

2022

# Resident Association Information Pack



A guide to setting up and running  
a successful Residents Association

**L&Q**



# Introduction

A Resident Association is a group of neighbours who have come together to promote and represent the interests of the residents living in that area, to both their landlord and other stakeholders who are providing services and support in the area. The group can include tenants, shared owners, leaseholders, homeowners from the same block, estate or local area.

For the residents involved, Resident Associations provide a strong, collective voice for the people living in a building, estate, scheme or certain area and a way to raise issues of shared concern and interest, together.

For L&Q, Resident Associations are independent and valued partners who we look to collaborate with on local issues to provide homes and neighbourhoods everyone can be proud of.

While it is up to you how you run your Resident Association, this guide provides some guidance on how to run a fair, inclusive and successful Residents Association, based on advice and feedback from established L&Q Resident Associations and the L&Q staff who work with them.

Resident Associations are just one of many ways that we work in partnership with residents and are a valuable part of L&Q's resident network. Read about this network, and how to get more involved, here.

**We asked members of established L&Q Resident Associations and the officers who work with them to describe what Residents Associations do:**

“Provide a collective voice for residents living in an area to both L&Q and other stakeholder in the areas”

“Help L&Q understand the specific needs of the estate/area”

“Advocate for resident involvement in decisions that impact on where we live”

“Organise community building activities”

“Help build empathy and understanding between Resident Associations and Neighbourhood Housing Lead”

“Connect residents to support”

“Build connections between neighbours”

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## Clarify your aims

Outlining clear aims will give your association a definite purpose. Resident Associations are often set up in response to a specific issue in the area, but make sure that you also have a longer-term vision for your association too, which will be captured in your constitution.

## Gather views

Once you have a clear idea of why your Resident Association is needed, it is important that you make sure other residents in your area feel the same way and have an opportunity to get involved themselves.

### Here are a few tips to help you find out how much support there is for the idea:

- Speak to your neighbours either in person or on social media to get their views and swap ideas
- Let your Neighbourhood Housing Lead know of your interest in establishing a Resident Association. They will be able to confirm if there are any other Resident Associations already established in the area, which you could consider collaborating with
- Come along to a virtual get together for L&Q Resident Associations and Neighbourhood Champions to hear more about their experiences and pick up some tips as you get set up. **See Section 2**
- Log into TPAS Connect to meet other established Resident Associations around the country. **See Section 2.**

## Grow membership

Once you have gathered support and raised awareness of your plans, the next step is to recruit people to join you in your Resident Association.

There are a number of ways in which you can get wider support for your group. You could post on your neighbourhood Next Door or Facebook page or What's App group or do door-to-door leafleting. Make sure that everyone living in the area is told about your plans and has the opportunity to get involved.

It is your responsibility as a Resident Association to promote yourselves locally and gather consent from neighbours for recording and sharing their personal information.

## Agree how you'll work together

### Constitution

Now you have gathered views on what your Resident Association is for and who wants to get involved, you can bring this together into a draft constitution which is a set of rules of how you will operate and work together.

In order to be recognised as an L&Q Resident Association, and access our funding and insurance cover, we are looking for evidence that you are made up of a majority of L&Q residents who are committing to operate in a fair, open, inclusive and transparent way, working for the good of the local community. In order to demonstrate this, you can use the template constitution and partnership agreement in the toolkit section of this pack.

### Role and responsibilities

Some Resident Associations like to assign their members with clear roles while others prefer to be more flexible and share responsibilities widely among the membership, according to people's time and interests.

Both options work well, as long as your members are clear on what is expected of them. This should be clearly outlined in your constitution.

### Your first meeting

Your first meeting is when you and your members

formally adopt your constitution and agree roles and responsibilities. The meeting can take place virtually or in person. Do consider how you can make your meeting as inclusive as possible when thinking about when and where it should take place, thinking about people with young children, are living with disabilities or might have difficulty accessing a computer.

### In advance of the first meeting, you should look to prepare an:

- **Agenda:** Having a clear agenda is the key to a successful meeting. The agenda should be prepared and sent out to members and guests well in advance so that people have time to prepare and make sure they are available to attend
- **Actions log:** Ensure that one of your meeting members is there to keep an accurate record of the agreed actions.

## Get set up

Following your first meeting with your members, and the adoption of your constitution and partnership agreement, please send the following completed documents to your Neighbourhood Housing Lead:

- Constitution
- Signed partnership agreement
- Insurance form
- Start-up grant form.

All these documents are available in the **toolkit section**.

You can find out who your Neighbourhood Housing Lead is by looking at the notice board in your block if you have one or calling the Customer Service Centre on 0300 456 9996, Monday to Friday from 8am to 6pm (excluding bank holidays).

## Our next steps

Your Neighbourhood Housing Lead will be your Resident Association's main point of contact at L&Q.

If you were to invite them to join your next meeting, they will be able to outline who you can speak to about what, whether the issues you are particularly concerned about are L&Q's responsibility or another parties' (like a managing agent, the police or the local authority) and how to reach them to discuss further.

Your Neighbourhood Housing Lead will send the insurance form and constitution through to L&Q's central resident involvement team so that your association is

- Added to the central list of Resident Associations
- Added to an involved resident mailing list to receive information on training, get togethers and peer learning sessions and ongoing support
- Covered by our insurance policy.

You will then be set up as an L&Q Resident Association.

## Keeping your neighbours engaged and informed

While you will likely have a core group of members working together in the Resident Association, it is important that you are open, transparent and accessible to the wider resident base that your Resident Association represents.

Some Resident Associations have made good use of social media and What's App groups to keep neighbours posted on what they're doing so that other residents can contribute in a more ad hoc, informal way.

### Training and get togethers

Once you have set up as a Resident Association, you will start to receive invitations to join our Peer Learning and Training Programme for Resident Associations and Neighbourhood Champions. These are an opportunity for you to hear and share experiences and good practice as well as flagging up any challenges you have faced as a Resident Association and how to overcome these. The get together will also provide training based on what you say would be most helpful.

You will also be invited to the Annual Resident Conference, which is an opportunity for residents to meet with L&Q's most senior membership and monitor progress made throughout the year.

### TPAS Connect

For additional information and support, consider signing up to TPAS Connect for information and training where you will also be able to connect with resident associations from around the UK.

Sign up at <https://www.tpas.org.uk/member-search> and search for 'London and Quadrant'

### Buddying

When you receive your welcome email, you will be asked if you would like to be 'buddied up' with another Resident Association to support peer learning and partnership working.

### Insurance

We have arranged to provide public liability insurance for L&Q Resident Associations. You can apply for this insurance by completing the form in the toolkit section. If you are organising an event that is different from your normal activities, please let your Neighbourhood Housing Lead know so that they can pass this information on to our insurance team. Our Insurers need to make sure that the insurance covers you for these activities.

### Other sources of funding

#### Neighbourhood Improvement Fund

Our Neighbourhood Improvement Fund is used for improvements to the neighbourhood. These usually include improvements to prevent crime, increase security, sustainability and community.

The improvement must demonstrate how it will benefit all, or a significant proportion of residents. Speak to your Neighbourhood Housing Lead to share your ideas on how the improvement fund could be best spent to meet local community need.

Please note that leaseholder blocks or estates are not eligible for estate improvement from the fund.

### Community Investment

The L&Q Foundation's **Place Makers Fund** awards grants to constituted local groups and charities who are committed to changing lives and enhancing communities.

In addition, there are other funding streams that can be accessed by residents. This includes a small donations pot for more community focussed projects and some developments have their own localised community development budgets. For more information contact **Foundation@lqgroup.org.uk** to be directed to an appropriate funding pot for your community building initiative.

### Local community funding

Visit your borough's Centre for Voluntary Services (CVS) and the Greater London Authority (GLA) to see what local community grant funding or community chests might be available in your local area.



#### Find your CVS here:

<https://londonplus.org/cvs-and-volunteer-centres/cvs>



#### Search GLA funding here:

<https://www.london.gov.uk/what-we-do/funding>

If you are a Trafford resident, please visit the following pages to find out about local funding available in your region:

#### Fund and Capacity Building:

<https://www.traffordhousingtrust.co.uk/our-services/communities-grants-and-support/>

#### Thrive:

<https://www.thrivetrafford.org.uk/>

#### Trafford Community Collective:

<https://www.traffordcollective.org.uk/>



# 3

## Getting more involved

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We are passionate about involving residents in all that we do at L&Q, to help us improve our services, support neighbourhoods and achieve better resident-focused outcomes and ways of working.

That's why we offer a wide variety of formal and informal volunteering opportunities for you to have your say and improve what we do.

Find out more by completing the webform at the bottom of the page:  
<https://www.lqgroup.org.uk/en/landq-community/resident-involvement>



## Constitution Template

You can use or adapt this constitution template to set out how you will operate and work together as a Resident Association.

### Name

The name of the Resident Association will be [insert name of Resident Association].

The Resident Association is for the residents of [insert name of building/estate/street//scheme/area]

### Aims

- To provide a collective voice for and promote the interests of all residents living in the area to both L&Q and other stakeholders in the areas in matters regarding the management, maintenance and improvements of their homes, local amenities and environment
- To provide regular information to members and consult with the community on matters of shared interest
- To build a productive working relationship with L&Q and other organisations providing services and support for the benefit of all residents in the area
- To build connections between neighbours, promoting neighbourliness and community participation
- To raise funds to meet the aims of the association.

## Membership

- Membership shall be open to all residents in [insert name of the building/estate/street/scheme/area]
- All members will have an equal vote
- The association shall keep a register of all members
- All members shall receive a copy of the constitution and partnership agreement with L&Q
- **A member ceases to be a member automatically upon:**
  - Informing the Secretary in writing that they no longer wish to be a member; and
  - Ceasing to be a resident of [insert name of the building/estate/street/scheme/area] or ceasing to be an L&Q resident
- (You may decide that only one member per household shall have a right to vote. This would need to be clearly stated)
- In the event of gross misconduct, which includes persistent violation of the association's partnership agreement, membership can be suspended or withdrawn by a two-third majority vote of the committee. In this situation the person has the right to have the action reviewed at the association's next open meeting.

## Committee

- The association will be managed by a voluntary committee elected at the AGM
- The committee shall consist of Chair, Vice-Chair, Secretary, Treasurer and other members
- The committee will not exceed [insert number] members
- The committee will seek to be as representative of the community as possible
- The AGM will elect the Chair, Vice-Chair, Secretary, Treasurer and other members of the committee
- The committee shall meet a minimum of four times a year
- The Secretary will ensure that minutes are taken at all committee meetings. These will be made available to the members, on request, after they have been agreed as an accurate record at the subsequent meeting
- Committee members will carry out the tasks given to them
- If a committee member fails to attend successive meetings without giving adequate apologies, the Chair shall ask, in writing, for their resignation
- The committee may co-opt people with specialist knowledge onto the committee. These people must agree to the aims of the association. A co-opted person will not be able to hold a position or vote.

## Committee member roles

**All members are expected to:**

- Go to meetings regularly or send apologies if they are not able to
- Contribute to meetings
- Volunteer if they can see a job needs doing
- Respect confidentiality of individuals
- Don't let differences of opinion disrupt the workings of the group
- Support the committee and accept majority decisions
- Make sure they represent the views of members
- Ask members for their views on important issues
- Adhere to the partnership agreement.

## Constitution Template (continued)

### Finance

- All monies raised by the association or on its behalf will be used to further the aims of the association and for no other purpose
- The Treasurer shall keep proper receipt and payment accounts of the finances of the association and shall open and maintain a bank or building society account in the name of the association
- The Treasurer shall provide regular reports on the finances of the association to the committee
- The account shall have three signatories, nominated by the committee, one of which must be the Treasurer. No signatories shall be related or reside in the same house
- All cheques or drafts shall be signed by two or three signatories
- The committee members at the first committee meeting after the AGM will decide how much petty cash the Treasurer can keep. Any amount over this must be paid into the association's account
- The Treasurer is authorised to pay from petty cash any expenses occurred by members in carrying out the business of the association. Each payment must be supported by relevant receipts and recorded in the petty cash book
- The Treasurer will provide a list of petty cash payments at all committee meetings.

## Annual General Meeting (AGM)

**The Secretary will arrange for the AGM to take place within 15 months of the date of the previous AGM.**

At the AGM the committee will:

- Report on its work during the previous year
- Present the accounts
- Stand down and members will elect a committee for the year ahead
- Consider any proposals by members including any changes to the constitution
- Vote on any changes to the constitution.

The Secretary will inform all members of the time and venue of the AGM at least 21 days before the meeting. A request for nominations for the committee will be included in this information. A representative of L&Q must be invited to the AGM.

All nominations for committee members need to be with the Secretary 14 days before the AGM. If nominations exceed committee places then elections will take place, decided by simple majority.

**The Secretary will send the following information to members and L&Q at least 14 days before the AGM:**

- A copy of the agenda
- Minutes of the last AGM
- Names and nominees to the committee
- Notice of any proposals
- A copy of the annual accounts.

## Other General Meetings

The association shall hold a minimum of four open meetings a year (one will be the AGM). These meetings will be open to all residents in [insert name of the building/estate/street/scheme/area]. Those attending shall have the right to make their opinions known. All decisions made at these meetings shall be by simple majority of members. Decisions voted on at these meetings will be binding on the committee.

The Secretary will notify members of the date, time and venue of meetings 14 days in advance.

**A special general meeting open to all members of the association can be called in the following ways:**

- At the Chair's discretion
- If three or more committee members request one in writing
- If [one third] of the association, or [20 members], request one in writing.

Once the Secretary has received a request for a special general meeting, they will arrange for the meeting to take place within [28 days] of the meeting being requested.

The Secretary will notify members of the time, date, venue and agenda for the meeting.

No business other than that stated on the agenda will be discussed. A simple majority of members will take decisions.

## Quorum

The quorum for all general meetings shall be [one-third] of the membership.

## Dissolution

**A proposal to dissolve the association can be put forward in two ways:**

- If the committee decides to dissolve the association they shall instruct the Secretary to convene a special meeting of the members for that purpose
- If members wish to dissolve the association, at least [15] members should write to the Secretary proposing the dissolution. They should state their reasons and request a special general meeting to discuss and vote on the matter. The Secretary will convene a meeting to discuss and vote on the matter either way.

A proposal to dissolve the association shall take effect if agreed by 51% of people attending and voting at the meeting.

Funds and possessions (after the final accounts have been produced) will be handed to L&Q for a period of two years. If in that time another resident association is established on that estate/area these funds and possessions may be released to them.

If no association is established, a representative from L&Q will, after discussion with remaining committee members, distribute the funds and possessions to another association within L&Q.

All records relevant to the association will be placed with L&Q's nominated representative for safekeeping.



## Partnership agreement

The agreement was co-created with L&Q Resident Association members and Neighbourhood Housing Lead to outline how we will agree to work together. It allows you to know what to expect from L&Q and also from each other, providing a framework for a constructive conversation if your members or L&Q are not seen to be adhering to the agreement.

We recommend that you work with your Neighbourhood Housing Lead to finalise your partnership agreement, managing expectations from the start on how you will agree to work together for the benefit of residents in your local area.

## L&Q will

- Ensure that, when invited by the Resident Association with notice, officers will make every effort to attend and prepare for the meeting
- Respect and listen to your feedback
- Be collaborative and positive about working with Resident Associations
- Provide meaningful and timely responses to Resident Association queries
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed
- Inform Resident Associations of staffing changes in good time and who to engage with during times of staff changes
- Welcome a collective consultation response from the Resident Association (e.g. Section 20 consultation responses), submitted by one member of the Resident Association, rather than expecting you to submit individually
- Ensure your health, safety and welfare including, when appropriate, providing adequate insurance cover for Resident Associations to carry out their voluntary role
- Keep Resident Associations informed of wider resident involvement opportunities.

## Signed

Signed on behalf of L&Q: \_\_\_\_\_  
Print name: \_\_\_\_\_  
Date: \_\_\_\_\_

## Resident association members will

- Work together, respectfully and collaboratively to improve things for the benefit of all residents in your local area
- Demonstrate a strong commitment to equality, diversity and inclusion, ensuring that all residents in the area have a voice and are fairly represented
- Seek to represent the various needs of the area and not discriminate on the grounds of nationality, political opinion, race, religious opinion, gender, age, sexuality or disability
- Be courteous and neighbourly even in times of conflict or disagreement
- Be non-political
- Not 'speak for' individual residents or hold caseloads and instead signpost residents to L&Q for more information
- Advocate for the interests of residents on the estate/area
- Respect the confidentiality of other residents and avoid mentioning specific cases that may identify an individual.

## Signed

Signed: \_\_\_\_\_  
Print name: \_\_\_\_\_  
Date: \_\_\_\_\_

This agreement is in honour only. It is not intended to be a legally binding contract and either L&Q or the volunteer can end the agreement at any time.

# Toolkit

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## Grant criteria

### Funding criteria

To qualify for both the start-up grant and the annual grant, your Resident Association will need to show the following:

- A majority of Resident Association members are L&Q residents. They can include leaseholders, private renters or outright owners and should be aged over 18
- A membership which is clearly open to all residents (non-L&Q residents can also join but L&Q residents should be in the majority to receive the grant)
- A written constitution based upon L&Q's template
- A signed partnership agreement by all members
- Regular meetings that are either virtual or in person including an Annual General Meeting that includes a Treasurer's report, a report on the association's activities during the year and its plans for the next
- Ways to make sure all residents know about your group and have opportunities to participate
- Open financial records
- A name for your Resident Association and a bank or building society account in that name. The account shall have three signatories, nominated by the committee. No signatories shall be related or reside in the same house.

### Start-up grant

During the first year of setting up your Resident Association, you can apply for a start-up grant. This can be used to claim back money for your initial outgoings, such as paying for the hire of meeting space, printing posters or advertising your first meeting or organising training.

The full start-up grant is £200, plus £2 for every member of the association, up to a limit of £300. To give an example, 20 residents started a resident association in October 2022, they applied for the start-up grant and received £240.

### This was calculated as follows:

£200 – (full start up grant).  
Plus £40 (20 members at £2 for each member).  
In October 2023 they will be able to apply for the Annual Grant.

### Annual grant

Applications for the annual grant can be made when the following terms are met:

- Resident Association continues to meet the funding criteria
- A full year after the start-up grant was paid
- There is less than £200 in the bank from the previous grant from L&Q. If there is still £200 or more in the account that is from the previous grant from L&Q, then we would require you to account for that grant applying for a further grant
- Provided evidence of how the last year's grant from L&Q was spent (e.g. bank statement and receipts)
- Held an annual general meeting and supplied us with the minutes and annual report from the meeting (including the Treasurer's report)
- Provided us with a copy of the minutes from your most recent meeting.

The annual grant is paid at the same rate as the start-up grant. The annual grant can be used to cover ongoing outgoings for running the Resident Association (e.g. meeting space hire) the development of the Association (e.g. training) and wider community engagement (e.g. Community fun days). We maintain the right to refuse payment if these criteria are not met.



- Start Up Application Form
- Annual Grant Application Form
- L&Q Resident Association Insurance Application Form

Please print out any/all of these forms and return to L&Q at this address:



# Start up grant application form



Once you have completed this form, please send it back with the relevant documents to your Neighbourhood Housing Lead.

The full annual grant is £200, plus £2 for every member of the association, up to a limit of £300

## Please fill out all sections

Name:	
Address:	
Phone number:	
Name of Resident Association:	
Total number of members:	
Total number of members who are L&Q residents:	
Total number of members:	
Resident Association bank account details:	Account Name:
	Account number:
	Sort Code:
Date of first resident association meeting:	

Please enclose with this completed form:

- A completed and signed membership list
- A copy of your constitution
- Signed partnership agreement

## To be completed by Neighbourhood Housing Lead

I agree that the Resident Association meets the following criteria for the start-up grant and should be awarded the sum of:

£ \_\_\_\_\_

Name of Neighbourhood Housing Lead: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Criteria check list

- A majority of Resident Association members are L&Q residents
- Provided a written constitution based upon L&Q's template which clearly states that membership is open to all residents in the area
- Provided signed partnership agreement
- Plans to hold regular meetings that are either virtual or in person
- Has a bank or building society account in Resident Associations name. The account has three signatories, nominated by the committee, one of which must be the Treasurer. No signatories shall be related or reside in the same house.

The logo for L&Q, consisting of the letters 'L&Q' in a bold, black, sans-serif font, positioned on a yellow rectangular background.

# Annual grant application form



Once you have completed this form, please send it back with the relevant documents to your Neighbourhood Housing Lead.

The full annual grant is £200, plus £2 for every member of the association, up to a limit of £300

## Please fill out all sections

Name:	
Address:	
Phone number:	
Name of Resident Association:	
Total number of members:	
Total number of members who are L&Q residents:	
Total number of members:	
Resident Association bank account details:	Account Name:
	Account number:
	Sort Code:
Date of first Annual General Meeting (AGM):	

Please enclose with this completed form:

- Completed and signed membership list
- Copy of your constitution
- Signed partnership agreement
- Copy of your bank statement and receipts
- Copy of your AGM's minutes and annual report (including the Treasurer's report)

## To be completed by Neighbourhood Housing Lead

I agree that the Resident Association meets the following criteria for the start-up grant and should be awarded the sum of:

£ \_\_\_\_\_

Name of Neighbourhood Housing Lead: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Criteria check list

- Start-up grant was paid more than 12 months ago
- There is less than £200 in the bank from the previous grant from L&Q
- Provided evidence of how the last year's grant was spent
- Held an annual general meeting and supplied us with the minutes and annual report from the meeting
- A majority of Resident Association members are L&Q residents
- Provided a written constitution based upon L&Q's template which clearly states that membership is open to all residents in the area
- Provided signed partnership agreement.

The logo for L&Q, consisting of the letters 'L&Q' in a bold, black, sans-serif font, positioned on a yellow rectangular background.

# Resident Association insurance application form



L&Q will arrange insurance on behalf of your Resident Association at no cost to you.

To apply for insurance please complete the application form and return it to Gemma Copley at [GCopley@lqgroup.org.uk](mailto:GCopley@lqgroup.org.uk).

The purpose of this questionnaire is for you to advise us of your current activities so that we can obtain an accurate quotation from the insurance company prior to renewal. We would be obliged, therefore, if you could complete this form.

**Please note** that the information you supply on this form will be the basis of the insurance contract for the forthcoming year. It is, therefore, very important that all information given is accurate and as comprehensive as possible.

## Please fill out all sections

Name of resident association:

Address of meeting venue  
(can be virtual/online):

## 1) Your Activities

Please complete the table below with a complete list of your activities which are directly organised and supervised by you. These can include your Resident Association meetings as well as community events and fun days.

Description of Activity	Frequency-how many times/ sessions/classes per day, week or month?	Average number of participants per session







## Declaration

I declare that to the best of my knowledge and belief the answers given are true and complete in every respect and all material particulars which may affect the assessment of the risk have been disclosed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

The logo consists of the letters 'L&Q' in a bold, black, sans-serif font, positioned on a bright yellow rectangular background.



**For more information**  
L&Q Group  
T: 0300 456 9998  
[www.lqgroup.org.uk](http://www.lqgroup.org.uk)