

New

Revision



Housing Directorate

Tenants and Residents Association Procedure

Version 2.0

Directorate: Housing

Procedure Owner: Head of Housing (Customer Engagement)

Teams with responsibilities under this Procedure: Resident Engagement

Date Published: March 2018

Next Review Date: March 2021

Procedure signed off by: Operational Management Team (OMT)

Policy and Compliance Business Partner: Susie Birch, Lead Policy Writer

Regulatory Code and Legislation See Section 4

Publicising the Procedure

This procedure and all associated documents will be publicised on the Resident Engagement Toolkit page.

Any changes in the procedures will be notified to our staff and other applicable stakeholders using a variety of communication tools including:

- Noticeboard item;
- Manager and team briefings; and
- Specialist training for relevant staff

Tenants and Residents Association Procedure

1 Purpose and Scope

- 1.1 This procedure sets out The Hyde Group's process for working with, supporting and monitoring Tenants and Residents Associations (TRAs).
- 1.2 The procedure applies to all recognised tier one and tier two TRAs that include membership of our residents, and should be read in conjunction with the Resident Engagement Policy Statement and associated policy guidance documents and procedures; except in the following areas.
 - **Brent Co-Efficient:** These properties are managed in accordance with the terms of the PFI contract.
 - **Islington PFI:** These properties are managed in accordance with Islington policies.
 - **Hyde PRS Company:** These properties are managed in accordance with Hampton International policies.

2 Key Controls

- 2.1 By publishing this procedure document, the Hyde Group aims to ensure compliance with the operational key controls.
- 2.2 A key control is one that is fundamental to the system of internal control. If the key control was not in place it could expose the business to a range of risks including serious detriment.
- 2.3 All staff and managers are responsible for ensuring compliance with the key controls.

No.	TRA Procedure Key Controls
1.	All TRAs or potential TRAs to be given advice, information and support based on sector practice as outlined Hyde's TRA Toolkit
2.	All TRAs informed of annual grant funding process and criteria for recognition for Tier 1 and Tier 2
3.	Annual criteria checks completed for all grant applications submitted and grants paid to complying TRAs
4.	Section 20 TRA consultation list updated to reflect status and contact details of all TRAs
5.	Review TRA tool kit to ensure up to date advice and compliance
6.	Provide support and advice for any TRA wishing to disband

3 Responsibilities and Officer Key Controls

- 3.1 The responsible officer and their responsibilities under the Tenants and Residents Association Procedure are detailed below:

Responsible Officer	Responsibilities	Key Control	KPI
RE Team member	Provide correct advice	1	n/a

	about TRA set up and management		
RE Team Lead for TRA	Publicise annual grant and recognition criteria	2	annually
RE Team Lead for TRA	Carry out compliance checks and award funding	3	annually
RE Team Lead for TRA	Update Section 20 list	4	As and when needed
RE Gov & Compliance Advisor	Ensure advice and process is compliant	5	annually
RE Team Lead for TRA	Support TRA disbandment	6	As and when

4 Regulatory Code and Legal Framework

4.1 This policy statement and associated policy guidance documents comply with the Housing & Communities Agency's Tenant Empowerment Standard.

5 Definitions Tenant Resident Association Framework

5.1 The Tenant Participation Advisory Service (TPAS), defines a Tenants and Residents Association (TRA) as a group formed by local people who join together to work towards common aims. A group may come together for a range of reasons, for example to tackle environmental problems on an estate or conduct a road-safety campaign. They can become involved in all types of activities from running a community building to organizing activities for young people. We have adopted TPAS's definition of TRAs.

5.2 We will adopt a two tiered approach to recognition of TRAs, with the criteria for recognition outlined below.

5.3 For a group to be formally recognized by us as a Tier 1 TRA they must meet all of the following criteria, this will be checked annually:

- A minimum of 50% of the geographical area/estate highlighted in the constitution of the TRA must be our properties/residents (tenants, leaseholders, freeholders or shared owners). (In exceptional circumstances, we may offer flexibility in regards to the minimum percentage of Hyde properties at our discretion, providing the TRA can demonstrate that its work benefits Hyde residents in the area.)
 - Membership which is open to all residents based in the estate/block/area the association represents.
 - Agree and adhere to a written constitution based on our model, or one approved by the Resident Engagement Team.
 - A diversity and inclusion policy or statement.
 - Plans to hold an annual general meeting and at least one open meeting per annum. The dates, times and venue of the AGM and open meetings must be advertised to everyone living in the area represented by the TRA.
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- Open financial records with annual independently checked accounts. A copy must be forwarded to the Resident Engagement team. We recommend that in order to obtain external financial support, for example grant funding the TRA get their accounts professionally audited.
- An association name and a bank or building society account in that name, unless the TRA opts to receive funding from us via an AllPay card.

5.4 We will recognise all groups as TRAs by writing to the chairs with official acknowledgement. The groups will then have three months from the date of the letter to opt out of being a recognised TRA. To opt out this must be done via a formal letter to the Resident Advocacy Specialist.

5.5 Groups which do not meet any of these criteria will be recognized as a tier 2 TRA by us. Tier two TRAs will not be eligible for funding but will still be consulted with and offered non-financial support by us.

6 Section 20 List

6.1 This is a list of all TRAs recognised and either designated as Tier 1 or Tier 2 which is managed by the Resident Engagement Team.

6.2 The list will be used to consult about any changes to landlord services that come under section 20 legislation [Consultation under Section 20 policy](#).

7 Grants for TRAs

7.1 We will support tier one recognised TRAs by offering them annual financial support if they meet the requirements of Resident Engagement grant funding as outlined above for tier 1 TRAs.

7.2 The maximum grant given annually to TRAs with membership of fewer than 600 properties will be £300. For TRAs that can evidence that their membership consists of 600 properties or more, they will be granted £2 per property for every property over 600 up to a maximum total grant value of £500 per annum, i.e. for a TRA with membership of 650 properties the annual grant will consist of £300 + (£2 x 50) = £400. Annual TRA grant will be capped at £500 for all TRAs with a membership of 700+ properties. This grant may be used for costs such as venue hire and administration including advertising costs and may also be used towards paying for events. Grant spend must be in line with the aims of the TRA's constitution.

7.3 Once received, the TRA will be responsible for keeping transparent accounts and receipts for all funding given to them by us. Spot checks may be carried out from time to time where a TRA will be asked to provide copies of receipts for their TRA grant spend. If a TRA is not able to produce receipts for the funding we given them at this time, they may be liable to pay back the costs not accounted for and will may not receive the full grant in the next year. (Spot checks may also include requests to view AGM minutes and other relevant documents, talking to residents in the area about the TRA's activities. Spot checks will only apply to Tier 1 TRAs who have received funding from the Hyde Group.)

7.4 If the TRA account is in credit of £2,000 or more, they will not be eligible for the annual grant until the funds have been spent. An exemption to this may be granted if the funds have been ring-fenced for a particular project or purpose as per the aims of the TRA as stated in their constitution.

7.5 If a TRA has not spent their entire grant when they submit their completed grant monitoring form (12 months later), the Resident Engagement Team will agree one of the following options with the TRA:

- Return the remaining grant to Hyde
 - Have the remaining amount deducted from their next grant
 - Ring-fence the money for a specific purpose, in line with the aims of the TRA's
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constitution, and cover the spending of this on their next grant monitoring form.

- 7.6 Grant spend can differ from the estimated costs the TRA provides in their grant application form, providing it is spent in line with the aims of the TRA's constitution.
- 7.7 We will also support the TRA to obtain external funding from other sources for events and projects. However it will be the responsibility of the TRA to meet any criteria for funding they receive and in the case of money earned from events and activities, comply with all legal accounting and tax requirements.
- 7.8 It is the responsibility of the TRA to ensure accounts and funding are used legally. If we believe the TRA to be using funds or their account unlawfully, we will report this to the local authorities and the police.
- 7.9 If grant funding is to be used for community events, the guidance for events planning and running, which is on our website, should be followed and the TRA is responsible for ensuring legal requirements are met i.e. public liability insurance and food hygiene certification.

8 Associated Policy Guidance Documents and Procedures

Policy Guidance Documents and Procedures
Consultation under Section 20 policy.

9 Glossary

Registered Provider	Any member of the Hyde Group which is registered by the Homes and Communities Agency (HCA).
Tenant Resident Association	A group formed by local people who join together to work towards common aims.
Tier 1 TRA	Resident Groups which fully meet the criteria for formal Hyde recognition as a TRA. This includes eligibility for financial support.
Tier 2 TRA	Resident groups which do not meet all the criteria for Tier 1 but wish to function as a group can be recognised as Tier 2. These TRA's are not eligible for financial support by us.

Version History

Version no.	2.0	Effective date:	March 2018
Full/partial review/new policy		Partial review.	
Brief summary of changes		<p>5.3: Exception clause to % of Hyde properties and requirement for bank/building society account added.</p> <p>5.4: Head of Resident Engagement replaced by Resident Advocacy Specialist.</p> <p>7.2: Maximum % to grant that can be spent on events removed and requirement that spend must be in line with aims set out in TRA's constitution added.</p> <p>7.3: Spot checks added in.</p> <p>7.5: Guidance added regarding what happens if full grant not spent.</p> <p>7.6: Addition that spending of grant can differ from estimated costs as long as still in line with aims f constitution.</p>	
Staff consultation:(teams):		Resident Engagement	
Signed-off by:		Operational Management Team	
Date Published:		March 2018	
Procedure Author:		Becky Edwards	
Policy and Compliance Business Partner:		Susie Birch	
Procedure Owner:		Head of Housing (Customer Engagement)	