

# HOUSING MATTERS

## Tenant Management Update – Central Harrow

*Information from First Call and the Residents' Steering Group*

### Investigating Tenant Management

In our last "Housing Matters" newsletter in December, we detailed how 82% of respondents in our boroughwide survey supported further investigating the tenant management option in Harrow.

Since that time a Residents' Steering Group of interested tenants and leaseholders have been meeting with First Call to look at options for moving forward into the next stage.

A Tenant Management Organisation (TMO) is set up by tenants and leaseholders to take over responsibility for housing management services from the Council. Subject to the support of residents in a ballot it can manage an estate, neighbourhood or all Council homes through professional housing staff and contractors working for residents.

### The Local Approach – Central Harrow

Following the initial survey and consultation, the Residents Steering Group and the Council were keen to ensure TMO options that could deliver local housing offices and services. It was felt that an area approach would recognise the boroughwide support but deliver solutions that could appeal to tenants and leaseholders.

A local area approach has been agreed with the four areas as follows:

- Central Harrow
- West Harrow
- East Harrow
- South Harrow

The areas have been selected on the basis of concentrations of council housing, road and public transport links.

As the Central Area contains the largest number of residencies of the four areas identified, we will be starting off the next stage of consultation there.

The areas and streets that form part of Central Harrow are:

- Belmont Circle
- Belmont Lodge
- Byron Road and /Christchurch Avenue
- Churchill Place and Milton Road
- Cottessmore Estate
- Cullington Close and Kenmore Avenue
- Elmgrove
- George V Avenue
- Harrow View and Arrowhead Parade
- Harrow Weald Park
- Headstone and Headstone House
- Kenton Lane
- Kingsfield Estate
- Mountside
- North Harrow and Chaucer House
- Weald Village
- Wemborough Road
- Woodlands Drive North and South

## What Happens Next – who can join?

In order to enter the next stage of the investigation in Central Harrow, council tenants and leaseholders must demonstrate their support.

- **Joining the TMO**

In the next \*\* weeks starting on \*\*, council tenants (*those named on the tenancy agreement – both single and joint*) and leaseholders (*those named on the lease document*) will be visited and asked whether they want to join Central Harrow TMO. Joining the TMO is much like being a Residents Association member, and will mean that you can vote on whether the investigation moves to the next stage.

Our team will be calling on all homes offering residents their opportunity to join and leaving membership forms with FREEPOST envelopes if no-one is at home.

Led by Chris Hearn the team will have photographic ID cards. Always check the identity of anyone calling on your home.

ADD TEAM PICTURES

You can also join the TMO by texting \*\*\*\*\* with your name, street number and post code or on the internet at [www.first-call-housing.com/harrow](http://www.first-call-housing.com/harrow).

- **The Test of Opinion**

Once at least 20% of tenants and leaseholders in Central Harrow have joined the TMO, a vote needs to be organised to enter the next stage. This will take place at a public meeting where the group's constitution will also be adopted.

All TMO members will be able to vote on whether the TMO should enter the "Feasibility Stage", where further consultation and meetings would be organised to look into how a TMO could deliver local housing services accountable to residents in Central Harrow.

Any members who cannot attend the meeting will be able to vote by post, text message or online.

Details of the meeting and voting arrangements will be circulated closer to the time.

## **Want to get involved ?**

A Residents Steering Group for the Harrow TMO project is meeting monthly, if you want to join the group call Chris or Liz at First Call on FREEPHONE 0500 291999 or email [harrow@first-call-housing.com](mailto:harrow@first-call-housing.com)

A separate group for Central Harrow will also be set up shortly. Please get in touch if you are interested in getting more involved or have any questions for us.

## **Speaking your language**

Add Language Box

## **Contacting First Call**

To contact us either call our FREEPHONE number on 0500 291999 or email [harrow@first-call-housing.com](mailto:harrow@first-call-housing.com)