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# Fun Day Paves the Way for Tenant Involvement

RESIDENTS of New Charter Housing Trust, a social landlord based in Tameside, Greater Manchester, were invited to the company's headquarters for a day of fun events with a focus on tenant involvement.

Around 500 people turned up to a Resident's Showcase at the New Charter's HQ in Ashton-Under-Lyne to take part in face painting, hanging basket making and a host of other activities.

They were kept entertained by colourful clowns Louby Lou and Dazzle and treated to traditional funfair favourites like candy floss, ice cream and hotdogs.

But there was also a serious side to the event.

As well as meeting with community groups and organisations like St John Ambulance, Money Information Network Tameside (MiNT) and PCSOs, residents were able to find out how they can get involved and have a greater say in the running of their own communities.

And what better way to do so than by speaking to people who are already doing just that.

Groups like Friends of Crowswood, Micklehurst estate Residents Association, and Central Residents Action Group are all volunteer groups set up to campaign for improvements to their communities.

Their input is not just limited to housing issues but can help tackle anti social behaviour, environmental issues and even traffic problems in their local area.

They receive a small amount of funding from New Charter as well as support from the company's dedicated tenant participation scheme.

Such groups, as well as events like the residents' showcase were instrumental in New Charter's recent accreditation to the Tenant Participation Advisory Service (TPAS) which recognises tenant involvement as an integral part New Charter's success.

New Charter's tenant development officer Sue Cox explained: "The showcase was a fantastic way of engaging with residents and letting them know exactly what we do.

"But more than that, it was an opportunity for people to see how to take a hands-on approach to making a difference to the areas where they live.

“The response we had was fantastic, both in terms of the sheer number of people that came, and the feedback they gave us, which was universally positive.”

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WORDS: 353

### Notes to editors:

1. New Charter formed in 1999 as the new landlords to own and manage homes transferred from Tameside council in Greater Manchester. With a turnover of £70million a year and a workforce of 880, New Charter is one of the region's largest registered providers of social housing, and is regulated by the Tenant Services Authority, a Government watchdog. The Group owns 18,600 homes. It was named at 6<sup>th</sup> place in The Sunday Times 100 best companies to work for in 2010.

4. **iN business for neighbourhoods** is a long-term project highlighting housing associations' performance. As social businesses, housing associations do not make profit. They offer homes for rent and sale at prices local people can afford. Housing associations provide more than homes - they help create places where people want to live. Wherever you see the **iN business for neighbourhoods** sign, something great is happening in the area. Housing Associations who display this logo are committed to their customers, the neighbourhoods they work in and strive for excellence in everything they do.

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