



Tai Ceredigion Monitoring Group achievements in its first year

- Agreement on the wording of the *Tenancy Agreement*.
- The determination of an Anti-Social Behaviour policy.
- Agreement on the *Codes of Conduct* incumbent on staff and contractors.
- The specifying of the interim *Re-let Standard*, until completion of the Welsh Housing Quality Standard.
- Agreement on the wording of the Tai Ceredigion's *Welsh Language Scheme* document.
- Warned the Executive Team that the condition of the housing stock could be worse than previous surveys suggested, recommending another survey be done, allowing tenants to explain what they thought needed repairing.
- Agreement on what will be considered as a Delivery Outcome for each of the 150 plus promises made in the *Offer Document*.
- Scrutiny of the evidence, provided by the company, of how each of these Outcomes was, or will be, reached.
- Getting written confirmation that non-payment of water rates cannot, in itself, be the justification for eviction.
- Agreeing to the conducting of the STATUS survey.
- The re-wording of Rent Statements to account for delayed benefit payments.
- The re-wording of the standard letters warning tenants of being in rent arrears. This was followed up when we heard that the old, automated letters had been used.
- Warning the company that there was a problem with the processing of Direct Debit rent payments. Now resolved.
- Agreement on the Gas Servicing policy, and the wording of the warning letters requesting access to properties.
- Agreement on the *Transfer Incentive Scheme*.
- Agreement on the *Asset Management Strategy*.
- The clarification of garage tenancies: that they cannot be sub-let or used for business purposes.
- Agreement on the introduction of the schemes for Estate Caretakers and regional Handy-persons.
- The introduction of Working Links to Steve Jones to facilitate the employing of the long-term unemployed.
- Lobbying on behalf of the National Communities Resource Centre at Trafford Hall.
- Lobbying, on behalf of Welsh tenants, for a more protective regulatory framework.
- Reaching an agreement with the regulator over the new regime.
- Passing on information to Tai Ceredigion of the extent of fuel poverty in the County.
- Reaching agreements on which Delivery Outcomes have been achieved.
- A member of the Group in attendance at every estate walkabout.
- Choosing the winning categories in the inaugural Garden Competition.

Also, members of the Group have represented the tenants of Tai Ceredigion in other organizations. Louise, our Secretary, has become a member of the management team of the Welsh Tenants' Federation, and Dot and Margaret have represented the Group at seminars held by the Tenant Participation Advisory Service.

In summary as the Board had chosen an Executive team that is genuinely in favour of tenant participation, the Group is privileged to have direct access to the executives of the company and to key documents. This allows it to constantly inspect the company, thereby doing the best it can to represent Tai Ceredigion tenants.

Peter Deakin, Chair, Tai Ceredigion Monitoring Group
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