



Thank you for running your Local Conversation. The TSA would like to capture some of the main points coming out of your Local Conversation.

Please complete this form and return it to the TSA no later than **8 September 2009**.

If you have one of our prepaid envelopes, please use that. If you don't, please use an ordinary A5 envelope (if possible) and return it to the Freepost address below:

Freepost RSBK-BKCU-UARY
Tenant Services Authority
Maple House
149 Tottenham Court Road
LONDON
W1T 7BN

You don't need to identify who said what, just note down the general points of discussion and capture any specific points either in relation to the standards or how they might work in practice.

The TSA will use this information as we build up the standards to form the basis of our formal consultation later this year. To help us with categorising information received, please answer the following questions:

1. Are you completing this as:

An individual (please skip questions 2 & 3)	
A tenant group	x
On behalf of a housing provider/landlord	

2. Which of the following best describes your tenant group?

Housing association or registered social landlord	
Owned and managed by the council	
Co-operative	
Owned by council – managed by an arm's-length management organisation (ALMO)	x
Owned by council – managed by tenant management organisation (TMO)	
Other (please state)	

3. Details of your event

Date of event	31/07/09
Location of event (Town/City)	Derby
Postcode of event	DE1 3QT
Number of tenants attending (if completed following an event)	3
Contact details (optional but helpful if we need to clarify points raised)	01332 711063

Please complete the feedback form to reflect the main points from your discussion.

****Please remember to note the standards that your group focussed on in your discussion.**

Standard area discussed was : Tenant Empowerment			
What feels right about the suggested standard?	What feels wrong about the suggested standard?	What do you think is missing?	How should performance be monitored?
Legal obligation Ownership of Tenant Involvement	<p>Points 1 & 3 could be combined Point 2 should be support and empower Point 6 engage and communicate with Point 7to lead to improvements</p> <p>The paragraph that starts “where landlords agree with tenants that additional information” What happens if landlords don’t agree?</p>	<p>Nothing stated about landlord making contact with vulnerable groups as well as just the usual suspects</p>	<p>Surveys Report on outcomes</p>

Standard area discussed was : Tenant Choice and Customer Service			
What feels right about the suggested standard?	What feels wrong about the suggested standard?	What do you think is missing?	How should we monitor performance?
Must consult Point 6, should use a bit of both	Point 2, Tenants circumstances need to be taken into account Point 3, Use review, evaluate, improve, guiding rather than determine Point 3 needs to include equality and diversity	Nothing about treating everyone the same, everyone receiving the same quality of service irrespective of their race, gender, religion etc etc	Surveys Equality Impact Assessments Consult with equality groups
Standard area discussed was :			

What feels right about the suggested standard?	What feels wrong about the suggested standard?	What do you think is missing?	How should we monitor performance?

Please complete a feedback form for each standard discussed and then return them all to the TSA.