



**“Making a Difference”**

# VTRG

## What is it?

VTRG is a group of tenants, elected from each Viewpoint complex, which meets quarterly at Viewpoint's Head Office. Each complex is entitled to elect 2 representatives – 3 in the case of larger complexes. The Group works through a committee which it elects annually. This committee meets with Viewpoint management two weeks after a Reps' meeting. In addition, the committee meets the Board informally twice a year and meets it more formally to consult on rent and service charges. The committee Chairman represents tenants on the Viewpoint Board. The committee also provides encouragement and support for Reps.

## Why does it exist?

VTRG exists to

- be the voice of tenants to Viewpoint
- promote the interests of all tenants
- hold Viewpoint accountable for the prudent use of tenants' money provided through rent and service charges.
- assist Viewpoint in its aim of putting tenants at the heart of all it does
- provide another channel of communication between Viewpoint and its tenants
- provide honest and clear advice to Viewpoint on tenants' views in the development and provision of services, policies and procedures affecting tenants

# What do Reps do?

They will

- be approachable and provide a “listening ear “ for tenants
- in addition to the formal complaints procedure, provide another way for tenants to voice their concerns
- from time to time, call a tenants’ meeting/conduct a surgery for tenants to discuss issues of common interest affecting their tenancy or problems which may be arising. Any tenants can ask the Rep to call such a meeting.
- attend the Annual Tenants’ Meeting at your complex
- on occasion, attend tenant social functions though they are under no obligation to organise such functions which are the responsibility of your social committee
- regularly attend Reps’ Meetings to share your views and concerns which can then be conveyed to Viewpoint
- keep you informed by putting up on the notice board minutes of reps’ meetings and of meetings with Viewpoint management plus any other information they are given to give to you.

**The VTRG relies upon and welcomes tenant involvement. Without it we cannot “make a difference”. The committee therefore urges you to use your voice and your right to elect a representative for your complex.**

**If you would like more information, please contact:**

**The Chairman of VTRG  
c/o Viewpoint Head Office  
4 South Oswald Road  
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