

Resident Led Self Regulation.

New Charter Homes has been quick to respond to suggested practice of Resident Led Self Regulation by developing our own Tenant Management Team. The team, consists of 10 residents and will scrutinise the practices of New Charter Homes.

This new group, made up of residents, have a different role to the existing involvement activities. They will have a Governance role within the organisation and will be looking at key areas, such as performance management, service provision and business direction. They will commission work for other involvement practices, such as mystery shopping and resident inspection. The group will take their findings to the Boards and Group Management Team and make recommendations to implement changes.

New Charter Homes are proud to be amongst the first Social housing providers to introduce Resident Led Self Regulation. This is an opportunity for tenants to have a key role in assessing New Charter's performance and gives residents the clout to get something done if things aren't up to scratch.

The process of introducing the team has been done in impeccable detail, from ensuring that all procedures and standard documents have been agreed by both the organisation and residents and the recruitment of members. This will be followed by full training and support of members.

If you would like further information on the Tenant Management Team please contact the Tenant Participation Team on 0161 331 2400.