

**RECOGNITION CRITERIA FOR TENANTS  
ACTION/STEERING GROUPS  
LEVEL 3**

In achieving Best Value in housing, the council must be accountable to both its tenants and its funding body – central Government. To discharge its duty effectively to both, the council must ensure that any resident association/group to which it grants recognition, funding and other support fulfils certain basic criteria. The criteria are based on best practice in Tenant Participation and form part of the Core standard “Standards for Tenant Groups” in the London Borough of Enfield Borough-Wide Tenant Participation Compact. The council has a responsibility to ensure that a recognised group is acceptable to an agreed percentage of tenants in the area it claims to represent and that it is truly representative and democratically run.

These recognition criteria specifically apply to resident groups on mixed-tenure estates across the London Borough of Enfield that wish to get involved at Levels 1 and 2 decision-making in services provided by the housing group.

**Council’s responsibilities to tenants action/steering groups  
working towards levels 1 and 2 recognition**

All groups seeking recognition by the London Borough of Enfield can expect the following resources through the Tenant Involvement Unit:

- a dedicated Tenant Involvement Officer to provide advice, information and support
- advice and assistance to hold public meetings
- booking and payment of meeting rooms and halls
- training and information for tenant representatives
- an annual grant
- items of stationery to help administer their organisations (annual stationary pack)
- travel to and from all relevant events
- carer costs for representatives to attend all relevant events
- printing costs of newsletters and other promotional literature
- assistance with word processing and photocopying
- access to Resource Centres at 4 local libraries

The above is not an exhaustive list; individual groups can negotiate levels of support best suited to their needs and local circumstances. Action/steering groups can also:

- participate in some of the consultative arrangements set up by Enfield Housing Services
- request and expect officer attendance from the Housing Group at their meetings provided an agenda and adequate notice is given
- Expect feedback from officers on agenda items taken away for action within agreed time-scales.

### **Enfield's criteria for the recognition of action/steering groups**

The recognition criteria serve a dual purpose. They set out the relationship, rights and responsibilities of both parties – the council and action/steering groups. In Enfield, the criteria serve as a binding agreement between the two parties and each must conform to them and take responsibility for its part in them. In so doing, each party will be accountable to the other.

The primary focus of this partnership is on housing and estate management issues. However, action/steering groups can and will be encouraged to extend their involvement to other broader local issues of interest and concern according to their local circumstances, and work towards becoming a formally recognised tenants association.

To qualify for recognition by the council at level 2, a action/steering group must comply with the following criteria:

- clearly define the area which the action/steering group will represent
- states the action/steering groups aims and objectives
- works towards forming a clear equal opportunities statement or policy
- states the minimum number of general meetings it will hold each year
- states the minimum number of committee meetings it will hold each year
- makes provision to account for all its financial transactions

Furthermore, mechanisms have been put in place to ensure action/steering groups can demonstrate the following:

- 1) They are working towards becoming a fully constituted tenants association meeting either level 1 or level 2 criteria.
- 2) Groups unable to form a fully constituted tenants association will still be recognised by the council if they can produce evidence of their work towards achieving this.
- 3) They are operating as completely non-political organisations.
- 4) Copies of annual accounts (relating to the grant funding from the council), attendance lists of meetings are sent annually to the Tenant Involvement Unit .
- 5) Committee meetings are being regularly held and agendas and attendance lists of meetings are sent to the Tenant Involvement Unit .
- 6) Minutes of those meetings attended by officers of the Housing Group are sent to the Tenant Involvement Unit .
- 7) Minutes of all meetings are sent to all members and are accessible to any member of the group who wishes to see them.
- 8) They are acting in accordance with their equal opportunity statement or policy and are making every effort to involve and represent all sections of their community.
- 9) Residents living within the defined area are regularly informed and consulted through newsletters, informal/formal meetings, and other relevant means. Copies of any papers to be made available to the Tenant Involvement Unit.
- 10) Representatives are reporting the residents views and needs to Enfield Housing Services through regular meetings, estate inspections, and other relevant means

action/steering groups operating at level 3 will be required to register with the Tenant Involvement Unit and apply for recognition in April of each year. A certificate of recognition will be awarded to all groups that meet the criteria at this level.

**The Tenant Involvement Unit will provide support and assistance to all new and existing tenants associations, to enable them to comply with the criteria.**