

Resident involvement in social housing management

Webpage response sheet

Background

The past half century has seen substantial changes in the way that social housing in London is owned, managed and operated. Tenant management organisations, housing co-operatives and tenant and residents' associations continue to play a role in the governance and management of social housing stock. At the same time, the sector has seen structural changes, with housing associations playing a larger role in delivery and management of stock, and many local authorities have shifted council homes into arm's length management organisations.

Since the fire at Grenfell Tower, questions have been raised about whether social housing residents are adequately involved in decisions which affect their homes. And more recently, the Mayor has signalled his intention to allow residents to make decisions on estate regeneration schemes. These developments have brought resident involvement back into focus, and has prompted the Housing Committee to launch this review into the current extent of resident involvement in social housing across London.

Call for evidence

The London Assembly Housing Committee is seeking to gain a comprehensive overview of the different structures used to involve residents (tenants and leaseholders) in the management of their homes. We are interested in any structure or mechanism which allows residents (or representatives of residents) to raise concerns, influence or make decisions about the day-to-day management of their housing. In general, we are talking about local level involvement, focusing on decisions made at block or estate level, but we recognise that some structures may have wider remits.

We do not seek to assess if you have the right structures in place, rather we want to know the spread and distribution of different involvement mechanisms across the capital. In addition, we are aware that residents' involvement is done in many different ways and through multiple structures, across and within councils, so we have asked for further explanation about the detail of structures.

Questions begin on the next page.

If you would like a word version of this response sheet please email housingcommittee@london.gov.uk.

Please check this box to confirm that you operate in London.

1. Housing stock

What is the name of your organisation:

Where do you operate in London:

Please complete the table of the breakdown by tenure of your housing stock with your latest figures.

Your data	
Total number of homes owned:	
of which social, affordable or intermediate rented homes:	
of which privately rented homes / non-social rented homes:	
How many leaseholder-occupied homes do you manage?	
How many shared-ownership homes do you manage?	

Sources: Desk-based research.

2. Resident involvement structures

We have identified five commonly used structures to involve residents in the management of their homes. Please update this table to reflect how many of these you know are in place in your homes.

	Number across your housing stock	Generally, is involvement estate based (EB), area based (AW) or organisation wide (OW)?	If possible, how many units do they represent/ manage?
Tenant Management Organisations (TMOs)			
Tenant and Resident Associations (TRAs)			
Tenant panel / forum /committee			
Scrutiny panel / committee / group			
Residents on board			
Other involvement structures			

Source: desk-based research.

3. Please describe the different 'other involvement structures' in use in your homes, if any.

4. As a general rule, how are residents involved in each of these structures? And, what role do they have?

We recognise that, whilst these are common structures, the levels of resident involvement within the same structures may differ in practice across the properties, so please specify if this is the case, and describe the generality where possible. Please specify when the body has a formal or legal responsibility towards the housing association or residents, as opposed to an advisory/informative function.

5. Any additional comments or information.

Please use this box for any additional comments about your data or resident involvement in your company. For example, you may wish to comment on which structures are most successful, or attach diagrams to explain the mechanisms for resident involvement.

If you have any questions about filling out this form, please contact Pauline Niesseron on pauline.niesseron@london.gov.uk or 0207 983 4843.

Note that all figures (Qs 1 and 2) submitted to this investigation will form part of the final output of this investigation. We will publish your comments in the free-text boxes (Qs 3 onwards) as attributable to you, unless otherwise clearly stated. All submissions are subject to Freedom of Information requests.