

Tenant Conference a huge success

Peter Roach, Chief Executive of BVT, welcomed scores of tenants, staff and Trustees to the 2006 Tenant Conference in April.

The event - held at the Beeches Management Centre - promoted tenant participation and raised awareness about the many different ways tenants can get involved and make a difference.

BVT tenant participation officer, Zoey Stanton, told Outlook: "The conference provided a networking opportunity for tenants as well as improving communication links.

"We used innovative methods which are fun and effective to encourage tenant involvement and achieve greater diversity in tenant participation.

"We listen to our tenants and are acting on their views. For instance, feedback from evaluation forms



• *Feedback from the day was useful*

Tenants took part in a range of workshops during the day, including anti-social behaviour; interactive theatre style workshops; funding; tenant associations; Involving All; Outlook.

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The anti-social behaviour workshop was facilitated by Rosemary Bishop and Winston White. Tenants heard how Rosemary had successfully dealt with anti-social behaviour in her community.

In 2004 Rosemary received an award from the High Sheriff of Worcester for services to the community and for tackling anti-social behaviour. Effective communication was the subject of interactive theatre style workshops, hosted by Nelson Training. Our tenants watched their own problems unfold in front of them without worrying about having to role-play. Feedback from one tenant who took part was that it was: "Great fun and very useful - acting scenes were both funny and true to life - brilliant!"



• *Tenants took part in a range of workshops*

will be taken into account by the tenant participation panel when organising next year's conference, and we aim to raise awareness and profiles of our elected tenant representatives."

Zoey added that feedback about the tenant participation charter would be fed into the annual review and other communication methods would be reviewed - for instance, tenant involvement in the annual mystery shopper project.



Tenants were also given the opportunity to find out about funding, which is available to support tenant projects that benefit the community and also other financial support available at Bournville Village Trust. This session was hosted by tenants, Ian Wye and Ben Jordan. The tenant associations workshop was facilitated by committee members of Shenley Manor Tenant Association, Bournville Shropshire Resident Association and Woodland Tenant Association and this was an opportunity for tenants to meet various committee members and elected representatives. The Tenant Participation Advisory Service (TPAS) facilitated a workshop entitled "Involving All." This session was an opportunity to explore what prevents people from being involved and discussed possible solutions for overcoming barriers.



• The police helped provide information on the day



• Tenants were able to feed in a variety of views

Mark Whitehouse, from Clarke Associates, hosted a workshop on the BVT Outlook newsletter. In two separate sessions tenants fed in a variety of views about the content and look of the publication.

Also amongst the displays and exhibitions on the day, a range of information was available from Mercian Housing Association, TPAS and the police.

To complete the family atmosphere, the Community Services Team looked after youngsters, giving their parents peace of mind to enjoy the conference.

All tenants were automatically entered into a draw to win vouchers.

The winners were: Nicola Ellis, a Redditch tenant, who won £100 of Tesco vouchers, Roy Pritchard, who won £50 B&Q vouchers, Miss Akhtar and Sam Lau, who won £25 Argos vouchers - the draw was also sponsored by Royal Sun Alliance.

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