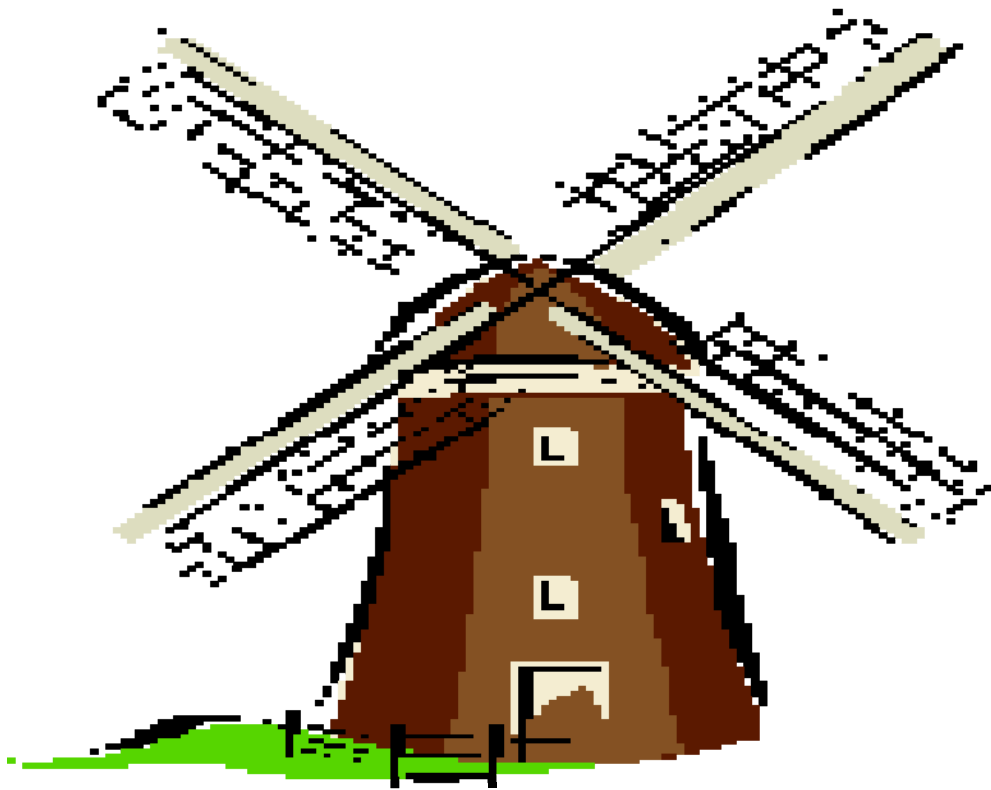


Blenheim Gardens Residents Management Organisation

'TO BUILD A GREENER, SAFER AND PROSPEROUS FUTURE
WITH THE COMMUNITY WE SERVE'



RESIDENT BOARD MEMBER RECRUITMENT PACK

Complied under the RMO's 'UNITY' Plan

Blenheim Gardens RMO



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This Governance information and recruitment pack has been compiled under the RMO's Unity Plan and outlines the Mission, Vision and Values of the Blenheim Gardens RMO. The aim of this pack is to introduce Residents who have expressed an interest in becoming involved in the Governance process of the RMO. This pack will explain the processes involved in becoming a board member, our membership policy, as well as the roles and responsibility of the board and the individual members.

We hope you find this pack useful.

A Message from the Chair

Dear Resident,

As we begin another year I look back and reflect on the events of the past few years. I remember when the Blenheim Gardens Residents Association, were about to embark on creating the Residents Management Organisation (RMO). A couple of tenants housing consultants came knocking on my door, and explained how easy it was to become involved in the organisation, that no training was required, and it would look good on my C.V. being part of the board. So I purchased my 10 pence share, collected my share certificate and completed a nomination form in 2000. Why you may ask?... I simply felt that I could make a difference, improve the environment where my family and I live, and do a better job than the Council where offering to do.

In 2001, we went live as an RMO. In 2003 we obtained the best TMO in Lambeth shield. In 2005 we became the first TMO in Lambeth to obtain the prestigious Investors In People (IIP) award and in 2006 we were the first RMO to offer our residents a web based service in the borough. I was nominated and accepted as the Chairperson of Blenheim Gardens RMO in February 2006, and it has been a steep learning curve for me - both personally and professionally. My fellow board members have made my transition from Secretary to Chairperson easier, and, along with many other parties, have played an integral role in our successes.

The Governance Board are not resting on our laurels, there is so much more we need to achieve in order for the BGRMO to achieve our aspiration of becoming the best resident led housing management organisation **IN Lambeth**. The Governance Board cannot operate in a vacuum, we need fresh faces, new ideas and your input. You can make a difference too. This is why we have developed a communications strategy entitled the “**UNITY Plan**” to help focus our efforts in getting ALL residents **involved in taking ownership of the Management Services provided and the Environment we all live in.**

To be somewhat blunt, I am tired of the usual faces at Board meetings, with the same ideas being circulated. I do not like residents thinking they cannot make a difference, or that they are not intelligent enough to participate in the Governance process of the RMO. In the beginning, I had no formal housing management or board member training. I also do not hold a degree. What I do have is a voice and an idea of the kind of services and estate I would like my family to receive and to grow up on. I believe that simply because Blenheim Gardens is a council estate, we should not settle for poor and inefficient Housing Management services, nor should we accept behaviour that impedes on our quality of our life and which has a negative impact on the environment we live in. This is why your involvement is important in ensuring you receive the housing services the way you want to receive them and that they are reflective of our priorities and need. **Without your input, you will never know the difference you could have made.**

I sincerely thank those residents who have already taken the time to share their ideas and aspirations for the estate with us. Your input has proved invaluable at a time when we are gearing towards obtaining two stars from the Audit Commission in order to obtain additional Government funding for improvements to our homes and estate. Our aim is to create a welcoming and inviting environment for all residents, this requires participation, loyalty, the willingness to take responsibility and the energy and determination to succeed. In the coming months we will demonstrate all this and work towards constantly improving performance, ensuring that we give our best at all times and to ultimately achieve Excellence in Housing Service provisions.

Now is the time to be part of the team, to play your part in improving your home and our community.

We will be happy to welcome you on board.

Kindest Regards

Angela Bartley

Chair of the BGRMO

3.0 Setting the Scene: Our Mission Statement, Vision and Values

Our Mission Statement.....

'TO BUILD A GREENER, SAFER AND PROSPEROUS FUTURE WITH
THE COMMUNITY WE SERVE'

Why have a mission statement?

A mission statement embodies the **vision and values of an organisation** and ensures that everyone knows what they are aiming for. It is important that the all internal (staff) and external (our customers) stakeholders of the organisation identify with and **'own'** the mission. If they do not, the mission is unlikely to be achieved, particularly if you are offering services (which depends on the commitment of all). A Mission Statement should also be able to fit the mission to the idea of what the organisation is about.

Our Vision BGRMO is committed to working for the Residents of Blenheim Gardens Estate in order to improve and build a better quality of life for all.

- Providing the best housing service possible for all our residents
- Ensuring we continue to communicate, consult and involve all members of our community in our decision making.
- Working to increase the level of resident involvement
- Improving our housing stock and environment for all residents
- Working Transparently
- Eliminating community and financial exclusion
- Working in partnership with other community groups to improve the area immediately surrounding Blenheim Gardens Estate
- Undertaking projects and initiatives that will benefit our community.
- Working towards securing greater independence for the RMO from Lambeth Council
- Endeavoring to build a sustainable and cohesive community.

How we will achieve Our Vision

We will achieve our vision by:

- Finding out about our communities to ensure that the strategic and service delivery is reflective of the identified needs and aspirations
- Demonstrating our commitment to engaging with the community we serve by developing resident participation structures that provide and promotes wider community involvement
- Making connections that show how residents are able to not only shape decisions, but are also equal partners in the process
- Tailoring communication channels to meet the needs of our community

Our Values

The following Values encompasses the core values of the RMO developed in order to reflect our commitment to resident participation and to provide value for money services:-

- We will at all times endeavour to put our residents first
- We will provide services reflective of local need and priorities
- We respect our community and care about people
- We celebrate the diversity of our community and will strive to ensure we represent and serve all residents in a fair and equitable manner
- The contribution of our residents is central to all that we do
- We believe in Resident Participation and in Community Empowerment and encourage our resident's to have the confidence and imagination to create solutions. We value our resident's opinions.
- We believe in actively improving the quality of life for all residents
- We will invest in the development of our organisation and its workforce.
- We will establish leadership through effective governance and accountability.

Our Organisation is not for profit but to benefit our residents and their environment. All surpluses generated from effective budgetary management will be ploughed back into estate improvements.

Who are we?

Blenheim Gardens RMO is a Resident Management Organisation (RMO), democratically managed working in partnership with **United Residents Housing** and the **London Borough of Lambeth Council**. The housing services we provide are governed by a Management Agreement between the local authority (Lambeth) and the RMO, which sets out legal and operating procedures that the RMO must follow. Blenheim Gardens RMO was established in June 2001 and provides a generic housing management service to Residents, Leaseholders and Freeholders on the estate. The estate consists of 440 mixture tenure properties. The services we provide include:

- Rent and Repairs Management
- Estate Cleaning and Ground Maintenance
- Property and Tenancy Management
- Allocations Management
- Nuisance Management
- Major work project Management

Blenheim Gardens RMO was awarded RMO of the year in 2003 and received 'Investors In People' status in 2005. We are a partner organisation of United Resident's Housing - Lambeth's first Tenant led Arms Length Management Organisation (TALMO) set up to achieve the Decent Home Standards by 2010/11.

Our community at a glance as at 31st January 2006

Household composition by Age:	Community Profile-Ethnicity:
14% are under 16 years of age 31% are between 16-24 years of age 9% are between 25-44 years of age 29% are between 45-65 years of age 17% are over 65 years of age	49.8 % of Residents are from Black or Ethnic minority groups 11.1 % of Residents have no race recorded on there household details. 39.1 % of Residents are white or white other
Resident composition:	Tenure Composition:
We have a total of 448 Residents (including joint) We have 38 Residents with 1 child We have 43 Residents with more than 1 child	302 Council residents 41 Leaseholders 34 Freeholders (with a service charge attached to the sale of the property) 63 Freeholders (without a service charge attached to the sale of the property)

What is so special about RMO's and it's Governance?

RMO Governance is special since it puts residents in control of the services they receive. Who better knows what services they want and how they should be provided than Residents who are receiving the services? Blenheim Gardens RMO manages 440 homes on behalf of the Lambeth council and not only do we provide the services to a higher standard and our resident experience more service satisfaction, but the services we provide are more cost effective and prove better value for money.

With the development of United Residents Housing, with three our partner RMO's, we will not only see greater independence from the Local Authority, but we will also be given more finances from central Government to bring our homes and environment up to a 'decent' standard by 2010/11

The RMO ethos rooted in the history of resident involvement places great emphasis on the leading role of resident participation. We recognize that there are a large number of Residents on the Blenheim Gardens Estate with the potential to get involved and add value to the decision making process. The challenge of the Unity Plan is to ensure we not only communicate and consult with all residents, but to empower them to take an active role as possible in the Governance process.

The Existing Governance Board

The RMO is accountable to a group of elected board members, who decide on how best to manage the services the RMO provides to resident on the estate. We currently have 17 dedicated board members. All of our board members, with the exception of one, are residents on Blenheim Gardens Estate.

Blenheim Gardens RMO has a committed board of 17 Resident's who are council resident's, leaseholder' and freeholder's, who with the exception of one co-opted member (who is an ex resident), live on the estate.

Angela Bartley (Chair)

Maud Simmance (Treasurer)

Janet Hayes (Secretary)

Derek Bailey

Mary Bailey

David Spencer

Joan Osborne

Diana Thompson

Elsie Binder

Greg Furlong

Richard Vinter

Robert Harvey

Anton Manickam

Jenny Moore

Jackie Pereira

Selena Ellis (co-opted member)

Blodwen Outlaw

Susan Alldis (co-opted member)

Why get involved?

Taking part enables residents to have a real influence on the services they want to receive, and discuss any issues that affect the environment that they live in. Residents can ensure that their concerns and priorities are listened too by becoming involved in the estate management's board. By becoming involved in the management of Blenheim Gardens Estate, residents are able to:

Reduce bureaucracy	Develop plans for improvements including a business
Develop localised services which are reflective of local need	plan
Ensure your wishes and priorities are met	Improve community spirit
Influence the spending of budgets'	Empower the community

Blenheim Gardens Estate community is made up of a rich diverse ethnic mix, and as stated before, is not shown in the make up of the board. We want the involvement of all residents despite their ethnicity, cultural background, or disabilities. Working with all estate residents will ensure that the services we wish to provide meets the needs of all, we need effective resident participation in order to achieve our goal, which is to create an excellent housing management service, **THE BEST IN LAMBETH**

To achieve this we want to encourage all residents to get involved in the running of the management of the BGRMO by becoming Stakeholders and Board Members. Board members can be council Residents, Leaseholders and Freeholders on the estate. You do not need any specialist qualification or experience to become a board member, and we particularly welcome residents from ethnic minority groups, since at the present time, residents from these groups are under represented at board level. Any training required by board members is provided **Free of Charge.**

How do I become a board Member?

There are just two simple steps, its that easy

Step One: Entitlement to participating on the board and obtaining voting rights residents of Blenheim Gardens Estate must obtain a share certificate and pay a nominal fee of 10 pence, under the **(Registered under the Industrial and Provident Societies Act 1965 – 1978)** IPS Act.

Step Two: By simply completing a Board nomination form attached to the notice of an AGM (Annual General Meeting) and getting a friend or neighbour on the estate to nominate you by signing the paper and returning the nomination paper to estate office for the attention of the BGRMO Secretary. Alternatively, you may simply turn up at the AGM and put a name forward. If you are a freeholder, who does not pay a service charge, you cannot be elected, but you may still become a co-opted member.

Yes, it is that easy!

What can you expect from us when you become a board member?

Information

- Board members will receive written notice of a board meeting at least 5 days before the meeting is to commence. This information will be accompanied with the minutes and attendance sheet of the previous meetings minutes, the agenda for the coming meeting and the Estate Directors report.
- Copies of all previous minutes, reports and agenda's will be available on request
- All board members will have to opportunity to place an item on the agenda

Environment

- All meetings will confirm with equal opportunity requirements
- All board members will be treated with respect
- Refreshments will be provided at all meetings
- Individual issues will not be discussed during the meeting
- There will be no smoking during the meeting
- Meeting will not last longer than 2 hours
- Meetings will be in a friendly environment with a constructive approach

Support

- We will contribute towards the cost of childcare to a maximum of £30.00
- Provide relevant training to board members to ensure they are adequately trained and to ensure the meetings are held efficiently
- Fund individuals for their attendance at specific training events and or conferences
- Reimburse Board Members for the cost of any expensive incurred in their role

5.0

The Roles' and Responsibilities of the Board

The role of the Board is to ensure the organisation provides the delegated services on the behalf of the council in an equitable, transparent and cost-effective manner. The Board does this by providing a framework of good governance within which the organisation can thrive and grow.

The Board has ultimate responsibility for the governance practice of BGRMO. The Board's central role is to direct the organisation's work - that is to determine strategic direction, deliver the terms of the management agreement, and approve overall expenditure and policies. As part of this role, it will establish and oversee control and risk management arrangements.

Role of the Board/Members

The Board meets once every month at the office of the BGRMO offices, on the first Wednesday in the month. The Board appoints their own officers after the Annual General Meeting that elects members to the Board.

The officers consist of the Chair, the Secretary and The Treasurer. Meetings are chaired by the Chair, in their absence usually by the Vice-Chair or in the absence of both the Chair and Vice Chair, the other 'key' board officers (Secretary and Treasurer). Agendas for each meeting are to be drawn up in advance, and usually consist of standard items (such as minutes of previous meeting, Estate Directors report, and Chairs report). Board members should contact the Chair or the Secretary/Treasurer in advance if they want an item for discussion placed on the agenda

The fundamental role of the Board is to ensure that the RMO is run in accordance with its Rules, Lambeth's policies and procedures (where applicable), and to the best advantage of its members and residents.

The Board should have a strategic overview of the activities of the RMO. It should be aware of where it wants the organisation to be heading, and decisions should be made with this direction in mind. A mission statement has been developed to elucidate more clearly the direction in which the Board wishes the RMO to go, and the kind of service it expects to provide to the residents.

The Board directs the day-to-day activities of its staff in line with its mission statement, through the mechanism of the monthly Board meeting.

Board meetings receive reports about the full range of activities of the RMO. These include reports on the RMO's progress as measured against Lambeth's performance targets (rent collection rate, void turnaround time, repairs satisfaction, etc), on the RMO's financial situation (monthly Financial Sub Committee meetings are also held), the performance of its contractors, staff issues (performance, sickness and absence, etc). It should also consider any proposals made by staff, members of officers, such as proposals to change staff structure or appoint new staff, etc ensuring that the changes offers value for money, and does not breach UK legislation or the BGRMO Management Agreement with either the Council or United residents' Housing.

It is responsible for making decisions on all-important matters affecting the RMO, such as how any surplus should be spent, or deficit dealt with, any change to staff structure, etc. Routine decisions about the management of staff and the day-to-day running of the office and estate should be left to the discretion of the Estate Director (these will generally be contained in the staff job descriptions).

The Board should choose what elements of decision-making should properly be delegated to the Estate Director and what they should retain responsibility.

The Chair can take 'Chair's Action' on any important decisions that must be made urgently in between Board meetings. A record of all such decisions (in the form of an action book dating and noting decisions made) should be kept, and a report made to the following board meeting.

More detailed discussions of particular activities should be reserved for sub-committee or working party meetings set up for such purpose e.g. Finance Sub Committee Meetings

Board members should use board meetings to discuss issues raised, pass on general concerns or queries raised by other residents, and investigate complaints made about staff or about the general running of the estate.

Board meetings are not a place for Board members to raise issues to do with their own repairs, rent accounts or nuisance reports. These should be made in person or in writing to the office during normal working hours. Equally, if any Board member wishes to report a general repair to the estate (such as communal lights being out, bushes needing cutting back, paving stones to be replaced) or raise an incident of nuisance, again these should be made to staff in the office during normal working hours. If incidents have been reported several times without any discernible action being taken, however, these should properly be raised either with the Chair before the meeting or at the meeting itself.

RMO Board Members

All board members should complete a skill and experiences proforma, identify training needs, and attend the following training courses within the first year of becoming a RMO board member;

- Equal Opportunities and Diversity
- Financial Management of an RMO
- Respecting Others in Meetings
- Benchmarking and Measuring Performance

Apologies for not attending the meetings must be sent to the Estate Director or members of the board.

Members should attend at least six monthly board meetings per year, unless a disability or a family/caring commitment restricts you. Board members who do not attend three consecutive meetings will be written to by the chair of the board to confirm their intentions.

Any board members discussing or defaming the members of the board or the organisation is in breach of the BGRMO constitution and can face disciplinary action, which can lead to a formal investigation and possibly dismissal from the BGRMO board.

Role of Chair of RMO

- The Chair is the guardian of the democratic processes of the RMO. It is their responsibility to consider the issues facing the RMO and how they should best be democratically determined. The Chair should consider whether the agreed procedures of the RMO are adequate in protecting the rights of individual members and the concerns of the membership as a whole.
- The Chair shall have all the responsibilities defined in the Rules or in Standing Orders of the RMO, and shall remain responsible for the actions of anyone to whom they may delegate any such responsibilities. The same rules and standing orders shall govern anyone to whom the RMO in committee or General Meeting shall delegate responsibilities of the Chair, while they carry out their duties.
- Chairing meetings. In chairing meetings the Chair (whether the chair of the RMO or any other person elected for the purpose) should ensure that:

- The time for the meetings is one that members could reasonably be expected to attend, and that the place of the meeting is of suitable size, accessible to members, sufficiently comfortable, conducive to effective discussion and involvement of members, and that the place is prepared for the meeting clear notice is given of those items of business on which decisions must be made or on which policy must be formulated those attending know the agenda, and that an appropriate amount of attention is given to each issue, commensurate with its significance,, that the length of the meeting is reasonable each person present has the opportunity to participate in the discussion
- The meeting is conducted in an orderly manner in accordance with the procedures of the RMO.
- Resolutions and amendments are properly put and recorded in the minutes together with decisions taken upon them
- Where there is an equality of votes on a resolution, the chair shall have a second vote, which shall be cast in favour of the status quo.
- The Chair of the RMO shall act as Chair of Board meetings, General Meetings and the Annual General Meeting, but may delegate this responsibility with the agreement of the meeting concerned.
- The Chair shall sign copies of the Minutes of all meetings they have chaired, having given those present the opportunity to correct inaccuracies or omissions.
- The Chair should receive copies of the Minutes of all sub-committees and working parties in order to effectively co ordinate the decision making procedures within the RMO.
- The chair of the RMO should ensure that the voluntary work in managing the affairs of the RMO is spread as effectively as possible amongst the membership, and that training is arranged or other measures taken to enable tasks to be handed on when anyone completes their term of duty.
- The Chair should ensure that responsibilities are shared between members of the Board, and take steps to encourage members of the RMO to serve on the Board.

Relations with other Bodies

- The Chair should act as spokesperson representing the views of the RMO to outside bodies or at public events. Anyone representing the RMO should take steps to ensure that the views expressed on the RMO's behalf represent as closely as possible those held by the Board.
- The Chair is responsible for ensuring that the RMO is effectively represented at meetings of bodies in which it participates.
- The Chair shall be responsible for interpreting the meaning of decisions taken by the RMO as they apply in particular circumstances, having taken appropriate advice. This includes the interpretation of procedures, standing orders, rules or the determination of where responsibility lies between sub-committees, the Board or a general meeting of the RMO. Any issue where the Chair is in doubt as to the true interpretation should be put to the next meeting of the Board or sub-committee responsible. Where this is not practical, a ruling on interpretation may be made by the Chair's Action.
- Where a decision is needed between meetings of the Board or sub-committee responsible, the Chair should follow the following procedure for Chair's Action:

- The Chair shall only take Chair's Action where it would not be in the interest of the membership or adequately protect the rights of an individual member to postpone the decision to the next Board meeting.
- All decisions made by Chair's Action shall be recorded in the Chair's Action Register' and signed by the Chair.
- Any decision made by Chair's Action must comply with the agreed policies and established practices of the RMO.
- A decision shall not be made by Chair's Action if the Chair has any reason to believe that a meeting of the Board would not have made that decision.
- All decisions taken by Chair's Action shall be ratified at the following Board meeting, and the date of the meeting entered in the Chair's Action Register

Role of the Secretary of the RMO

The Secretary co-ordinates the constitutional functions of the RMO, and maintains the RMO's records.

- -The Secretary shall have all those responsibilities defined in the Rules and Standing Orders of the RMO, and shall remain responsible for the actions of anyone to whom they may delegate any such responsibility. Anyone to whom the RMO in Committee, sub-committee or general meeting delegates responsibilities of the Secretary shall be governed by the same rules and standing orders in carrying out their duties.

Records

The Secretary shall maintain the following records:

- Register of members
- Loan stock register (if any stock is issued)
- Policy and Procedures guide
- Record of the names of all officers and of members of the Committee and of sub-committee
- A book of minutes of General Meetings
- An historical record of Minutes of Committee Meetings and sub-committee meetings.

The Secretary shall keep the seal of the RMO to be used under the direction of the Committee. Sealing shall be attested by signatures of the Secretary and two members of the Committee

Specific Responsibilities

The Secretary shall be responsible for:

- Calling General Meetings and all Committee meetings, but shall not be responsible for calling Sub-committee meetings unless this is specified under the terms of reference.
- Taking minutes of General Meetings and of the Committee Meetings but not of sub-committee meetings

- Keeping those records of the RMO listed above up to date, and making them available for inspection by the members and others with an interest in the RMO by arrangement at all reasonable times.

Role of Treasurer of the RMO

- The Treasurer is responsible for the financial records of the RMO and for reporting to the Board and the rest of the RMO and ensuring that they are informed of the state of the RMO's finances.
- The Treasurer shall have all these functions enumerated in the Rules and Standing Orders of the RMO, and shall remain responsible for the actions of anyone to whom they may delegate any such responsibility. Anyone to whom the RMO in Board or subcommittee or General Meeting delegates responsibilities of the Treasurer shall be governed by the same Rules and Standing Orders in carrying out their duties and responsibilities
- Ensuring the staff draft an annual budget for presentation to the Finance subcommittee and all Finance Sub Committee(FSC) meetings should be held in accordance with the FSC Quorum.
- Regular meetings with the Finance Manager to monitor income and expenditure against budget, reporting any significant variations to the finance subcommittee and the Board.
- Attending Board meetings with special responsibility for drawing the Board's attention to the financial implications of proposals and their decisions.
- Ensuring the preparation of the draft accounts and presentation of annual accounts to the Annual General Meeting.
- Meeting with the staff and the RMO's auditor to discuss the general management and recording of the RMO's financial transactions and the quarterly finance reports.
- Researching sensible arrangements for the investment of the RMO's reserves.
- Recommend changes where necessary to finance standing orders in order to maintain adequate systems of financial management and control.

BGRMO exists for the benefit of the residents within the estate. It pledges

“TO BUILD A GREENER, SAFER AND PROSPEROUS FUTURE WITH THE COMMUNITY WE SERVE”

by: -

- Delivering excellent customer service by providing a fair, equal and confidential service to all people and groups of people living on the estate.**
- Ensuring that all residents and staff are free from discrimination and harassment on the grounds of colour, race, nationality, ethnic origin, religious belief, age, gender, sexual orientation or disability.**
- Ensuring that incidences of harassment, nuisance and anti-social behaviour are investigated and dealt with.**
- Managing repairs and other estate services effectively and efficiently.**
- In consultation with residents, we will negotiate the financing and delivery of major improvements and cyclical maintenance projects with our partner organisations.**
- Striving to constantly improve performance in its key tasks, measuring progress and sharing the results with all residents.**
- Encouraging active participation from all residents.**
- Giving all residents a voice at open and general meetings.**
- Keeping residents informed of progress and events via a regularly published newsletter.**
- Managing the relationship with the Local Council and United Resident Housing in the best interest of all tenants.**
- Where necessary, represent tenants individually in dealing with the Local Council and other relevant agencies.**

7.0 Board Member Induction Plan

There are a number of roles and responsibilities involved in becoming a board member so it is essential that the Board is equipped with the necessary tools and support to carry out its role. A board induction and training programme is therefore a key means by which this is achieved and this will be discussed further later. An effective programme will:

- Equip Board members with the skills and knowledge they need to make effective decisions
- Support personal development by enhancing the confidence and inner awareness of individual members
- Support effective decision making to maximise TMO performance.

We recognise that becoming a board member may be for some residents a nervous time, but please do not worry. All new board members will be mentored by a board member 'buddy' and will receive a formal introduction in to their new role. The Induction Plan has been designed to provide new board members with an example of the processes involved.

Action	By Whom	Tick Done
Welcome		
Introduction to other Members of Board	Chair and/or Secretary	
Overview of what the Board does	Chair and/or Secretary	
Scope of TMO role		
The Constitution		
To Residents (TMO Charter)		

To Staff		
To Local Council/URH		
Meetings – when and what is included?		
Making meetings Work		
The Code of Conduct		
Go through		
Confidentiality		
Sign document		
Job Description	Chair and/or Secretary	
Key requirements of role		
Complete training needs analysis		
Board Tasks & Responsibilities	Chair and/or Secretary	
Equal Opportunities and Diversity		
Health and Safety		

Annual and other tasks		
Budgeting		
Key Performance Indicators		
Rolling programme		
When TMO pays / when Lambeth/ URH pays		
Reporting		
TMO Office Induction	Estate Director	
Introductions to the team		
Key Tasks carried out		
Residents' confidentiality		
Policies and Procedures		
Induction Review	Chair and/or Secretary	
Is anything else required, has it been effective?		
Three Month Review inc TNA		

8.0

Board Member Training Plan

The RMO recognises that in order for Board Members to carry out their duties to a satisfactory level, they may need some training. To identify possible training and development needs the board completes a Skills and Experience Audit with all new board members, to ensure they receive the right training for the role they are undertaking within the organisation. All training required and or requested by a board member is provided **FREE OF CHARGE**. An example of our skills and Experience Audit and Training Needs Proforma is below.

Skills and Experience Audit

This information will provide the organisation with the list of your skills and experiences, and help identify training needs.

Name	
Address	
Post Code	
Work	

Post Code	
<p>Please provide details of your skills and experiences e.g. Accounting, Invoicing, Law, Office Administration etc.</p> <p>Additionally, the tasks completed within the above examples and any relevant experience that you feel will help your participating in BGRMO board activities.</p>	
Email Address	
Home Telephone Number	
Work Telephone Number	
Mobile	

Topic	Content and Outcomes	Designed for	Want to do	Priority
Annual Legislative Update	Straightforward guide to all the legislative changes impacting upon TMOs, including a guide to changes in procedures are required.	Staff and Board Members		
Governance & Board Functions	A layman's guide to the Board's responsibilities and job roles including: - Health and Safety, Equal Opportunities, employing staff, managing Board meetings, selecting new Board Members and confidentiality.	All Board Members		

Employing Staff	Linked to a simple guidance document, this event covers: - Recruitment and Selection, Equal Opportunities, Terms and Conditions, Job Descriptions,	Board Members and staff		
Managing Staff	Motivating staff, performance management, appraisal and how to manage training.	Board Members and staff		
Communications and Marketing	Designing and producing effective residents newsletters, residents questionnaires, involving residents and engaging the youth population.	Board Members and staff		
Business Planning	Business planning, finance management and budgeting.	Board Members and staff		
Managing Contractors	Negotiating and contract management.	Board Members and staff		
Anti-social Behaviour	How to manage anti-social behaviour, including what constitutes acceptable behaviour, what the law allows, ongoing strategies and who can help.	Board Members and staff		
Customer Service	How to provide excellent customer service, including: - Dealing with complaints, managing difficult residents, measuring quality.	Board Members and staff		
Housing	General housing administration awareness (Beyond Office Induction).	Board Members		

Our Resident Board Member training program is designed to focus on the individual board member training needs and how their skills and commitment can be developed. There is also a strong focus on collective responsibility of the Governance of the organisation. If you can think of any training or other personal development that would help you in fulfilling your role as a Board Member, please do not hesitate to ask.

<p>Blenheim Gardens RMO BOARD MEMBER NOMINATION PAPER</p>
--

Election of the Board will take place at the Annual General meeting

<p>USE THIS PAPER TO STAND FOR ELECTION</p>
--

I.....

(Full Name)

of

.....

(Full Address)

being a member of Blenheim Gardens RMO, wish to stand for election to the Board, and have been duly nominated as completed below

Signed.....

Date

I (Full Name)

Of.....

(full address)

being a member of Blenheim Gardens RMO, formally nominate the above person to stand for election to the RMO's Board

Signed.....

Date.....

To be valid, this paper must be returned to the RMO's registered office at 24 Prague Place, Blenheim Gardens Estate, SW2, addressed to the Secretary, not less than 3 days before the date of the AGM

The Unity Plan

What is the 'Unity' Plan?

THE WORD 'UNITY' FORMS PART OF THE WORD COMM'UNITY' AND THE FOLLOWING DESCRIBES WHAT WE WANT TO ACHIEVE, WITH YOUR HELP, FOR BLENHEIM GARDEN ESTATE:

U - We need U to help build a cohesive and sustainable community for the Resident's of Blenheim Gardens Estate

N - Become Nationally known as the best Resident-led Housing Management Organisation within Lambeth

I - Integrity: ensure all our policies and procedures are transparent and reflective of the community we serve

T - Teamwork, need we say more?

Y - Yes, together we can do it!

All members of the Blenheim Gardens Estate form part of the 'Unity Plan' since the Governance of the RMO is open to all Residents to serve all residents. The Unity Plan seeks to ensure all residents, especially those who do not normally become involved, have the opportunity and choice to directly influence the decisions that affect their homes and their community.

It is important that we have a clear Communication Strategy in place to ensure that all our stakeholders have access to clear and appropriate information. Stakeholders are all those in the service process (residents, staff, council members, external partners, wider community groups etc). The aim of the UNITY plan is to:

- Positively Promote and Encourage the involvement of all Residents in the planning and delivery of the services provided by the RMO
- Provide effective and accessible information on the range of opportunities available to Residents to become involved either individually or collectively

- Provide the necessary support resources and training to ensure effective involvement of residents who wish to play an active part
- Monitor the effectiveness of the Unity Plan in delivering agreed expectations and priorities
- The Unity plan is a vehicle to drive change

We recognise that not all residents will want to get involved at the same level and the Unity plan reflects the different levels of involvement.

Involvement

Resident Involvement is key to the progress of the RMO since, after all, without the involvement and support of residents the RMO would cease to exist. It is that simple.

By helping more residents become involved in the organisation, the organisation will become more transparent and ensure the services provided are reflective of what matters' most to residents.

How Residents can become involved:

- Writing, telephoning or emailing your ideas and/or concerns to the estate office
- Completing surveys, Questionnaires and service evaluation forms
- Participating in focus groups
- Attending residents meetings
- Becoming a board member or sub committee member
- Participating in Estate Inspections (Quarterly)
- Participating in resident training programmes

Communication

Access to information is a pre requisite for effective involvement. Residents need to know about the services available and the issues affecting the services provision, particularly in relation to the wider housing policies and practices. Often residents do not know what services are available and or how to access them. It is the aim of the Unity Plan to keep residents informed about the services provided and to ensure you have your say in how the services will be provided. The 1985 Housing Act placed a duty on Landlords to provide information and consult with residents regarding the decisions

being taken. We believe however, that on Blenheim Gardens Estate residents should be the driving force for change and the Unity plan provides a basis for this.

How we Communicate to Residents:

- Newsletter (Every quarter)
- Annual Report
- Residents Sub Committees (Finance, Residents Panel etc)
- Web-site
- Estate Office
- Telephone
- Text message
- Resident Notices
- Estate Notice Boards

Consultation

The Unity Plan recognises that communication is a two way process and in addition to ensuring that all residents have access to information, we will make sure that we listen to you and give you every opportunity to give us your views in the decision making process.

The arrangements used for consultation will be vary according to the issue being covered and who is involved. To ensure our consultation process is reflective of the different community we serve, we use a number of means to consult.

How we will consult with Residents:

- Questionnaires
- Service Evaluation Forms
- Feedback (formal and informal)
- Internet
- Focus Groups
- General Meetings
- Annual General Meetings

How we will Measure our Success:

- Increase level of stakeholders in the RMO
- Increase in board member nominations at AGM's
- Increase in responses to consultation
- Improvement recorded in responses following consultation
- Improvement in residents satisfaction

The Unity Plan is seen as a mainstream component of improving policy-making and service delivery on Blenheim Gardens Estate now and in the future.