

## Tutor session notes – Session 1

### Introduction to the Tenant Participation Workout and Introduction to the Housing Service

Equipment/Resources requirements:

- Video tape player and monitor for 12 participants to watch.
- OHP projector and screen
- Flip chart easel, notepad and pens
- Hole punch for filing students' work
- Course handouts
- Worksheets
- Copies of essential OCN Paper work
- OHP slides on Overview of the Housing Service
- Pens/paper/files for learners/pencils/rubbers
- Hole punch
- Checklist of expected learners

10:00 am

#### **Welcome (30 minutes)**

Use the LDC007 document to go through your induction check list prior to working from these tutor notes.

#### **Introduction to Housing Management (60 minutes)**

10:30am

1) Presentation by tutor with the OHP and handouts of the slides. This presentation helps provide learners with information that will help them complete the exercise below. Advise learners to take notes. The content sets out the scope and breadth of housing management services and gets the learners thinking about it.

2) Class Exercise

**Level 1 exercise** (encourage use of pencils when filling in worksheets so that work can be easily amended. Pens can be used once any uncertainties about the exercise have been ironed out).

Worksheet includes showing 3 circles depicting a Venn diagram showing 3 fields, plus the actual exercise itself which, is divided into Level 1 and Level 2 exercises. **Tutor:** Do a copy of the work sheet (Venn diagram) on a flip chart:

- Buildings**
- Environmental**
- People**

Explain that the housing service has been divided into these three basic functions in order to help people to think clearly about a very complex service and put it into some order. Emphasise the circles but not the point where they meet. The tutor needs to refer to these in their purist sense

Ask participants for a couple of examples for each one of the three services/functions of the

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housing service in the Venn diagram. To get everyone started, ask all participants to have a go at grouping the services that they are aware of into the different categories on the worksheet. (20 minutes).

Suggestion: Have a quick discussion in pairs about this to compare views and ideas.

**Tutor Note:** After they have had a few minutes of work at this, it maybe worth reminding everyone to put their name the worksheets and keep it as part of the course work. **Also:** walk around individuals or groups to ensure that discussion is taking place and no-one is stuck – if so, give personal assistance or if whole group seems nonplussed, return to flipchart to clarify the exercise.

Spend 10 minutes asking for anyone to share their ideas and writing up on a flip chart perhaps have a discussion sharing views.

Then suggest that all participants think about their original grouping and perhaps make notes or improvements to their grouping for the housing services.

**Tutor notes:** Ensure that the learners fill in the Level 1 exercise on the worksheet ensuring that the responses meet the Level 1 criteria by doing spot checks as you walk around the learners. Refer to OCN Learner guide for Level 1 criteria.

### Level 2 Exercise

This time, the tutor focuses on where the circles of the Venn Diagram overlap and directs the group to the level 2 part of the work sheet. The worksheet gets the learners to link up how each one of the 3 functions actually work in harmony and holistically with each other. For example, the Building Functions will have beneficial effects on both the people and environmental functions. By getting learners to reveal these links, you getting them to understand housing management more deeply – seeing how all the functions add up to a holistic/unified service and complement each other.

Direct the learners to the Level 2 exercise and get them to talk amongst themselves about the following:

1. Building functions – how these benefit people and environmental
2. People functions – how these benefit environmental and building
3. Environmental – how these benefit buildings and people

**Tutor notes:** Ensure that the responses given by learners on the worksheet are up to the Level 2 criteria by doing spot checks as you walk around the group. Refer to OCN Learner guide for Level 2 criteria.

### Coffee break?

#### Reward – Inspirational promotional video (45 minutes)

11:30am

Video Review Pose the following questions to the group:

- This is a promotional video, OK! This is not an advert for the Peabody Trust
- Watch the video and contrast what you understand and receive as a recipient of the housing service and with the service provided by the landlord in the video.
- Don't switch off at the credits the bullet points give a very good summary which could be worth remembering for the next part of the course.

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- Also watch out for the final punch line in the video – do think there is possibly a serious point behind this particular joke?

Then: Play: Video Peabody Trust on super caretaking (12 minutes)

Once the video is complete, initiate the Discussion about the differences in this service with their own landlord's housing service. Remind the learners of the questions posed above – **Tutor:** once again move among the groups and monitor and offer help.

### **Assignment exercise with a worksheet – finding out about your own landlord**

12:15pm

Homework – Worksheet showing a table of services which has gaps to be filled in showing information collected and from where.

Using the list of housing management services collect your own information about the landlord's services and fill in the worksheets as a record.

There are two reasons for doing this task (explain to the learners):

1. The first is so that you can find out about the range of material your landlord produces and also by the range of services themselves (things that you might not know about). You may not be aware that they produce such material for publication.
2. The second reason is that, if you want to be involved and with your landlord, and improve their service to tenants, the best place to start is by looking at the standards they state in their publications. The publications that your landlord produces present ideal versions of their services (how they want them to be). Best Value is about looking at what is said in these documents and finding out for your self if the service delivers what it should. You use the ideal standards in landlord publications to measure if the service is delivering or not. Getting hold of publications is the first part of this process.

Exercise:

- **Group Work: Split the learners into groups. Task:** Discussion in groups of three or four people to talk about ideas for approaching the task.
- Answer: Where to go and what to ask for?
- Students are encouraged to make notes for their own use that should be filed with their work (25 minutes).
- Feedback on exercise from different group on search strategies (20 minutes) **This ensures that good ideas are shared and that stronger groups help weaker, less experienced groups.**

This task may sound simple, but it can vary in complexity from landlord to landlord depending on the local arrangements, such as local size of the organisation. Some landlords might publish most of their standards in the Tenant Compact. Others, in the Tenant Handbook. There may also be lots of separate leaflets or booklets available about different parts of the service.

Don't worry if you find this difficult. The idea of the work is for this exercise to build up over time so that you get a virtually a complete overview of your landlord's housing services.

So you could prioritise lettings and allocations services in time for the next workshop if you are under pressure.

If you need advice and help contact the Free Tutor at AfCE tel. 0800 731 0404 ask for Vic Berry or Mark Crown, Derby Homes, Lead tutor on 01332 711063.