**DELAWYK RESIDENTS MANAGEMENT ORGANISATION (DRMO)**

**CONSULTATION POLICY**

**Introduction**

There are some occasions where the Delawyk Residents Management Organisation (DRMO) may need to know more details from residents about specific issues that affect them and, in those cases, the DRMO will consult residents.

The DRMO has a statutory requirement to consult residents on certain issues that are bound by legal requirements and those can have strict rules surrounding how they should be conducted.

This policy is for consulting residents about non-statutory issues and giving residents a voice and an opportunity to influence decisions about projects that residents or the DRMO would want to carry out on the estate.

Non-statutory consultations have no legal status but would enable the DRMO to hear from residents.

**Consulting residents**

The Board of the DRMO will consider each project and make a decision as to whether a resident consultation is needed on a case by case basis

**How long would consultation take?**

If a decision is made to go ahead with a consultation exercise, residents will be giving enough time to respond typically from 14 days to 28 days, but the length of time needed will vary depending on:

* the consultation channels being used
* the ability of all residents being all able to participate (for example, if they have specific needs)
* the time of year (for example school holidays)
* the level of response that the DRMO is seeking

**Who to consult**

All residents will be consulted and in appropriate cases a focus group or residents living closest to the proposed project will have further consultations.

Depending on the project, residents responding to the consultation may be asked to give their names and addresses.

**Ways to consult**

The method of consultation will largely depend on the type of questions the DRMO want answered but will typically include:

* electronically – QR code etc
* attached to newsletter
* WhatsApp group
* door knocking priority areas
* deliver leaflets through doors
* focus groups
* Completed questionnaires to be sent to the estate office
* General meetings

The methods chosen will ensure that the consultation is accessible to all those who wish to participate. The DRMO would identify and resolve any barriers to involvement.

The DRMO would have a consultation/publicity section on the website.

**Communicating the results**

At the end of the consultation period, the findings will be communicated to all residents in a format for residents to understand the outcomes of the consultation, and what the next steps will be.

This will be done by two weeks after the end of the consultation period.

**Target number of responses**

Any proposal needs to attain a 65% majority with a response rate of 30% of households or above.

If it is a proposal that targets a specific area of the estate, then the residents directly linked to this area should be further targeted and achieve 50% response rate.

Introducing a permanent fixture, the board might request that all directly linked residents are in favour of the proposal.

The proposal should be presented at a general meeting as early as possible but as a minimum prior to board approval.

**Project review**

Any project implemented will be reviewed one year later. If there are concerns, further resident consultation may be carried out and the project discontinued or removed should resident support be withdrawn.

Each proposal should cover how the project will affect maintenance of the estate as well as how it will be maintained to prevent the project having a negative impact on the character of the estate.

**Evaluating the consultation**

At the end of each consultation the DMO would consider:

* if the consultation achieved its objectives
* If the right methods were used
* If there were responses from tenants, leaseholders as well as freeholders
* If there were there any unexpected outcomes
* If the process was cost-effective
* what would be done differently next time