



Tai Calon

Community Housing

Creating vibrant communities across Blaenau Gwent.

Name: Our Obligation to Consult

Date: 15/02/23

Section 234 of the Renting Home (Wales) Act 2016 (RHWA) sets out the legal obligations for community landlords to make such arrangements it considers appropriate for informing its occupation contract-holders of relevant proposals on housing management matters. It also sets out the landlord's obligation to provide contract-holders a reasonable opportunity to comment on the proposals.

The duty applies only where a relevant housing management function is likely to substantially affect all the contract-holders under occupation contracts with the community landlord or a relevant group of such contract-holders.

A 'relevant group' is defined as:

- a distinct social group, or
- occupies dwellings which constitute a distinct class (whether by reference to any kind of dwelling, or the housing estate or large area in which they are situated)

The obligation is where, in the opinion of the community landlord, the proposal represents a new programme of maintenance, improvement or demolition of the dwellings subject to the occupation contracts, or a change in the practice or policy of the landlord in relation to management, maintenance, improvement or demolition of such dwellings.

Proposals that we may consider having a substantial effect on contract holders are, for example, significant changes to our repair's procedure or the way in which we manage and maintain open spaces across our estates.

A relevant housing management matter does not include rent payable or other consideration due to the landlord, or charges for services and facilities provided by it.

The obligation under s234 of RHWA is subject to paragraph 12(7) in Part 2 of Schedule 8 (approval of redevelopment schemes) which will apply in relation to consultation with the contract-holder instead of section 234 of RHWA.

Before making any decision on a relevant management matter a community landlord must consider any comments made by contract-holder in accordance with these arrangements.

If you would like to know more about upcoming consultations for proposals or have any queries about any consultations already carried out under these arrangements you can visit the Customer Voice section of Tai Calon's Website, or contact our Customer Engagement Coordinator on 0300 303 17 17

How contract-holders will be informed:

Tai Calon is committed to its consultation being effective, accessible, and transparent. We will take into account all representations and comments made by contract-holders within the consultation process before any final decision is made on the proposal. We are committed to ensuring that there is an effective consultation process and encourage contract-holders to have their say on a relevant proposal on a housing management matter. We will consider using some or all of the following when consulting:

- We will comply with any statutory consultation processes e.g. Section 20 process for major works on leased properties.
- We will provide sufficient and clear information to contract-holders who we consider will be substantially affected by any relevant proposal
- We will review consultation documents to ensure the scope and purpose of the consultation is clear
- We will commence consultation early in the process to enable the contract-holders to consider the proposals and provide us with their views
- We will explain what is being proposed, why it is being proposed and detail the various options (if applicable) being considered
- A questionnaire or feedback form will be provided to the contract-holders, we may also use existing customer satisfaction feedback already provided where we feel it appropriate and relevant to the proposal

- We may provide drop-in sessions which will depend on the particular housing management proposal, for instance a drop-in session is more likely to be arranged when the housing management matter concerns extensive improvements across an estate
- Supplement survey feedback with smaller focus groups for a more detailed understanding of specific needs / comments, specifically where a change affects a distinct social group.
- Provide regular updates via our website and dedicated Customer Voice newsletter (email) on consultation results and how we have used the comments provided.

Consultation period:

- We will always inform contract-holders how long the consultation process will take. We aim to complete consultations within 6 weeks, this includes collecting and analysing comments, however for more detailed consultations the duration may be longer.
- We have a dedicated web page called Customer Voice on our website and this will include the questionnaire/feedback form for each consultation
- We will also email contract-holders directly who have signed up to our mailing list with information on proposals and consultations taking place with links to the appropriate surveys.
- We will promote upcoming consultations via our social media channels
- We will carry out an Equalities Impact Assessment for all proposals which will go for consultation to the contract-holders.

How contract-holders can inform Tai Calon of their views:

Contract-holders can:

- Complete the questionnaire/feedback provided for the particular proposal by completing it on the website and through the various links provided
- If contract-holders prefer a hard copy of a survey, they can request one from our Customer Engagement coordinator by contacting Tai Calon on 0300 303 17 17.
- Where a hard copy is requested Tai Calon will provide a pre- paid envelope for the response to be returned, or it can be handed in to our office at: Solis One, Rising Sun Industrial Estate, Blaina, Blaenau Gwent, NP13 3JW

- Provide us with their view at drop-in session, if arranged
- Participate in a focus group, if arranged.
- Provide comments through our regular customer service feedback surveys.
- Where requested or where we identify a relevant need Tai Calon will offer to collect survey feedback face to face or over the phone.

What contract-holders can expect from the consultation process:

- Prior to final approval all comments will be shared with the relevant staff member responsible for overseeing the proposal
- Information on how comments have been used to influence any proposal will be included as part of our sign off process and, depending on the nature of the proposal include senior management team, executive team and or Board approval
- We will use the Customer Voice section of the Tai Calon website, social media channels and newsletters(email) to inform contractor holders of the outcome of a proposal and, explain how we made our decision.
- In some exceptional cases, we may write out to all contract holders affected to advise them of the outcome of a proposal, and how we made our decision.

Inspecting the Statement of Consultation Arrangements

Summary of the Statement of Consultation Arrangements

The summary will be provided to any person without charge.

Statement of Consultation Arrangements

We will make a copy of this statement of consultation arrangements available for inspection at our office at all reasonable times, without charge, by members of the public. Our address is:

Solis One, Rising Sun Industrial Estate, Blaina, Blaenau Gwent, NP13 3JW.

We will send a copy of this statement of consultation arrangements to the Welsh Ministers and the local housing authority for the areas in which the dwellings are situated. Under section 235 of the RHWA the local housing authority, must make a copy of this statement of arrangement available at its

principal office for inspection at all reasonable times, without charge, to members of the public.

The relevant local authority is:

Blaenau Gwent Council Housing

Housing Advice Centre, 20 Church Street, Ebbw Vale, NP23 6BG.

Opening times 10am – 2pm

Telephone: 01495 354600

Visit our offices or write to us at:

Tai Calon Community Housing, Solis One,
Rising Sun Industrial Estate, Blaina, Blaenau
Gwent NP13 3JW

Email us: talktous@taicalon.org

Phone: 0300 303 1717

Find us on the web at: www.taicalon.org

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