



National Tenants Voice (NTV)

Have you ever wondered who stands up for tenants in Social Housing to make sure that you have a strong influence in policy development and how your services are managed locally and nationally?

The National Tenant Voice is in the process of being formed, and will take the lead in putting you at the heart of decision making about your homes and neighbourhoods.



What is the National Tenants Voice?

The National Tenant Voice will be an independent professional organisation for tenants that will work in partnership with the Government and other relevant organisations. It will encourage landlords to improve their tenant services and to ensure that there are different opportunities for you to be involved in decisions that are made about the services they provide to you.

The National Tenant Voice believes that all tenants are first class citizens and that renting a home should be a tenure of choice.

What will the National Tenant Voice do?

- Increase opportunities for you to have a strong and shared influence over policies made by Muir Group that affect you.
- Influence the way we manage your homes, and the services you receive in return for your rent. Improve the well-being of communities and the quality of provision.
- Develop tools that will help you to influence decisions at, local, regional and national levels.
- The National Tenant Voice will help you as social tenants to speak for yourselves and your communities as an individual group within society; encouraging you to voice your opinions and views so that you can be heard.
- It will develop policies after research has been undertaken about real situations; gathered your views and opinions; and conducted consultation with you.
- It will work closely with the current tenant organisations at national and regional levels.
- It will help to build and strengthen tenant organisations, especially at a national and regional level.

What won't the National Tenant Voice do?

- It will not campaign on behalf of an individual tenant, who has other ways of raising complaints or grievances such as through landlord complaint systems and the Ombudsman Services.

Who will the National Tenant Voice Support?

The National Tenant Voice will support all social tenants; including tenants from housing co-operatives, tenant management organisations (TMO's), and arms length management organisations (ALMO's).

At the moment the National Tenant Voice does not represent tenants of private landlords, only social tenants, but this is something that they will develop in the future.

National Tenant Voice:

- Is interested in any issue that is likely to have an affect on social tenants as a group.
- It will consult with the government on any new policy developments that affect you.
- It will work at a technical level with Government Ministers and officials; Home and Communities Agency; Tenant Services Authority; and the Audit Commission.
- It will support national tenant organisations to put forward their case.
- It will influence the standards and processes set by the Tenant Services Authority, (the new regulator of social housing).
- When needed it will seek legal advice to support collective legal action by tenants.

When will it be set up?

Communities and local Government have asked recruitment consultants Hays to recruit social tenants from all over the UK to sit on the National Tenant Voice, we will keep you informed of what is happening in the 'Voice' magazine.

In the meantime, if you want to find out more visit www.hays.com/jobs/ntv