

## **Role of Estate Champion**

An Estate Champion is a council tenant or leaseholder who cares about their estate and can act as the 'eyes and ears' of their community and wants to get more involved with housing related issues. They can represent the views of their neighbours and highlight concerns or ideas on their behalf. They help monitor and improve the services they, and their neighbours, receive. They will represent an area where it has not been possible to set up a Tenants' and Residents' Association (TRA).

The role of an Estate Champion includes:

- To represent, as far as is possible, everyone living on the estate.
- To find out residents' views about the services they receive and find out what residents want.
- To work towards improving the quality of life for local people and their community and the way the Council and other service providers deliver and manage local services.
- To assist the council with resident consultations on the estate.
- to regularly re-assess if other residents wish to form a residents' association and take part in its development.
- To work with the Resident Engagement Team to increase levels of resident involvement on the estate.
- To encourage, assist and promote social activities for recreation and enjoyment, and encourage a community spirit and sense of responsibility.
- To suggest improvements and other community involvement events and initiatives
- To ensure that the estate's notice boards are kept up to date. If necessary, help with delivering flyers and promoting local involvement opportunities and events.
- To act as a point of contact between the estate and Harrow Council's Resident Services.

Estate Champions work with the council and give feedback on our performance:

- Taking part in estate inspections
- Reporting communal repairs
- To report any caretaking or fly tipping issues
- Reporting any issues of concern and
- Identifying estate improvements and participating in any social value bids
- Providing feedback on contractors
- Organizing community events such as clean up days

Eligibility criteria:

- No outstanding tenancy or lease breaches
- Interested in improving your local area.
- Able to carry out and commit to estate inspections.
- Willing to work in partnership with Harrow Council for the good of the whole estate.

Monitoring process

The Resident Engagement team (RET) are your first point of contact to report your concerns. Once reported, we will assess the level of priority. RET will also forward your report to the relevant team or officer for their action and response and keep you informed of the next steps. We will monitor the report until it has been resolved.

The role is a fantastic opportunity for reps to make a real difference to their local community, giving residents a voice. Reps will be supported in their role, receiving guidance and support from the Resident Engagement Team