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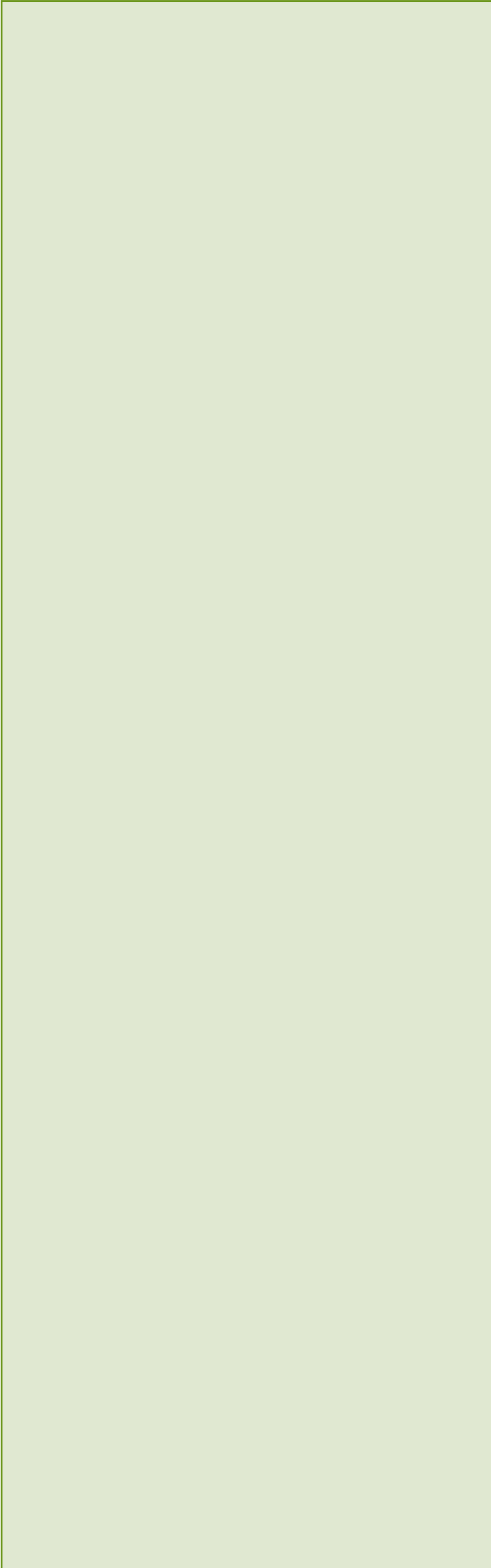
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Birmingham City Council will continue to be your landlord. The Tenant Management Organisation (TMO) is not changing the ownership of council housing: the change would mean that the responsibility for the

In addition to housing management, we care about the wider issues affecting the estate, and are actively involved in the Roman Way Residents' Group and Neighbourhood Tasking meetings. Roman Way Estate Community Interest Company is committed to the TMO process and the wider regeneration issues that affect the Roman Way Estate to bring improvements for local residents.

During the development stage of the Right to Manage process, Roman Way Estate Community Interest Company board members have continued to build excellent relationships with key stakeholders such as local councillors, West Midlands Police, West Midlands Fire Service, Primary Care Trust, the local MP and officers of Birmingham City Council. The board recognises the

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1. You will shortly receive a ballot paper asking you to vote yes or no to Roman Way Estate CIC setting up a Tenant Management Organisation (TMO) and commencing the management of housing services to the Roman Way Estate on behalf of Birmingham City Council.
2. The ballot will be open to allow voting for a period of 14 days.
3. Directors of Roman Way Estate CIC will be canvassing the neighbourhood, providing you with opportunities to ask questions.
4. The ballot papers will then be counted by an independent organisation and the outcome of the ballot confirmed. As an eligible resident you will be invited to attend the count event which will be held locally.
5. The TMO will proceed to set up if:
 - a majority of tenants and leaseholders voting have voted in favour of Roman Way Estate Community Interest Company; and
 - a majority of secure tenants who vote, have voted in favour of Roman Way Estate Community Interest Company.
6. If these two conditions are not met, then the TMO will not proceed and the Right To Manage notice is considered withdrawn.
7. Within a maximum of 14 days, Birmingham City Council (BCC) shall inform all affected residents, BCC parties, BCC elected members and the Government's Secretary of State of the result of the ballot and the consequences of that choice.



In recent months there has been a great deal of communication with residents including newsletters, face-to-face discussions, meetings and events. You may have heard a lot about Tenant Management Organisations, the Roman Way Estate Community Interest

Roman Way Estate CIC is committed to enabling a flourishing urban village in the heart of Birmingham for the people of the Roman Way Estate. Roman Way Estate CIC will ensure excellent provision of services and improve the quality of life for tenants and residents through tenant management and community involvement.

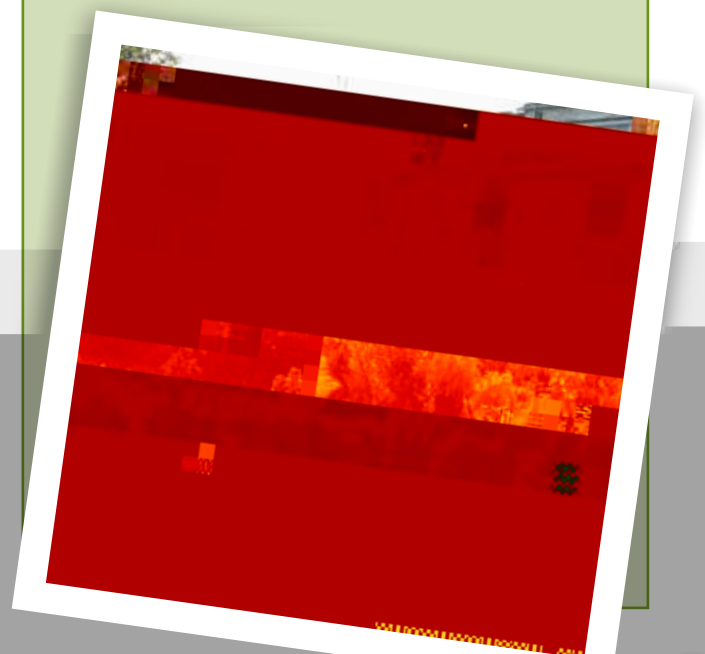
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- providing the best housing and repairs service possible for our tenants and residents;
- ensuring we continue to communicate, consult and involve all members of the community in the Tenant Management Organisation (TMO) and local decision-making;
- continuous improvement of the estate for our residents;
- undertaking projects and initiatives that will benefit local people, improve the environment and raise the 'community spirit';
- working with other groups and organisations to provide a wide range of quality services for all residents, making an attractive, enjoyable and flourishing place to live;
- raising awareness of the influence tenants have and give them a real say in the management of their estate; and
- benchmarking our vision and its success with a comparable TMO of equal tenure. Benchmarking will be made utilising the National Federation of TMOs (NFTMOs) benchmarking guide.

Roman Way Estate Community Interest Company (RWEIC) has adopted the following values in order to reflect our commitment to providing excellent services and the empowerment of local people:

- the RWEIC board cares about and respects our community and the people within it;
- RWEIC board members do what we do because of that care and respect and not for any financial gain or social status;
- the RWEIC board celebrates the diversity of our community and will strive to ensure we represent and serve all of our tenants and residents in a fair and equitable manner;
- the RWEIC board recognises estate tenants and residents as our customers and their contribution is key to our success;
- the RWEIC board believes in participation and encouraging everyone to have the confidence and imagination to create solutions; and
- RWEIC board members do what we say we are going to do.

These values apply equally to our staff, partners and our stakeholders.



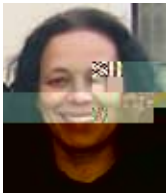
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Roman Way Estate CIC is a community interest company. To ensure that it acts in the interest of the local community, the board is made up of elected local residents working on a voluntary basis with a duty to represent the views of residents.

Once elected at an Annual General Meeting (AGM), directors hold office for a term as near as possible to three years.

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Sophia Mannan
Chair – Resident
Involvement Lead



Althea Hamilton
Vice Chair – Child
Protection Lead

Nick Reynolds
Company Secretary /
Training Officer

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Sally Weston
Finance Officer

Allan Bennett
Board Member

David Tankard
Board Member

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Don Lorenzo
Board Member –
Vulnerable
Persons Lead



Mike McNamara
Board Member



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Roman Way Estate CIC has been independently assessed as meeting the national criteria for TMOs which is the result of five years of hard work and development.

Alongside that, the community has seen a range of successful events, activities and initiatives as we have worked to address the concerns of local residents.

Over the years the board of directors has undergone extensive training to equip members to deliver services effectively. In September 2010 an assessment was carried out by an independent organisation to ensure Roman Way Estate CIC met the required standards. The assessor praised the board's preparation and experience, noting in particular strengths in:

- community activities and events;
- partnership working and developing positive relationships with all departments of the council, the police and other agencies;
- willingness and ability to learn;
- financial management and comprehensive business plan.

In conclusion, the approved assessor reported that Roman Way Estate CIC "has met the required competencies to manage as required by the Right to Manage regulations. Roman Way Estate CIC, is judged as successful in this stage three assessment and can therefore proceed towards the final ballot."

Roman Way Estate began the development study of the Right to Manage process in June 2008. The group has worked extremely hard



Complaints can provide invaluable information about the quality of service, and we will consider all complaints as part of our regular service reviews.

We will implement a procedure that is responsive to satisfy complainants wherever possible.

We will have a procedure that is clear, simple and easy to use.

We will have in place procedures that will ensure that your concerns are addressed promptly.

Birmingham City Council (BCC) will work with Roman Way Estate CIC to implement a monitoring and support framework. BCC and Roman Way Estate CIC officers will meet monthly to discuss all aspects of performance to ensure there is close monitoring of all services being delivered by Roman Way Estate CIC.

BCC will also arrange for regular audits and inspections to be carried out to monitor the quality of services.

BCC will continue to support Roman Way Estate CIC directors in developing their skills through training and will attend board meetings on a regular basis to monitor the governance of the organisation, for example making sure decisions are made fairly and democratically.

Annual reports will also be produced and made available to all, covering how Roman Way Estate CIC has performed during the previous financial year. Should performance not be satisfactory, then BCC can take steps to ensure that Roman Way Estate CIC brings performance up to standard.

Roman Way Estate CIC aims to put into practice a two-tier monitoring service by also introducing National Federation of Tenant Management Organisations (NFTMO) targets which will allow for an additional monitoring of service provision against other TMOs operating locally and nationally.

The board of Roman Way Estate CIC will also continue its programme of training and development to ensure that all board directors are equipped to deliver and manage quality services.

If the ballot is successful, Roman Way Estate CIC will be allocated an allowance by Birmingham City Council to deliver the chosen housing management services to tenants and leaseholders of the Roman Way Estate. Subject to agreement, this is expected to be £227,888 for the next financial year: 2011/2012. The basic principle in calculating this allowance is Birmingham City Council's own level of expenditure.

The Modular Management Agreement (MMA) is the contract between Roman Way Estate Community Interest Company and Birmingham City Council. The MMA includes a range of chapters detailing how the TMO and BCC will work. For example:

general requirements of the agreement –

Frequently asked questions

What is Right to Manage?

1. If you own a flat in a block of flats, you may have a right to manage the common parts of the building. This means that you can elect a management company to manage the common parts of the building on your behalf. This is known as a Right to Manage (RTM) company. The RTM company will be responsible for the day-to-day management of the common parts of the building, including the maintenance and repair of the building's structure, exterior, and common parts. The RTM company will also be responsible for the collection and payment of service charges to the tenants of the building. The RTM company will be responsible for the management of the building's finances, including the preparation and payment of the annual budget and the collection and payment of service charges. The RTM company will also be responsible for the management of the building's insurance and the appointment of contractors for the maintenance and repair of the building's common parts. The RTM company will also be responsible for the management of the building's tenancy agreements and the collection and payment of rent to the tenants of the building. The RTM company will also be responsible for the management of the building's tenancy agreements and the collection and payment of rent to the tenants of the building.

What is a Tenant Management Organisation (TMO)?

A Tenant Management Organisation (TMO) is a company formed by tenants of a block of flats to manage the common parts of the building. The TMO will be responsible for the day-to-day management of the common parts of the building, including the maintenance and repair of the building's structure, exterior, and common parts. The TMO will also be responsible for the collection and payment of service charges to the tenants of the building. The TMO will be responsible for the management of the building's finances, including the preparation and payment of the annual budget and the collection and payment of service charges. The TMO will also be responsible for the management of the building's insurance and the appointment of contractors for the maintenance and repair of the building's common parts. The TMO will also be responsible for the management of the building's tenancy agreements and the collection and payment of rent to the tenants of the building.

Who will be my landlord?

This is important. If you do not understand this document then please ask a friend or relative, who

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