

**Background and what we did...**

A group of tenants worked with support from TPAS (the Tenant Participation Advisory Service) to put this plan together. We looked at the Westlea Business Plan and agreed this project to create a tenants' version. We held several workshops with large groups of tenants in different towns and produced a summary of what they wanted from Westlea.

**What is a business plan?**

Westlea says its business plan "tells all interested parties what we are, what is important to us, and what we plan to do over the next five years". This tenants' plan focuses on the year ahead and sets out what Westlea says it will do about the things that the tenants in the workshops picked out as important.

**Why money matters...**

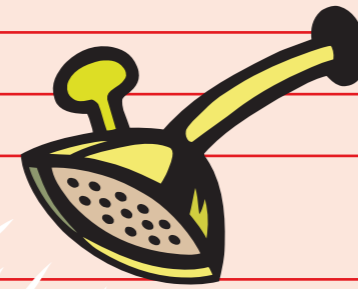
We also interviewed managers at Westlea to find out what money has been put aside for various projects in the coming year. We linked these spending plans with the issues picked out as important in our Tenants' Business Plan. Finally, we produced a presentation for tenants and staff about the project to introduce this tenants' plan.

*We discovered what tenants want*

**HOUSING**

Buildings / improvements  
Bathrooms and extensions

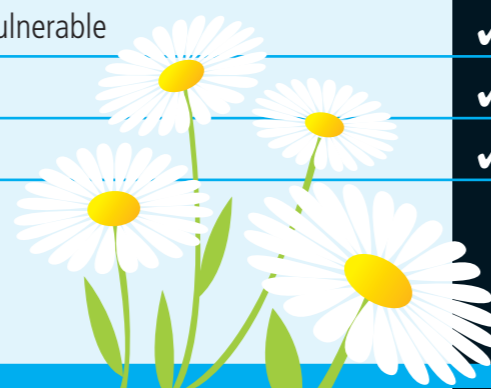
Bathroom refurbishment  
Showers  
Improve heating  
Second WC / extensions  
More 2-bed and 4-bed houses



**SERVICES FOR THE DISABLED, ELDERLY AND VULNERABLE**

Including repairs, planned maintenance, gardens and grounds

Extra help with gardening and repairs for the vulnerable  
Improve transport  
Keep people healthy



**COMMUNICATION AND INVOLVEMENT**

Genuine communication and involvement with all tenants including young and old (before things happen!)  
We want to know result of information we give and how it is used  
Offer employment and training to Westlea tenants



**MANAGEMENT OF WESTLEA**

Including control of costs

Effective action on neighbour problems and anti-social behaviour  
Reduce and stabilise rents  
Control costs  
All staff to treat tenants as equals

*In Westlea's Business Plan?*

*How Westlea will do this*

✓ To be included as part of Planned Maintenance Programme from April 2006  
✓ Ongoing programme for shower installation in all homes by 2011  
✓ Westlea has a policy that all homes will meet the government's national heating standard by 2010  
? Second WCs – no plans at present  
? Extensions on individual basis – better value for money to build new homes  
✓ Westlea plan to deliver at least 500 new homes for people in housing need

✓ Westlea expanding these services  
✓ Westlea will work with local partners to improve transport  
✓ Westlea will work with local partners to improve health facilities



✓ Westlea will fully review how it communicates with and feeds back information to all its residents  
✓ As above  
✓ Westlea will work in partnership to offer training and employment opportunities in our communities

✓ Westlea reviewing with tenants how it tackles neighbour problems and is supporting community projects  
✓ Westlea have to comply with government policy on rents  
✓ Westlea will do its best to control costs and ensure value for money  
✓ Westlea will continue to train all its staff in customer care

*How the money goes round*

Pilot scheme in progress. Works included in £2.9m budget for entire Planned Maintenance Programme 2006/07  
Included as part of above. Pilot scheme starting on empty properties  
Westlea have budgeted: £430,000 for major heating works and £225,000 for energy conservation in 2006/07  
Plan to build 100 new homes at a cost of £7.1m

Extra £20,000 available for these services 2006/07  
No budgetary implications – reliant on partners  
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Westlea has Tenant Involvement budget of £238,000 for 2006/07  
As above  
No budgetary implications

Estate management of £603,000 (includes dealing with neighbour problems) and a Community Regeneration budget of £350,000

Staff training budget of £60,000 in 2006/07



**Making sure the promises are kept...**

We think this plan is important because it sets out what tenants have said they would like to see Westlea do. But what will matter most is us finding out whether Westlea has done what it says it will do by March 2007. The tenants who put together next year's Tenants' Business Plan will use the points listed below to check this!

*Checking this happens by March 2007*

We will ask or find out how many bathrooms have been improved (apart from empty properties in pilot scheme)

We will know how many showers have been installed (apart from empty properties in pilot scheme)

We will be able to see the number of homes where improvements to heating have been carried out

We will see how many new 2-bed and 4-bed homes have been built or acquired for rent only

How many of each have taken place out of Westlea's extra £20,000 budget

We will be able to look for tenants' satisfaction and partners' figures

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We will be able to look at tenant involvement and see how many tenants have been involved and see if new tenants are 'coming on board'. We need feedback from tenants and Westlea

We will be able to see how many tenants have benefited from employment and training opportunities offered by Westlea

We will be able to see the amount of neighbourhood issues that have been resolved – apart from any antisocial behaviour orders – and we will also be able to see how satisfied tenants are with the service they have received. We will be able to see how many community projects have commenced

We will be able to see if Westlea complies with government figures

We will be able to see how many extra projects have been able to take place from savings made over the year

We will be able to see the figures relating to staff training and tenant satisfaction

**We need YOUR help to write next year's Tenants' Business Plan – could you improve on this?**

**Can we consult you about what goes in to next year's plan? Please let us know!**

And did you know there are other ways YOU can make a difference:

Take part in...

- Surveys – written/text/phone
- Focus groups.

Come along and join...

- Area groups
- Service user groups
- Disabled persons' forum
- Older persons' forum
- Youth forum
- District Forum.

Contact Westlea on **01249 466163** to find out more!

Or find out about becoming a tenant board member.

Westlea has produced various documents that provide additional detailed information on the things talked about in this Tenants' Business Plan. These are:

- Westlea Involvement Guidelines
- Involvement and Consultation Policy
- Community Development Strategy
- Asset Management Strategy
- Affordable Warmth Strategy

- Development Strategy
- Anti-social Behaviour Policy
- Equality and Diversity Strategy
- Older Persons Housing and Support Services Strategy
- Rent Arrears Policy
- Value For Money Strategy.

If you would like a copy of any of these please contact Natasha Burke on 01249 466148.

If you would like to have any part of this document explained or translated, or in a different format such as in larger print or on audio tape, please contact Westlea on 01249 465465 to discuss your needs.



**Tenants' Business Plan 2006–2007**



**Great landlord**

**Great partner**

**Great employer**

**A winning partnership**

**YES, BUT WHAT IS WESTLEA REALLY ALL ABOUT?**

**What every tenant should know**

Westlea has a business plan but this is written with other business people in mind and let's just say it's not that exciting! Many tenants who have seen this plan have said "Yes, but what does it mean?" Tenants have now been involved with Westlea in making sure this plan delivers what tenants want and is easy to read.

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