

# GET INVOLVED

Getting Started

## Training and Support

This section details what LBHF can provide to assist you in the running of your TRA.

### Empowering Committees

The Resident Involvement Team can convene or help in co-ordinating a variety of courses to enable residents to effectively run a TRA and contribute to improving the delivery of services to the residents in the area.

These include:

- Running effective meetings.
- Chairing of meetings.
- Negotiating skills.
- Managing TRA budgets and grant applications.
- TRA roles and responsibilities.
- Introduction to LBHF Housing Services, including resident involvement structures and Council processes.
- Representing the community.
- Minute taking.
- Access to other funding opportunities.
- Partnership working to provide social activities or projects.

For further information on when and where these training events will take place please contact the Resident Involvement & Governance Officer (see section Contact Us).

### Childcare/Carer's allowance

Named elected TRA committee members can claim childcare for resident training via our resident expenses policy. TRAs could also consider how to fund committee members who need childcare to attend local TRA meetings. The child-minder or carer should be registered.

### Attendance of Council Officers at Meetings

Council Officers are often very happy to attend TRA meetings. Please give the officers plenty of notice to ensure their availability. Your primary support will be your Community Engagement Officer and your Local Housing team.

### Printing

Any meeting papers, leaflets or posters can be printed free of charge. Please ask your local Housing Officer for assistance. LBHF will not reimburse printing costs. Printing jobs and printing materials should be requested in advance.

### Response Times

LBHF Housing Services Officers pledge to acknowledge any correspondence within 48 hours or as soon as possible when a staff member is sick or on annual leave. All responses to any query will be provided within 10 working days.

