



# friends of TAROE

Edition 27 Oct/Nov 2011

## TAROE'S AGM/NATIONAL CONFERENCE 26TH OCTOBER 2011, BANKS'S STADIUM, WALSALL



Thank you to all those that attended TAROE's AGM/National Conference, held at the Banks's Stadium, Walsall. It was a pleasure to see so many tenants in attendance and hopefully becoming more informed of issues that will affect them now, and in the future.

TAROE would like to thank Walsall Housing Group (whg) for their support during our National Conference. Walsall's largest housing provider, whg, would like to welcome TAROE to Walsall for its national conference. Ian Hill, Head of Communications for whg said "We hope TAROE and all the conference delegates have a worthwhile conference and enjoy their time in Walsall". Please visit our 'conferences' section on our website for a copy of all the presentations etc., [www.taroe.org](http://www.taroe.org)

### TAROE HAVE MOVED!!!!

Hopefully you will be aware that TAROE have recently moved to a new building. We moved into 'The Old Police Station, in Runcorn, on 1st September.

The move was for many reasons, one of the main reasons to do with the withdrawal of funding from the government, but we would like to thank our previous Landlord 'Plus Dane', for allowing us the time for TAROE to flourish, within a professional working environment.

We feel that the move to the Old Police Station will allow TAROE to continue to grow and as we are positioned in the heart of the town, the transport links are second to none, making it so much easier for people needing to visit us for meetings etc.

Our new address is:

The Old Police Station, Mersey Road, Runcorn, Cheshire, WA7 1DF

Tel: 01928 798120

Email: [runcornoffice@taroe.org](mailto:runcornoffice@taroe.org)

Website: [www.taroe.org](http://www.taroe.org)





# asert Update

TAROE is now in full flow after developing a significant partnership with MEARS and forming a Limited Liability Partnership called 'asert'. 'asert' is an independent organisation employing tenants who will be gathering and analysing services provided by contractors of landlords to tenants. Independent and timely reports will identify service improvements, which can be implemented immediately so that tenants are receiving first class services alongside continual improvement.

*L to R—Janice Reekie (MEARS), James Smith (asert), Irene Southern (asert), Stuart Ellis (asert), Michael Gelling (TAROE and asert), George Blakemore (asert), Maggie Dorsett (asert), Martyn Delaney (asert), Gemma Porter*



TAROE envisage this as a long term partnership and in line with our ethos, a project to empower

tenants throughout the country, creating employment and skills development of tenants and to drive up standards, not just for themselves, but for their fellow tenants.

asert staff, who are all tenants have already been engaged in several contracts throughout the country and are presently analysing the results to aid service improvements. Watch this space!

For further information regarding asert, please visit our website [www.taroe.org](http://www.taroe.org), or call asert on 01928 798130

---

## Growing Together Free training for tenants

**Growing Together is a new and exciting training programme offering tenants the chance to access free training on Co-regulation and Tenant-led Scrutiny. The programme is funded by the TEP, administered by TSA on behalf of DCLG and delivered by TPAS, in partnership with TAROE and Housemark.**

The three courses on offer are :

- **Preparing the Ground** An overview of co-regulation
- **Sowing the Seeds** An introduction to tenant scrutiny
- **Reaping the Rewards** An advanced course in tenant scrutiny

Options include

- courses delivered at tenant and landlord venues
- public open access courses
- larger HotHouse Training workshops
- E-learning (accredited training courses)

The programme runs until the end of the year. All places are FREE for tenants. Incentives for organisations that book early. Limited places.

**For more information contact [training@tpas.org.uk](mailto:training@tpas.org.uk) or call us now on 0161 868 3520**

**TPAS**

**HouseMark**  
Performance Improvement





## TAROE's response to the Ministers Directions to the Tenant Services Authority

TAROE has responded to the TSA and has confirmed its stance against the proposed changes to Secure and Assured tenancies.

TAROE welcomes and supports the standard that requires landlords to publish clear and accessible policies to tenancy management. including interventions to sustain tenancies and prevent unnecessary evictions, tackling tenancy fraud and the granting of discretionary succession rights.

TAROE believes that landlords should consult and convince existing tenants of the use of 'affordable rents'.

TAROE welcomes and supports the new Direction on tenant involvement and *empowerment* and warmly congratulates the Government on this major step change in the empowerment of tenants in the pursuit of localism.

TAROE has made its view known on 80% 'Affordable Rent' and our view remains that those dwellings let by landlords will be let to higher income groups, a system that existed in the 1960's and 1970's.

TAROE supports the continued commitment to ensure tenants have decent homes. TAROE would welcome a more explicit commitment from Government on energy efficiency.

The full response can be seen on TAROE's website [www.taroe.org](http://www.taroe.org)

---

### **Co Regulation, By Dennis Rees OBE, TAROE Board Member**

I think Co Regulation is important because from next April the TSA are only going to be a back stop regulator and will only step in when there is serious detriment. What is Serious Detriment? Will it be Gas safety? Will it be an unexplained death in the home? Will it be very high Anti Social Behaviour? Who knows?

The four National Tenants Organisations are tasked with coming up with the answer of "what is serious detriment?"

I know, and you know that there are some good landlords out there who regularly communicate with their tenants and tenants get a better service, but there are still a lot of landlords who don't consult their tenants in any way or even talk to them at all. How can the tenants of poor landlords compare the service they receive now?

Only if they can access performance information about other landlords in their area, will they be able to do that. How will tenants be able to judge if they are getting a satisfactory service or not? It is only when they talk or listen to other tenants talking about the services they receive and they know that they don't, how can they compare it.

Co Regulation is going to be very important in future for Tenants and Landlords working together to provide a service that tenants want and expect. It does not need to be more expensive than now just a better use of resources. Who knows better than the Tenant what is required? They live in the property, not the landlord.

Who will take action if Landlords don't do Co- Regulation?





## Visit To Dorset County Tenants Federation AGM

On 28<sup>th</sup> September 2011 Dennis Rees, TAROE Board Member, visited Dorset County Tenants Federation to give a talk at their AGM about the benefits of being a TAROE member.

It was a long day with the Journey started at 5.45am to catch the train at 6.10am. The venue for the visit was Bryanstone Court, a sheltered Housing Complex in Dorset.

The tenants were very interested in the future of TAROE and how they could work together. They wanted to know how can communications be improved amongst tenants and TAROE?

Dennis informed the Federation about what the changes in Government have meant to TAROE including a £95,000 withdrawal of funding and informed the attendees that TAROE are involved in many other things to draw in funding and carry on the important function they currently carry out, campaigning for tenants rights.

After his presentation and answering questions, Dennis was given a lift back to the station and arrived home at 20.35pm. Dennis said "It's all in a days work for TAROE. I enjoyed it very much. The Directors of TAROE are happy to go and spread our message at any time, any venue, to tenants anywhere.

If your tenant groups would like TAROE to come and talk to them—free of charge (all they would need to pay were any travel/accommodation expenses), please get them to get in touch with us (see details below).

### How to contact TAROE:

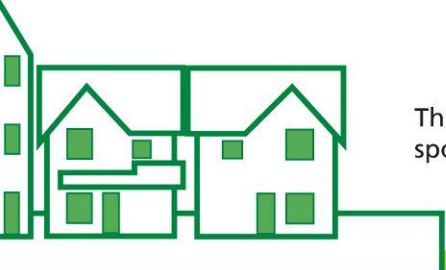
TAROE  
The Old Police Station  
Mersey Road  
Runcorn  
Cheshire  
WA7 1DF

T: 01928 798120  
E: [runcornoffice@taroe.org](mailto:runcornoffice@taroe.org)

## News in Brief

TAROE's website has recently been taken over by Activ Web Design, which we hope will improve the look and accessibility for people visiting our website. Please log on to [www.taroe.org](http://www.taroe.org) and let us know what you think.

TAROE has a range of membership levels and options available. This includes tenant organisations as well as individuals, and discounts are available if you are unable to meet the standard membership rates. If you would like further details about becoming a member of TAROE please contact us (see details to left).



This newsletter was sponsored by:

