



**Adrian Waite (Independent Consultancy Services) Limited**

## **Independent Tenants' and Residents' Advice**

'AWICS' provides Independent Tenants' Advice from an objective viewpoint for housing stock options appraisals, housing stock transfer and other projects.



### **Purpose of an Independent Tenants' Advisor**

It is an Independent Tenants Advisor's responsibility to provide independent and impartial advice to tenants on stock option appraisals, stock transfers and other matters. They ensure that tenants get access to all the information they require and are able to make informed decisions about the future of their homes.

Independent Tenants' Advisors also work to ensure that tenants are well informed of what is going. They check that the information presented to tenants is accurate, complete, clear and understandable. They also clarify any queries tenants may have.

Independent Tenants' Advisors typically advise tenants through newsletters, meetings, freephone helplines, websites and emails.

### **Tenant Control**

If a tenant group is interested in taking control of your homes 'AWICS' can help. Tenant control can take many forms. We could provide you with advice, support and training in carrying out an options appraisal, establishing a tenant management organisation, developing a tenant management organisation or transferring ownership of your homes to a community based housing association.

### **ITA Work For Havering Residents**

AWICS recently provided Independent Tenants Advice to residents in Havering where the Council was asking tenants and leaseholders whether Homes in Havering should continue to manage and maintain council homes or whether the Council itself should be responsible. Following the consultation the Council decided, with the support of the majority of tenants, to bring the management of its housing in-house.

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### **ITA Work For Lambeth Residents**

AWICS recently provided Independent Tenants Advice to tenants in Lambeth where a small scale housing stock transfer was under consideration. We advised the Lambeth Alliance of Tenant Management Organisations (LATMOS) and their residents on the implications of a stock transfer, and helped them to identify their preferred landlord as the Walsall Alliance of Tenant Management Organisations (WATMOS). In the ballot 51% of tenants supported the stock transfer. The result is a unique tenant managed housing association that provides homes in London and the Midlands and that is able to fund the achievement of the decent homes standard and other improvements in the three London estates involved.



**Flats in Lambeth**

### **ITA Work for Fenland District Council**

Fenland District Council led by tenants undertook a rigorous Stock Options Appraisal (called Options Fenland) which was submitted and signed off by the Community Housing Task Force (part of the government) before the 31<sup>st</sup> July 2005 deadline.

The recommendation following the appraisal was to commence a proposal to transfer as it was the only ownership and management option that could meet the aspirational standard set by the tenants (called the Fenland Standard). Prior to making this recommendation an extensive pool of opinion was undertaken in May 2005 on the viewpoint of the tenant led working group that transfer best meets tenants' needs for the future. Analysis of the results showed that of the 27% who responded 51.8 percent were in favour of transfer.

Following the ballot we were re-appointed to act as Independent Tenants' Advisor for the stock transfer process. In the ballot, 54% of the tenants supported the stock transfer. We assisted the tenants in establishing Roddons Housing Association as a tenant-led stock transfer association that is part of the Circle Anglia Group.

### **Other examples of ITA Work**

We advised the EARTH Tenant Management Organisation in Bristol during their negotiation of management and maintenance allowances with the City Council. We have provided training to the Southwark Group of Tenant Management Organisations. As Chair of Impact Housing Association, Adrian Waite has championed resident involvement and has facilitated the creation of a vibrant Tenants' and Residents' Association.

**To find out more about the Independent Tenant Advice service that AWICS offers please visit:**

**<http://www.awics.co.uk/IndependentTenantAdvice.asp>**

**Or contact: [Adrian.waite@awics.co.uk](mailto:Adrian.waite@awics.co.uk)**

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