

Tinkers Bridge Residents Association Support Plan



2013/2014

Milton Keynes Council Housing Service provides support to Residents Associations with Council Tenants in their designated area. This support plan is aimed at providing information to Residents, including Council Tenants and to the Residents Association Committees about the support which the Housing Service can provide.

Support to Residents Groups comes from the Housing Revenue Account. This is the account that rent for Council owned properties goes into. Milton Keynes Council expects groups which are supported by them to recognize the contribution that tenants make to supporting them. This can be shown primarily through the constitution and governing documents that a group adopts, as well as the how the group works with tenants in their designated area.

The support plans are agreed by Residents Association Committees and the Housing Service following the Residents Association Healthcheck. Due to the nature of the work carried out by the Association and the Housing Service the support plans are flexible and can change throughout the year to meet the needs of both parties and residents in their area.

The designated area for The Tinkers Bridge Residents Association currently has 411 properties of which 148 are owned and managed by Milton Keynes Council Housing Service.

The Tinkers Bridge Residents Association covers the following areas in Milton Keynes:

- Blisworth (10 Council Properties)
- Broadwater (17 Council Properties)
- Colne (36 Council Properties)
- Hatton (25 Council Properties)
- Buckby (14 Council Properties)
- Marshworth
- Brent (26 Council Properties)
- Bascote (7 Council Properties)
- Congreve (13 Council Properties)
- Holmfield Close



Meeting Dates for 2013/14

AGM Date – **27 February 2014**, 7.30pm Tinkers Bridge Meeting Place

Frequency of Meetings – **Last Thursday of every month**

- **25 July 2013**, 7.30pm Tinkers Bridge Meeting Place
- **29 August 2013**, 7.30pm Tinkers Bridge Meeting Place (Social Evening)
- **26 September 2013**, 7.30pm Tinkers Bridge Meeting Place
- **31 October 2013**, , 7.30pm Tinkers Bridge Meeting Place (Social Evening)
- **28 November 2013**, 7.30pm Tinkers Bridge Meeting Place
- **30 January 2014**, 7.30pm Tinkers Bridge Meeting Place (Social Evening)
- **27 February 2014**, at Tinkers Bridge Meeting Place
- **27 March 2014**, 7.30pm Tinkers Bridge Meeting Place (Social Evening)
- **24 April 2014**, 7.30pm at Tinkers Bridge Meeting Place
- **29 May 2014**, 7.30pm Tinkers Bridge Meeting Place (Social Evening)

Dates of Meetings which MKC Housing Officer will attend

- 25 July 2013
- 28 November 2013
- 27 February 2014
- 24 April 2014

Contact Details for MKC Staff and other agencies

- Angela Davies – Housing Officer 01908 252142, 07956 696 164 or 01908 252937
angela.davies@milton-keynes.gov.uk
- Paula Mason – Resident Involvement Officer 01908 253756 or 0790 881 4932
paula.mason@milton-keynes.gov.uk
- MK Housing Services – 01908 252937
mkhousingservices@milton-keynes.gov.uk
- MKC Repairs Service Centre – 01908 254466 or Free from a landline 0800 035 44 66
mkrepairs@milton-keynes.gov.uk
- Environmental Helpline – 01908 252570
envservices@milton-keynes.gov.uk
- Chris Carvell - Neighbourhood Manager 01908 254202
chris.carvell@milton-keynes.gov.uk
- Andrew Jackman - Team Leader, Traffic & Road Safety 01908 252531
Andrew.jackman@milton-keynes.gov.uk
- Kelly Onley, MITIE Tenant Liaison Officer, 01908 278411
Kelly.onley@milton-keynes.gov.uk
- Tony McIntosh, Major Works Resident Liaison Officer, 01908 254348
Antony.mcIntosh1@milton-keynes.gov.uk
- Tracy Pearson, Community Mobiliser (CAMK), 07738 405419
tracyp@communityactionmk.org

Main Contact Details for the Association

- **Chair** John Orr, 49 Brent, Tinkers Bridge, Milton Keynes, MK6 3DL
07565 922 368 goldcastleservices@hotmail.co.uk



Tinkers Bridge Residents Association

Details of support offered by MKC Housing Service

- Housing Officer to provide information on Housing related issues which affect the designated area in general (not individual queries, unless raised at meetings).
- Housing Officer and Resident Involvement Officer to signpost non-housing related queries to the correct department/officer responsible.
- Housing officer to attend evening meetings – at least once a quarter on the dates highlighted above. Flexitime will be available for this time. If Housing Officer can't attend they will arrange cover or an alternative meeting to attend.
- Housing Officer to attend AGM in February 2014 – either to provide Housing Support or to verify voting of new committee.
- Housing Officer to telephone Association Chair monthly to obtain Chair's update about what is happening. To be scheduled just prior to RA meeting.
- Housing Officer to telephone Association Chair after the meeting to discuss any housing issues which arise during the meeting.
- Housing Officer to meet Association Chair face to face on at least one occasion during the year to discuss support given and future needs. Time and details to be arranged by the Housing Officer and Chair. Housing Officer to provide an update to the Resident Involvement Officer after this meeting.
- Housing Officer to meet with Resident Involvement Officer every quarter to discuss contact made and any other issues/support concerning Resident Involvement needed either by Residents Association or by Housing Officer.
- Housing Officer to ensure that any housing queries raised by the Residents Association in their environmental inspections are looked into and resolved in a timely manner. Other issues to be signposted to correct department. Also that the Residents Association chair (or designated member) is notified of the outcome as soon as possible.
- Housing Officer and Resident Involvement officer to promote access to FREE training which will give the Residents Association the skills they need to become sustainable and work with the community in their designated area.

- Housing Officer to promote FREE training to tenants as part of their day-to-day work.
- Resident Involvement Officer to meet with members of the committee in an Annual Healthcheck to discuss any issues, training and support needs for the coming year. Also to discuss Housing Officer support and update this support plan
- Residents Association to be given access to applying for an annual grant from the Housing Service.
- We will work with you in the best way possible, to consult with local people who may be affected by changes to the local area, specifically within the Housing Service

The Resident Involvement Service

Paula Mason

01908 253756

Paula.mason@milton-keynes.gov.uk

Our freepost address:
Milton Keynes Council
FREEPOST NAT 5400
Milton Keynes
MK9 3BR

Website – www.milton-keynes.gov.uk/resident-involvement

Email – get.involved@milton-keynes.gov.uk

Simon Aslett

01908 253264

simon.aslett@milton-keynes.gov.uk

we are based at:
The Civic Offices
Saxon Gate East
Central Milton Keynes
MK9 3EJ

Action Plan for 2013 to 2014

Issue	Support we can offer/details of support given/more information	Other officers involved or to be involved	By When and how measured
Provide a grant for running costs	We can provide a grant of £450 to pay for running costs of the Association	Paula Mason (Resident Involvement Officer) 01908 253756, Angela Davies (Housing Officer) 01908 253049	July 2013 – to be paid in July 2013, once all paperwork and criteria are met
Have a skilled committee to run the association	We can provide a programme of training which members can undertake and learn the skills they need as well as providing one-to-one mentoring for specific committee members	Paula Mason (Resident Involvement Officer) 01908 253756	July 2013 – training needs established and training taken place by July 2014
Car ports – to address ownership and also issues regarding non-maintenance and their removal	This is an ongoing issue which incorporates removal of asbestos and removal of some carports which belong to the council.	Andrew Fanning (Head of Asset Management) 01908 252891	May 2014 – to have some plan for dealing with this issue
To campaign for gates to be placed on alleys, which are durable and not able to be removed easily	RA to write to MKC to write to MKC Housing Services to see about the possibility of secure gates being placed in the alleys.	Linda Ellen (Head of Housing Management) 01908 253498, Angela Davies (Housing Officer) 01908 253049	May 2014 – to have a response from the Head of Housing Management and a plan to deal with this issue
Additional non-allocated parking for residents of Tinkers Bridge	To work with the environment department regarding the plan for additional parking and any consultation which takes place.	Chris Carvell (Neighbourhood Manager) 01908 254202	May 2014 – to have a plan in place for this issue to progress
To produce a regular newsletter for Residents of Tinkers Bridge	We can provide training for newsletter skills and individual support for the editor to ensure that newsletters are effective and informative for local residents.	Paula Mason (Resident Involvement Officer) 01908 253756	September 2013 – to have produced at least one copy of a newsletter
Reviewing Performance information from the Housing Service	We will work with you in the best way possible, to review the performance of the	Paula Mason (Resident Involvement Officer) 01908 253756, Angela Davies (Housing Officer)	July 2013 to have HO representation at meetings

	Housing Service in Milton Keynes.	01908 253049	and have performance discussed
Working to resolve local issues which affect local people.	We will work with you, in the best way possible, to find the issues which local people feel affect them in their local area.	Paula Mason (Resident Involvement Officer) 01908 253756	May 2014 – to provide details of local issues which have been addressed by the RA
To work with MKC on the Tenancy policy consultation, in particular with the issue of Fixed term	Attendance at Residents Association meeting to discuss, copies of consultation documents.	Paula Mason, Resident Involvement Officer, 01908 253756	Consultation period ends in September 2013 – to provide at least 20 responses from the Tinkers Area
Work to increase the representation of Council Tenants in the area	Will work to increase the involvement and the representation of the Council Tenants in the designated area with the support of the Housing Officer and the Resident Involvement Officer.	Paula Mason (Resident Involvement Officer) 01908 253756, Angela Davies (Housing Officer) 01908 253049	May 2014 – to increase representation by 5% in Tinkers bridge
Review this support plan and check progress regularly with Housing Officer and review totally shortly after the next AGM in February 2014	Designated Housing Officer and Chair to discuss as part of their regular contact throughout the year. Housing Officer to update Resident Involvement Officer regularly.	Angela Davies (Housing Officer) 01908 253049, Paula Mason (Resident Involvement Officer) 01908 253756	April 2014 - Support plan to be reviewed at Health Check in February/March 2014

Achievements in 2012-2013

Last year the Residents Association achieved the following:

- Completion and opening of the new park at Bascote
- Holding a number of successful events, including children's discos, fun days based around the new park at Bascote and Easter egg hunts
- Working with a company to provide external insulation for home-owners
- Holding regular meetings and having guests from MKC and other agencies to discuss issues affecting Tinkers Bridge and its residents.