su primera lengua y no tiene a nadie que le pueda traducir este documento, podemos enviarle una traducción.
Por favor marque la casilla del idioma en que lo necesita y escriba su nombre y dirección en el espacio de abajo. Recortela y mándela a la dirección que aparece al final de la página.

Spanish

Si l'anglais n'est pas votre langue maternelle et que personne ne peut vous aider à traduire ceci, nous pouvons vous en faire parvenir une traduction.
Veuillez cocher la langue dont vous avez besoin et écrivez votre nom et votre adresse dans l'espace ci-dessous. Découpez ensuite cette page et envoyez-la à l'adresse indiquée au bas de la page.

French

Se o inglês não for o seu idioma principal e não tiver ninguém que possa traduzir este documento, nós podemos enviar-lhe uma tradução.
Assinale o idioma que precisa e escreva o seu nome e morada no espaço seguinte. Depois separe está página e envie para a morada ao fim desta página.

Portuguese

Ako engleski nije vaš prvi jezik i nemate nekoga ko ce vam prevesti ovaj dokumenat, mi možemo urediti da vam se pošalje prevodilac.
Molimo vas štiklirajte koji vam je jezik potreban i napišite svoje ime i adresu u dolje obezbedeni prostor. Zatim odrežite ovu stranicu i pošaljite je na adresu navedena na kraj ove stranice.

Serbo Croat

如果英文不是你的母語，並且你也沒有人能夠為你翻譯此份文件，我們可以安排寄給你一份翻譯文本。
請在下面的空白處劃出你所需要的語言，並寫上你的姓名、住址，然後剪下此頁，寄回在本頁最後列出的地址。

Chinese

যদি ইংরেজী আপনার প্রথম ভাষা না হয় এবং এই ডকুমেন্ট অনুবাদ করে দেয়ার মতো আপনার কেউ না থাকে, তাহলে আমরা আপনাকে এর অনুবাদ পাঠিয়ে দিতে পারি।
যে ভাষায় আপনার অনুবাদের প্রয়োজন অনুগ্রহ করে তাতে টিক চিহ্ন দিন এবং নীচের খালি জায়গায় আপনার নাম ও ঠিকানা লিখুন।
এর পর তা আলাদা করে পৃষ্ঠার শেষ দিকে উল্লেখিত ঠিকানায় এটি পাঠিয়ে দিন।

Bengali

إذا لم تكن الإنجليزية لغتك الأولى وليس لديك من يترجم لك هذه الوثيقة، فإنه بإمكاننا أن نتدبر إرسال نسخة مترجمة اليك.
الرجاء أن تضع علامة على اللغة التي تلمزمك و اكتب اسمك وعنوانك في الفسحة أدناه.
ثم قص هذه الصفحة وارسلها الى العنوان المدرج في نهاية الصفحة.

Arabic

اگر انگلیسی زبان اصلی شما نیست و فرد دیگری را نیز ندارید که این سند را برایتان ترجمه کند، میتوانیم ترجمه آنرا برایتان ارسال کنیم.
خود در فضای تعبیه شده زیر درج کنید لطفاً نام زبانی را که بدان احتیاج دارید علامت زده و نام و نشانی
بسپس این صفحه را بریده و به نشانی مندرج در انتهای صفحه ارسال دارید.

Farsi

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور ایسا کوئی دوست ارشتہ دار نہیں ہے جو کہ آپ کے لئے اس دستاویز کا ترجمہ کر سکے، ہم اس کا ترجمہ آپ کو بھیجنے کا انتظام کر سکتے ہیں۔
برائے مہربانی جو زبان آپ کو درکار ہے اُس کے سامنے ٹک (صحیح) کا نشان لگائیں اور نیچے دی گئی جگہ میں اپنا نام اور پتہ لکھیں۔ اس کے بعد اس صفحہ کو الگ کریں اور اس صفحہ کے آخر میں دیئے ہوئے پتہ پر اسے واپس بھیج دیں۔

Urdu

Name

Address

Telephone

Resident Relations Team, CityWest Homes
21 Grosvenor Place, London SW1X 7EA

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An introduction to CityWest Homes

CityWest Homes was established on the 1st April 2002 as an Arms Length Management Organisation (ALMO) and is a private, not-for-profit company. The Company is owned by Westminster City Council and is responsible for providing all landlord services to the Council's 21,500 tenants and lessees.

For more information on CityWest Homes, please contact the Resident Relations Team on 0800 731 3246, text 07781 472821 or e-mail residentrelations@cwh.org.uk

What is a Residents' Association?

A Residents' Association is formed by a group of people living on an estate or in a block, who come together as an organisation to represent their mutual interests. This gives them a better say in how things are run and means they can work with CityWest Homes and Westminster Council to find solutions to problems affecting their area.

As a Residents' Association it is easier to campaign for environmental improvements, repairs, building works, play facilities, security, social and welfare activities or management and maintenance charges (for leaseholders).

Why have a Residents' Association?

Forming a Residents' Association can bring many advantages for you and your neighbours. Above all, it provides residents with a way to make their views known to CityWest Homes and other organisations and gives them a say in how their estate or block is managed.

In addition:

- Residents' Associations can provide local expertise about managing an estate and can readily identify problems, which may not be obvious to the Estate Director.
- If there is a major issue of concern to the whole community, the association can lobby for change.
- They can provide information to residents about local issues, and social and welfare authorities.
- Residents' Associations can help develop a good community spirit as neighbours get to know each other better. This improves the chances of tackling vandalism, harassment and unsociable behaviour.

Consulting Residents - what do you think?

CityWest Homes is committed to ensuring every resident is given the opportunity to express his or her views or concerns about the way we deliver our housing service.

We have worked with residents to establish a comprehensive consultation structure that provides a 'bottom up' approach in getting residents to participate in prioritising and monitoring service delivery.

Our statutory consultation structure starts by providing funding to all recognised Residents Associations. All residents are encouraged to join their local Residents Association, which in turn sends a delegate/s to a quarterly area meeting with the local estate office – this meeting is called the **Residents Panel**.

Each Residents Panel elects a delegate to go forward onto a city-wide consultation group, which is called the **Housing Panel**. The Housing Panel provides a forum for residents to get involved in determining housing policy, and the CityWest Homes Board and the Council's Cabinet consider its views.

Another opportunity for all residents to have their 'say' is through individual focus groups. Focus Groups have previously been established to deal with major works schemes or when delivering best value. In the future we will be establishing more of these forums to deal with specific issues. If you would like more information on Focus Groups please log on to www.cwh.org.uk.

Clearly, it is an advantage for all residents to be represented by Residents' Associations.

Does your Estate or Block have an Association?

At present there are over 50 active Residents' Associations on Westminster's Estates. Altogether they represent about two thirds of our residents and we are keen to establish more associations across the City.

To find out if your estate or block has a Residents' Association, contact your Village Manager or the Resident Relations Team using our freephone number: 0800 731 3246. Alternatively this information can be found on <http://www.cwh.org.uk/main.asp?page=334>

The team has a full list of Residents' Associations run by Westminster tenants and leaseholders. The Resident Relations Team, or your Village Manager, can put you in touch with the Chairman or Secretary or arrange for an application form to be sent to you.

Getting started

When setting up a Residents' Association, there are a few points you should keep in mind:

- find out the level of support for a Residents' Association among your neighbours
- set realistic targets for your group which you are confident you can achieve, do not take on more than you can handle
- try to get as many people involved as possible, both in making decisions and in taking on various tasks and responsibilities

- keep everyone well informed about what is happening - find a way of keeping in regular contact with people
- have a positive approach.

Getting advice

Our Resident Relations Team can be contacted on free-phone 0800 731 3246. They will be able to provide you with impartial advice and information on all aspects of setting up and running a Residents' Association. It is also a good idea to talk to your Village Manager, who will be able to give you some useful contacts and advice about meeting places, training and administrative support.

Other people worth contacting include:

- Residents' Associations in your area
- Tenant/Housing Panel assistant, Janet O'Mahony c/o the resident relations team at CityWest Homes, 21 Grosvenor Place, London SW1X 7EA.

Independent advice agencies - such as:

- The Residential Property Tribunal Service on 020 7446 7700
- Financial Services Authority on 020 7066 1000
- Tenant Participation Advisory Service on 0161 745 7903.

Talk to your neighbours

The first thing to do is talk to other people in the area about setting up a Residents' Association. You need to find out how much support there is for the idea and how many people would be willing to help out. This will also give you a good idea about the issues that people feel are important.

You should talk to as many people as you can to get a broad range of opinions. You could call round door-to-door or simply speak to people when you meet them.

There are bound to be people who say they cannot spare the time or are not interested, however the more people involved the easier it will be when sharing duties.

Getting Established

The first meeting

If there is support for the idea, it is time to call a meeting about setting up a Residents' Association. At this stage, you will probably just want to involve the people who seem most

interested. The purpose of the meeting will be to decide the main issues and how to organise yourselves.

Getting Together

If you need to find a venue for the meeting, your Village Manager may be able to help you. The Resident Relations Team can also assist you financially if you need to hire a hall or a room. Hall hire is promoted on the website at the following address:

<http://www.cwh.org.uk/main.asp?page=309>

Make your adverts for the meeting short and to the point. You only need to give the time and place; too much information could put people off. We can help you produce adverts and leaflets to hand out.

The meeting itself can be quite informal, to allow residents to get to know each other. At the same time, it is important to remember the purpose of the meeting and keep to the point. If you discuss ideas and make decisions people will feel the meeting has been worthwhile and that something has been achieved.

It is important that someone takes notes of the meeting, noting the decisions that have been made and who have agreed to do what. It is also a good idea to write out an attendance sheet with the names, addresses and phone numbers of all those at the meeting.

Once you have made a definite decision to form a Residents' Association and have some idea about the issues, you can call a public meeting and invite everyone from your estate or block. This way everyone has an opportunity to take part if they wish. At the public meeting you can adopt a constitution and hold a vote to elect a Committee.

An Officer from CityWest Homes and your Village Manager will be happy to attend this meeting so please feel free to invite them along.

You should draw up a written agenda for this meeting, giving details of what is to take place. Adequate time should be allowed for giving information, sharing views and making decisions. The agenda should be distributed in advance to all those invited to the meeting.

Your Constitution

It is usual for a Residents' Association to adopt a constitution, which sets out guidelines on how the association will be run. This covers such matters as membership rules, frequency of meetings and how they will be conducted.

A constitution ensures that all members of the association are regularly consulted and informed about decisions that have been taken on their behalf.

The Association should aim to encourage an even spread of membership across the block/estate from all members of the Community. Constitutions should include a section on equal opportunities and should actively encourage participation from all sections of the

community.

Rather than writing their own constitution from scratch, most Residents' Associations in Westminster have adopted a model constitution, which is available from Resident Relations Team (see contacts below). This is a fairly standard document, which specifies, amongst other things, that membership is open to all residents. Remember - it is possible to tailor the constitution more towards your own requirements.

Your Committee

Once set up, your association will need to elect a committee. The committee will take on the day-to-day management of the association. You should also elect a Chair, Secretary and Treasurer. A brief guide to the responsibilities of the Committee Officers is included at the end of this pack.

The Committee will be elected on a yearly basis at the Annual General Meeting. The committee's role is to ensure the association is run properly and is responsive to residents' needs. Often the committee will act as a liaison with the local estate team and can be effective in raising sensitive issues with the City Council.

Don't be daunted by standing for the committee - it's not as difficult as it seems. We can provide support and training for committee members to help them get the best from the association.

Finance

There are several sources of income for Residents' Associations, such as:

Grants

CityWest Homes offers start up grants to new associations to help them get off the ground. Grants are also offered to established associations to help them with running costs. You can apply for a grant of up to £2000 depending on the number of members in your association. £250 is paid out initially for buying equipment and this will be topped up if a membership of 20% or more is reached within 12 months.

When at least 20% of residents have joined, the amount of grant you can claim will be based on the size of your membership.

For every household registered you can claim £2. When 50% or more households have joined the association you can claim an extra £1 bonus for each additional household registered. For example, in an estate of 200 flats where 150 households are members, CityWest Homes would allow:

£250 basic start-up grant

£300 membership
£50 bonus (over 50% membership)

£600 Total

Where a Residents' Association runs a residents' hall an additional payment of £200 can be made (as long as the total grant does not exceed £2000).

You can use a grant for;

- recreational facilities on estates and environmental improvements
- refurbishing estate halls, which could include painting your meeting room
- purchase and maintenance of office equipment
- running costs, including telephones, electricity, gas and insurance. For example it has enabled Lisson Green Tenants and Residents' Association to set up a Tenants Advice and Support Surgery in their Tenants Hall

Money is also available where associations have arranged for training members in relevant skills. We can pay an additional sum of up to £150 per year.

The course or training session must be agreed in advance with the Resident Relations Team, and you must submit receipts. Alternative means of payment may be made by prior arrangement with the team. Examples of the type of training that can be approved include Meetings Skills, Residents' Participation, Book Keeping, Word Processing, Equal Opportunities, and producing publicity information.

The grant cannot be spent on social events, trips, holidays etc. If you have any queries about spending grant money please contact the Resident Relations Team on freephone 0800 731 3246.

It is possible to carry grant money over for a special project to the following year with special permission from your estate director.

Each Association applies for their grant on an annual basis. The Association is required to submit independently audited accounts, copies of all receipts and a current membership list.

Fundraising

Your Residents' Association will almost certainly have to organise some fundraising events, such as raffles, jumble sales or coffee mornings. This can mean a lot of hard work, but is usually worthwhile, and can be enjoyable. It is also a good way to publicise your association and to increase membership. As a recognised association there is the extra benefit of being able to apply for external funding from organisations such as the National Lottery Board. Fisherton Street and Luxborough Tower Residents' Associations were

successful in obtaining an internet-ready computer from BT, whilst Parson House Residents' Association has received funding from Voluntary Action Westminster to help with the refurbishment of the residents meeting room.

Membership subscriptions

A good source of regular income for your Residents' Association is membership subscriptions. If people pay, even a small amount it shows that they are committed to the association. Also, collecting the money is a good way of keeping in touch with everyone. How much you charge is up to you and your members to decide. Some associations charge £2 a year with discounts for the elderly and others. A few associations have decided not to charge for membership, this decision rests with you.

Effective budgeting

A certain amount of planning is necessary to manage your finances effectively. You need to think about what your Residents' Association will be doing in the coming year and work out in advance how much money will be required. You should not wait until you have run out of money before you apply for a grant or try to raise funds.

We will consider requests from associations for special projects that may involve carrying grant money over to the following year. For example, Crawford Mansions Residents' Association made a request to carry money over to refurbish the communal parts of their building. **PLEASE NOTE** that although you may decide not to apply for a grant in a particular year you will still need to provide audited accounts each year to your estate director.

Help & advice from the Resident Relations Team

In addition to this leaflet, we can also provide useful practical aids such as membership application forms and membership cards.

Help for existing Residents' Associations

Members of the resident relations team and your local estate office are available for advice to existing associations. They are on hand to help with constitutional enquiries, campaigning, translating material and generally boosting membership within the association.

This support can also include giving advice on developing the role of the association particularly where residents are looking at setting up Local Management Agreements, Estate Residents Boards and ultimately a Tenant Management Organisation. (See separate leaflets for more information on these options.)

Responsibilities of the Committee Officers.

The Chairperson:

- ✓ chairs committee meetings
- ✓ ensures standing orders are kept to and decisions are properly made
- ✓ liaise with other committee members and outside bodies.
- ✓ leads discussions at meetings
- ✓ checks draft minutes and agenda

The Secretary:

- ✓ gives notice of meetings
- ✓ produces the agenda
- ✓ minutes the meetings
- ✓ ensures that the meetings are conducted in accordance with the rules
- ✓ reports on action taken between meetings
- ✓ produces the annual report
- ✓ occasional mailings to members.

The Treasurer:

- ✓ keeps records of all financial transactions i.e. income and expenditure
- ✓ produces financial reports for committee, association and funding bodies like the Council
- ✓ maintains control over petty cash funds, signs cheques along with another authorised signatory like the chair.

A sample agenda

1. Apologies (for absence)
2. Minutes of previous meeting (these are formally approved by a vote)
3. Matters arising from previous meetings.
4. Correspondence (details of any written correspondence are read out)
5. Report back (from officers)
6. Substantive agenda (things to be discussed)
7. Resolutions
8. Decisions are taken by a vote
9. Any other business

Useful Contact Numbers

Resident Relations Team

Freephone Number
0800 731 3246

e-mail

residentrelations@cwh.org.uk

text

07781 472821

Fax

020 7245 2338

North Area

Maida Vale
Mozart
North Street properties
Queens Park

Telephone number

020 7245 2900

West Area

Bayswater
Little Venice
Paddington Green
West Street properties
Westbourne Park

Telephone number

020 7245 2900

Central Area

Church Street
Lisson Green
Marylebone
St Johns Wood

Telephone number

020 7245 2922

South Area

Churchill Gardens
Grosvenor and Regency
Lillington and Longmoore
Pimlico
Pimlico Street properties
Soho and Covent Garden

Telephone number

020 7245 2922

Estate Offices

Bayswater	020 7245 2169	Churchill Gardens	020 7245 2101
Church Street	020 7245 2731	Lillington & Longmoore	020 7245 2620
Lisson Green	020 7245 2801	Little Venice	020 7245 2333
Marylebone	020 7245 2710	Maida Vale	020 7245 2201
Mozart	020 7245 2651	Paddington Green	020 7245 2511
Pimlico	020 7245 2800	Queens Park Area	020 7245 2651
Soho & Covent Gdn	020 7245 2560	St Johns Wood	020 7245 2451
Westbourne Park	020 7245 2571	Pimlico St Properties	020 7245 2620

Useful contacts

Department for Communities & Local Government
020 7944 4400

Department of Culture Media & Sport
(Formerly National Heritage)
Trafalgar Place, 2/4 Cockspur Street,
London SW1Y 5DH 020 7211 6200

Joseph Rowntree Charitable Trust
The Garden House, Water End, York
YO3 6LP

Royal Institute of British Architects
(RIBA), 66 Portland Place, London W1.
Tel 020 7580-5533

Communities & Local Government (DCLG)

(Tenant Participation Section), Floor 2 A4 Elland House, Bressenden Place, London SW1. 020 7944 3485. This is the department of government responsible for local government and housing issues.

The Chartered Institute of Housing

Octavia House, Westwood Business Park, Westwood Way Coventry, CV4 8JP. Tel: 0247 685 1700. This is the professional organisation representing people who work in housing. Also awards housing qualifications.

Tenant Participation Advisory Service (TPAS)

Head Office, Brunswick House, Broad Street, Salford M6 5BZ. Tel: 0161-745-7903. TPAS is a partnership between Tenants and Landlords. It offers a consultancy service to tenants' organisations.