

# **Asset Management Panel**

## **Empowerment Case Study**

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### **What was the issue?**

Procuring a new and longer term repairs and maintenance contract was identified as a priority to help with the gap funding required to meet the Decent Homes Standard. As part of this piece of work a new involvement structure was proposed and agreed at Housing Management Consultative Committee. The aim was to increase the level of tenant involvement in procuring the new contract and monitoring it once it is in place.

### **Who did you engage with?**

The introduction of the Asset Management Panel was discussed at Area Panels and agreed at Housing Management Consultative Committee. Once agreed a letter was written to all tenants and leaseholders explaining about the new Asset Management Panel with an invite to express an interest in becoming a member. We emphasised the desire to engage with residents from hard to reach groups and welcomed expressions of interest from younger tenants and residents from BME groups. This was a different approach as most of our tenant involvement structure is based on an elected tenant representative structure.

### **What did you do?**

Over 300 tenants and leaseholders responded to the invite letter. Four information meetings / sessions were held so that the respondents had the opportunity to receive more information about the panel and commitment involved. Presentations were also given on other tenant involvement opportunities as well as the Citizen's Panel with the hope of involving the residents that would not make it on to the panel. The residents who originally expressed an interest were then asked to confirm that they were still interested in the panel. Each applicant had completed a form that contained personal details and diversity information, which was passed to the corporate research team. The team then randomly selected 12 residents to meet the diversity of the city who were then invited to become panel members.

### **What was the impact?**

A panel of residents was created that met the diversity of the city. The panel includes younger members and residents from BME groups that are under represented in our present tenant participation structure.

### **What barriers, challenges or points of learning did you identify?**

There is a challenge in the relationship between the panel and the elected tenant representative structure and there is a piece of work currently that is considering this. A number of tenant representatives believe that the panel should be elected to and that the 'selection' of the panel was not properly explained at the Area Panels and HMCC.

Contacting residents directly with an invite resulted in a great response and was very successful.