



Housing Services

Residents Association Handbook



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What is a residents' association?

A residents' association is a group of people who live in the same area and work together to represent the views of all the households and help make their neighbourhood a better place to live.

Why start a residents' group?

A group can:

- Sometimes achieve more than an individual
- Represent the collective views of residents'
- Have a voice in planning for the local area
- Help improve the quality of life for all members of the community
- Represent the views of local people to the Council or a landlord
- Be recognised as a democratically elected group and have more influence.
- Help to tackle antisocial behaviour or crime
- Protest against planned developments in their area
- Raise funds to improve local facilities, such as community gardens or play areas.

Members of tenants' and residents' associations find that:

- They can develop a community spirit
- Individuals enjoy becoming more involved in their community
- They can improve opportunities for people to meet socially
- People get a sense of achievement and pride in a community that they have helped to improve.



How to start your group

Questions to consider:

- What does the group hope to achieve?
- What issues does it want to tackle?
- How big an area will the group cover?
- How will you recruit members?
- What skills do people in your group have?
- Who is going to do what job?
- What help might the group need and where can you get it?
- Are there any other associations locally you could contact for advice?

The best associations are open, embrace the diversity of their community, and are democratically accountable to members, potential members and other partners.

The next steps

- Organise an initial meeting to start your association
- Knock on everyone's door and/or leaflet everyone to tell them about it
- Put up posters in community areas such as a parks, schools, shops, community buildings and/ or notice boards
- Set up a steering group/committee to decide on a constitution and a name for your association
- Hold a launch meeting



Getting more people involved

Now that your group is up and running there are things you can do to get more people to join.

- Your association should make every effort to inform all residents about the association and how they can join as soon as possible.
- Make links with any other community groups in the area: e.g . women's groups, disabled groups, play groups, youth groups
- Some people are afraid to come to meetings alone, particularly at night. — offer a service to accompany people to and from meetings. Advertise this service in leaflets, posters and through telling people about it.
- Have meetings at times when parents can attend. Try to hold meetings in spaces where children can play and encourage people to tell you if they can't come to meetings and why. You should use this information to help plan future meetings and let people know what happened at those they have missed.
- Wherever possible, you should ensure that venues are accessible for everyone, avoiding the need to climb stairs and producing information in large print.
- Inform local people of your activities and progress. Let people know of your success stories over the last year.
- Organise local activities or events to encourage people to get involved.
- Your group should be seen and known by everyone for being inclusive and welcoming. Address this in your constitution by including an equality statement and making it clear that discrimination will not be tolerated



Types of publicity

There are various ways that you can publicise and inform people of events and issues.

Leaflets

These are usually a single sheet of paper informing people or advertising a specific event or meeting. Committee members or street/block representatives can distribute these to individual homes.

Posters

These are similar to leaflets but usually bigger. They are used to reach a wider group of people and displayed in prominent places, such as public notice boards in parks or libraries; local businesses or shops might display them if you ask. If you have a school or community centre in your area you may also be able to display posters there.

Newsletters

A newsletter should highlight success stories. You could include issues such as local news or updates on activities or events. A good newsletter should also include contact details for your association and perhaps useful contact numbers for the Council or community police team.



Website

Many residents associations are using their own website to promote what they do, produce newsletters and other useful information. City of York website has a page for each residents association, to include information or update the information contact the Housing Equalities & Engagement Facilitator

Word of mouth

Members need to get out and about and talk to local residents. Always try to focus any publicity on the major local issues to encourage people to become involved.

Money

Once your association is up and running you might want to raise some money. Money may be needed to cover any administration costs, such as printing leaflets or posters and hiring rooms for meetings.

There are three main ways of raising money:

1. A subscription
2. Fund-raising activities
3. Applying for grants



Grants

A well run, constituted organisation is well placed to apply to organisations, for small grants for activities and events that benefit local people.

Fundraising activities

Raising money through local events can be hard work, but it has advantages.

- The money raised is yours to spend within the terms of your constitution
- It can be fun and a good way of involving other residents
- People can be creative and use skills that might otherwise not be used

Organising a fundraising event

When you are organising an event you need to consider:

- The venue – where will you hold it?
- Publicity – what information will you provide about your event?
- Organisation – who is doing what, and when?



Fundraising social events can be fun, make life friendlier for residents, and improve relationships between different sections of the community. Try to prepare everything well in advance and tell people about it beforehand.

A good way of involving new people in your association is by giving them small tasks, such as distributing leaflets. You will want to have an idea of a target - for example, how much money you think you will make - and have an evaluation afterwards to see how successful you were.

Some fundraising ideas:

- Coffee mornings
- Bingo
- Outings
- Fun runs/walks
- Recipe book
- Christmas party
- Sponsored events
- Raffles
- Garden festival
- Jumble sale
- Tea dance
- Appeal
- Multi-cultural evening
- Health fair
- Quiz night
- Barbeque
- Car boot sale



Residents Associations



Promoting your Residents Association

Article in Streets Ahead

Find out when the deadlines are for Streets Ahead, contact Kelly Conn to negotiate space. Send your article to Kelly in good time. Kelly's details are on the contact sheet, [page 39](#)

Council website

Residents' Associations have web pages within the City of York Council website. To keep yours up to date email amendments to your Community Involvement Officer using their contact details from the contact sheet, [page 39](#)

Other relevant publications e.g Your Ward

If you have events to advertise contact the Communities and Equalities Team to find out if there are any publications which would be appropriate/ timely to advertise in. Contact details are on the contact sheet, [page 39](#)

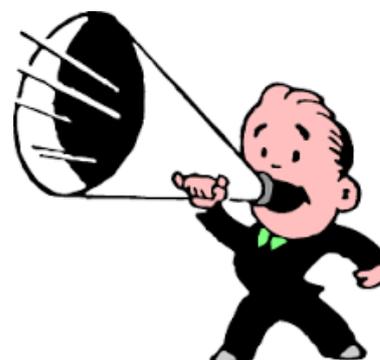
Promotional posters

It can be useful to produce posters with contact details of your Residents' Association and display them in prominent places around your area. These will need to be updated regularly with up to date feedback and current pieces of work.

When you have your poster agreed by your committee you can have them printed. You can contact any printing company, the City of York Council print unit can also do this for you. Remember to ask for a quote and a proof, these will be needed so your committee can make a decision who should do the work.

If you want to contact the City of York Council print unit, details for the are on the contact sheet at the end of this handbook.

There is a template poster which might help to create an appropriate poster in the template section of this handbook, [page 27](#)



Meetings

- Set your meetings including your Annual General Meeting in advance.
- Book your venue, making sure it is accessible, within your budget and is easy for most people to get to.
- For each meeting decide on the agenda and invite the appropriate people e.g. Community Involvement Officer, Housing Management Officer, Police Officer etc
- Create a poster to advertise meetings which includes the date/time and venue for meetings and display it around the area
- You can use a template from the template section, [page 20](#)
- Contact details for the Communities and Equalities team is on the contact sheet, [page 39](#)
- Take the minutes of the meetings, distribute them according to your constitution and agree them at the next meeting
- There is a template for action minutes in the template section which you may find useful.

Annual General Meeting

These meetings take a little bit more organising than your regular monthly meetings so you will need to undertake all the usual meeting tasks and:

- Check your constitution to make sure it is still relevant, if it needs changing this will need to be included in your agenda and on your advertising.
- Produce a leaflet
- Agree and write the agenda, these follow a specific order. A template is provided in the template section, [page 21](#)
- Display notices of the meeting in relevant places around the area
- Organise any guest speakers/officers required
- Write the Chairs report
- Write the Treasurers report
- Make sure the papers are ready, in particular the minutes from the last Annual General Meeting
- Organise refreshments
- Take the minutes, don't forget to include a record of who attended the meeting. These minutes need to be kept safely for next years Annual General Meeting.



Funding

- Identify appropriate funding streams for your project, the funder finder on the CVS website might be useful.
- Collect the information needed to complete the funding application
- Complete and send the funding application. CVS can give support/ advice. Contact details are on the contact sheet, [page 39](#)
- Spend the funding appropriately, accounting for all the spend
- Ensure any reports needed are written and submitted within the time frames given

Community events/activities

Take the lead in organising the events/activities including:

- Identifying any funding required
- Applying for and securing the identified necessary funding
- Complete the Risk assessments/health & safety,
- Attend any training necessary.
- Information about risk assessments can be found at www.hse.gov.uk/risk/
- Make sure a risk assessment is completed for each activity/ event.
- Use the risk assessment guidance provided if needed
- Create advertising posters/leaflets etc using the templates provided.
- Promote the event/activity throughout the area, via posters, social media, word of mouth etc
- Arrange delivery of leaflets as necessary
- Ensuring first aid cover
- Setting up for the event/activity
- Clearing away following the event/activity
- Making sure the event/activity is evaluated in a residents association meeting and that the learning is recorded for future events/activities



Estate Walkabouts

- Set the dates for the walkabouts in advance, ideally a year in advance
- Send the dates of Estate Walkabouts, in advance to your Community Involvement Officer to upload to the website
- Create and print posters promoting the walkabouts, including dates, meeting places etc. using the template provided
- Promote the walkabouts throughout the area, on social media, notice boards etc
- Invite relevant officers to individual walkabouts based on the current issues
- Report any issues identified through the walkabout using the guidance notes in the guidance section, [page 35](#)
- Monitor the progress of the issue

Training

- Identify individual and group training needs.
- Send any training needs to the Housing Equalities & Engagement Facilitator if funding is required
- Each member to attend training sessions each year according to the activities being undertaken e.g. the lead member organising a community event might need first aid or risk assessment training, a member writing a funding application may need specific training or an update on the most current requirements.
- Training will also be undertaken to make sure the Residents Association is up to date with relevant developments within Housing Services and Volunteering.



Action Planning

Action plans are essential for voluntary groups. They usually last three to five years and should:

- Give direction so the same issues are not discussed at every meeting
- Help all members work together with the same aim
- Address issues and /or develop the association
- Let new members know what has happened/what will happen.
- Monitor progress

To support your association to write an action plan:

- Attend as many training sessions as needed to ensure your association has up to date knowledge and all the information/contacts it needs to move forward positively
- Look on the internet for examples of other action plans
- Contact the Communities and Equalities Team for support producing an action plan
- York CVS will also offer support and advice. Contact details are on [page 39](#)



Glossary

Action plan

Some associations develop an action plan which outlines the main issues of concern for members. The action plan can state what the association intends to do about these issues and who will carry it out. Subcommittees may be set up to deal with a specific task. Action plans can also be a great source of information for an annual report.

Agenda

This is a list of items to be discussed at a meeting. It should be given to members at least a week in advance so that they can think about the issues beforehand. Members can contact the secretary if they wish to put an item on the agenda.

An agenda is a useful tool and helps the chairperson manage the meeting. It can also be used to help the note taker. Some committees put a time limit on each agenda item so that the meeting will end on time.

Annual General Meeting (AGM)

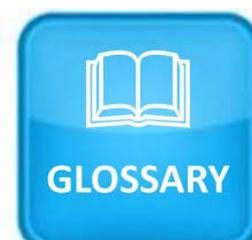
This is a meeting held once a year where the committee reports on the activities of the previous year and stands down. A new committee is then elected. You may like to include a clause in the constitution that states how long committee members may hold office before standing down. Three years is often chosen, as it gives members a chance to develop their expertise but also allows other volunteers to become more involved.

Any other business (AOB)

This is the space on an agenda, usually at the end of the meeting, where members can raise short issues. Some chairs will ask that you let them know at the beginning of the meeting if you have an item to discuss under any other business.

Casting vote

Sometimes an association will give the Chair a casting vote. This means that if there is a vote and there is no majority, the Chair's vote will decide the issue.



Chair

A good chair takes a leadership role and helps the association achieve its aims. Other activities include chairing meetings, preparing the agenda, representing the association, being aware of everything that is going on, and ensuring that other officers are doing their jobs. Sometimes a chair will have a casting vote (see above).

Code of conduct

This is where an association lays out its standards of conduct and behaviour. It should include arrangements for complaints and what will happen if members break the code of conduct. This could be part of the constitution or adopted as a stand alone statement or policy.

Committee

A committee is normally responsible for managing the day to day affairs of an association. A committee normally has officers such as a Chairperson, a Secretary and a Treasurer. Arrangements for the committee, such as how many members, what their duties are and how they are selected, are in the constitution.

Committee members

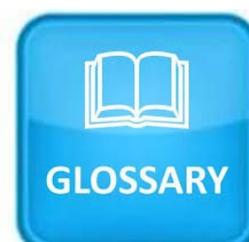
A responsible committee member turns up to meetings or sends their apologies. They should turn up on time, with relevant paperwork, and read all information before the meeting.

Constitution

A constitution is a written statement of the aims and rules of an organisation. It will include information on who can be a member, what the group aims to do, and should also detail how the group is run.

Dissolution

Arrangement for what happens to your group if it decides to end. It should include information on what will happen to any assets or money if the association is dissolved .



Minutes

Minutes are written notes recording what happened at a meeting. They should include when and where the meeting took place, who attended the meeting, and who apologised for absence. Following the agenda format, minutes should show decisions that were taken, who will carry out any proposals, and what discussion took place. The results of any formal votes should also be recorded in the minutes.

Neighbourhood Watch

If your association is concerned about crime and security in your area, you could join or include a Neighbourhood Watch group. You will have a close link with the police and receive information on crime trends in your area to share with members.

Officers

These are the people on the committee who carry out work on behalf of the group, such as a Chair, Vice Chair, Secretary or Treasurer. It is a good idea to write a description of the duties of all officers and committee members so there is no confusion about what is expected from volunteers.

Quorum

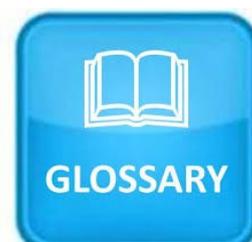
A quorum is the minimum number of members required for a meeting to go ahead and make decisions. Identifying a quorum stops one or two people making all the decisions.

Secretary

A secretary lets everyone know the date and time of meetings and what the meeting is about. Other tasks include taking minutes, writing and receiving letters on behalf of the group, dealing with membership issues, and keeping records. Some larger associations may have a membership secretary as well if there is a lot of work.

Treasurer

The Treasurer works closely with the Management Committee to safeguard the organisation's finances. Duties will include financial reporting, banking, book-keeping and recordkeeping, and financial planning and budgeting – though it is not a good idea to ask one person to carry out all of these tasks. It is advisable to have more than one signatory on bank accounts and for the committee to make financial decisions.



Templates



Meeting (AGM) Poster Template

If you want to make a difference in our area and can
spare

just a couple of hours

why not join ????????

Residents' Association

You can be involved as much or as little as you like.

PHOTO

**Come along to our
(Annual General) Meeting
Day Date Time
Venue**

For more information contact

LOGO

Meeting Agenda template

**????????? Residents' Association
Meeting
Day, Date, Time
Venue

Agenda**

Welcome

Minutes

Matters Arising

Item 1

Item 2

Item 3

Any Other Business

Date and time of next meeting

LOGO

Contact details

Minutes template

Minutes template

Minutes of the Residents' Association meeting on

		Action
1	Welcome and introductions	
2	Apologies for absence	
3	Minutes of last meeting	
4	Matters arising	
5		
6		
7		
8		
9	Any other business	

?????? Residents' Association
Committee Members Nomination Form

I (your name)

From (your address)

Wish to nominate the following people:

Name	Address	
.....	Chairperson
.....	Vice Chair
.....	Secretary
.....	Treasurer
.....	Committee
.....	Committee
.....	Committee

Remember to get the agreement of the person you
are nominating.

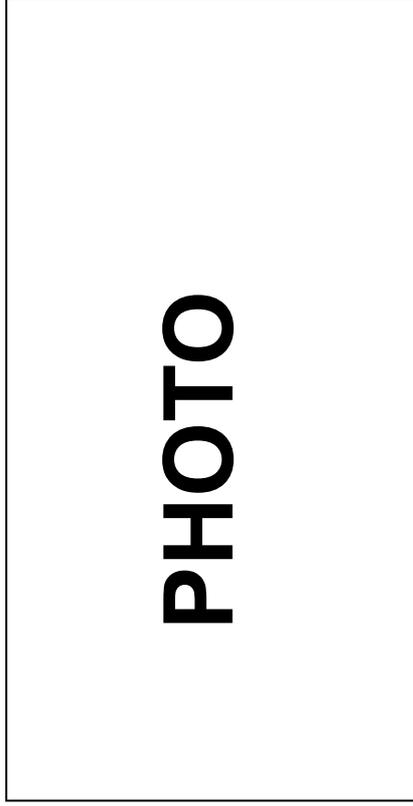
Please complete this form and return it to:

If you want to make a difference in
our area and can spare

just a couple of hours

why not join ??????
Residents' Association

You can be involved as much, or as little as you
like.



Annual General Meeting

Day Date Time
Venue

Who are we?

We are a group of local residents who meet once a month to talk about things that affect our area.

Our meetings are often attended by our Estate Manager and others, so we are able to raise problems and issues affecting the area as well as general enquiries about the housing service.

It's a great opportunity to meet people and make a real difference to the area where you live!

projects / activities / achievements

Use this space to tell residents what you have done over the last year
any activities – were they successful, did lots of people come along

Projects – what progress has there been, what will happen in coming months

Achievements – anything you have achieved – or are working towards.

The Annual General Meeting (The AGM)

At the AGM we will elect a new committee. If you want to get involved and spend just a couple of hours to make your area better just fill in the nomination form on the back page of this leaflet and **really make a difference!**

Agenda for the AGM

- Welcome & Apologies for absence
- Minutes from the last AGM: agreement as a correct record
- Matters arising not included below
- Guest Speaker
- Chair's Report
- Treasurer's Report
- Estate Manager's Report
- Election of Committee
- Any Other Business

AGM Agenda template

???????????? Residents' Association

Annual General Meeting

Date, time

Venue

Agenda

1. Welcome & Apologies for absence
2. Minutes from the last AGM; agreement as a correct record
3. Guest Speaker
4. Chair's Annual Report
5. Treasurer's Annual Report: adoption of accounts
6. Housing Management Officer's Report
7. Election of Committee
8. Any Other Business

Contact details.....

LOGO

AGM Minutes template

Minutes of the Residents' Association Annual General Meeting
on

	Minute	Action
1	Welcome and introductions	
2	Apologies for absence	
3	Minutes of last meeting	
4	Matters arising	
5	Guest Speaker	
6	Chairs Report	
7	Treasurers' Report	
8	Housing Management Officer's Report	
9	Election of Committee	
10	Any other business	

Activity / Event

LOGO

Choose a picture of the venue or part of the event – every picture tells a story; wise use of a picture can promote an event as much as the words.



Place text here that tells people what your event is, where it is and what time to come along.

It should be brief and should entice people to come.

Don't forget to use bold to highlight the bits that will interest people. Putting text into boxes can also be useful.

Don't forget contact details for more information and/or email address and website details.

Press Release Template



Media release guidance for your summer fayre, events and initiatives **Guide to writing a media release**

A media release (also known as a press release) is a good way of publicising your event or initiative. Journalists receive numerous press releases every day so it's essential to make your release as newsworthy as possible.

Content

Think about what makes your story newsworthy.

What is your 'unique selling point'? Is your event/project/story new, different controversial, bigger than the rest?

What message do you want to give? How do you want people to see your event/project/team?

Look for the human interest angle – people make good stories.

Write the press release in the style of a newspaper article so it is more likely to be published as it stands.

Bear in mind is that editors edit from the bottom of a press release up. That is why it is essential to ensure that the most important points in relation to your news are at the top of the release. It's better to get your first paragraph printed than no paragraph at all. Keep it concise. One page is ideal, two pages are acceptable, any more is too long.

Format

Headline: should state clearly what the press release is about. Don't use gimmicky headings - the story should be immediately obvious to the reader.

Date: of distribution should be at the start of the press release.

The first paragraph: should give the basic outline of the story - think of the 5 Ws: 'who, what, when, where, why (and how!)'.

Following paragraphs: should expand on the first and provide more detail.

Don't try to be too clever and 'arty' - the journalist is looking for facts. Opinions can form part of a quote attributed to one of the people involved.

Notes to editors: If you have a lot of extra background information, e.g.: biographies of authors, write it separately from the main story under the heading 'Notes for editors'. You can also use this space to invite the media to your event. Detail where and when they should come, whether photos can be taken and who is available for interview.

Distribution

Email your media release to the local media. Websites will give details of where to send news to – look for newsdesks and photo desk contact details. Useful local media to York include The Press, Your Local Link, BBC Radio York, Minster FM, BBC Look North and York Mix. Some of these also have a 'What's on section' where you can submit your event.

Presentation

The release should be written in double-line spacing and in Arial, 14pt. This helps journalists use the text and allows them to make their own notes on the page.

One suggested format for the release could be as follows:

Your logo (and those of your partners)

Date

For immediate release

Title of media release

Body of content here.....

ENDS

Notes to editors:

Issue number
Newsletter Date

Residents' Association Newsletter

LOGO

Lead Story Headline

This story can fit 175-225 words.

Remember to add some pictures, and quotes.

Use few words but make sure you get the point of the article. Pictures and colour draw people to read it.

Pictures can be found on clipart and most of them can be downloaded free.

Secondary Story Headline

This story can fit 75-125 words.

Your headline is an important part of the article and should be considered carefully. In a few words, it should accurately represent the contents of the story and draw readers into the story. Develop the headline before you write the story. This way, the headline will help you keep the story focused.



Back Page Story Headline

This could be one article or several, whatever you want to tell residents about.

You could advertise local activities – after school club, Scouts and Guides, tea dance, bingo, whatever is happening.

If you have more articles than space just keep going and add another page.

This would be a good place to insert a short paragraph about Residents' Association:

It might include: meetings - time and venue; what you have achieved; what you are working on; if you need people with specific skills, etc.

Email address, facebook page, website details, etc.

LOGO

Risk assessment (from the HSE website)

We have started off the risk assessment for you by including a sample entry for a common hazard to illustrate what is expected (the sample entry is taken from an office-based business). Look at how this might apply to your event/activity, continue by identifying the hazards that are the real priorities in your case and complete the table to suit.

You can print and save this template so you can easily review and update the information as and when required. You may find our example risk assessments a useful guide. (www.hse.gov.uk/risk/casestudies). Simply choose the example closest to your event/activity.

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages	We carry out general good housekeeping. All areas are well lit including stairs. There are no trailing leads or cables. Staff keep work areas clear, eg no boxes left in walkways, deliveries stored immediately, offices cleaned each evening	Better housekeeping is needed in staff kitchen, eg on spills	All staff, supervisor to monitor	01/10/2010	01/10/2010

Guidance



Estate Walkabout Guidelines

Estate Walkabouts are opportunities for residents to highlight areas they are concerned about, areas where work is needed and for them to get to know their neighbours.

The Residents Association will agree the dates, times, meeting places and areas to be walked for the coming year within one of their meetings. They will discuss the areas to be focussed on and will invite the relevant Officers, within City of York Council and from other organisations e.g. the police, City of York Contractors, other Housing providers etc.

Dates, times, meeting points and the route to be walked will be advertised on notice boards around the area and can be put on the City of York website. The information to be put on the website for the coming year should be provided to the City of York Council one month before the date of the first walkabout.

The Housing Management Officer will attend a walkabout when they are invited, they can only address housing issues in regards to City of York Council housing and can only attend walkabouts for their area.

A member of Public Realm (Grounds Maintenance, Street Cleansing, Smarter York) will attend the walkabouts up to twice a year, when invited.

The Residents Association will make a note of issues as they walk around the area and will report them following the walkabout.



Invite:

- Your Housing Management Officer in a meeting or by phoning them
- A member of Public Realm by contacting
 - Owen Locker on 01904 553103 or email owen.locker@york.gov.uk
 - Colin Rowell on 01904 553105 or email colin.rowell@york.gov.uk
- A member of the highways team by ringing 01904 551550.
- A repairs surveyor by ringing 01904 551550
- Your local Councillor
- A member of the Communities and Equalities team by ringing 01904 551832 or emailing shapingneighbourhoods@york.gov.uk
- Other organisations/departments as appropriate
- Other housing providers as appropriate.

Reporting issues:

- Use the online forms at <https://www.york.gov.uk/ReportProblems> for reporting all issues
- Ring 01904 551551 or email ycc@york.gov.uk for waste, recycling, litter, fly tipping, graffiti, highways or grass cutting.
- To report housing repairs ring 01904 551551 or email housing.repairs@york.gov.uk

Keep a record of reference numbers when reporting issues so follow ups can be undertaken when necessary.



Event organising

(adapted from the HSE website)

You must have plans in place to respond effectively to health and safety incidents and other emergencies that might occur at an event.

This emergency plan needs to be in proportion to the level of risk presented by event activities and the potential extent and severity of the incident.

What you need to do

- Consider the key risks to the event and those people present.
- Using the resources available to you onsite, develop emergency procedures to be followed by staff and volunteers in an emergency, eg a fire or structural failure.
- Include contingencies to deal with incidents and situations as varied as an entertainment act cancelling at short notice, severe weather, or the unavailability of key staff in your team.

You will also need to consider your response to more serious emergencies, including major incidents that will require the help of the emergency services and implementation of their regional emergency plans (which may not be specific to the event).

For all but the smallest events with low risks (or those in fixed venues with established procedures), draw up and discuss your plans with the police, fire and rescue service, ambulance service, emergency planning and, for fixed premises like stadiums and arenas, the venue management.

The detail and complexity of any discussions should be proportionate to the risks involved. Both organiser and emergency services should be clear about who will do what if there is an emergency or major incident.

Develop a plan to:

- get people away from immediate danger
- summon and assist emergency services
- handle casualties
- deal with the displaced / non-injured (eg at a festival with camping)
- liaise with the emergency services and other authorities (and, where the situation is serious, hand over responsibility for the incident / emergency)
- Protect property



Emergency procedures

Procedures for staff and volunteers to follow in an emergency should include:

- raising the alarm
- informing the public
- onsite emergency response, ie use of fire extinguishers
- summoning the emergency services
- crowd management, including evacuation, where necessary
- evacuation of people with disabilities
- traffic management, including emergency vehicles
- incident control
- liaison with emergency services
- providing first aid and medical assistance
- First aid and medical assistance

Appoint people to implement your procedures if there is an incident or emergency.

Evacuation

Emergencies can develop very rapidly. Make sure that you are equipped to move the audience to a total or relative place of safety without delay.

The following will be helpful:

- Plan escape routes and make sure they remain available and unobstructed.
- Consider signs for people unfamiliar with escape routes.
- Plan how, where necessary, you will evacuate people to a place of relative safety from where they can proceed to a place of total safety.
- Plan to provide additional assistance to people with a disability, those with limited mobility and children.

All doors and gates leading to final exits, as well as site exits themselves, should be available for immediate use at all times. Check they are:

- unlocked – if security is an issue they should be staffed not locked
- free from obstructions
- open outwards in the direction of escape

Test any communication systems, e.g. radios and public announcement equipment, before the event.

Find out more www.hse.gov.uk



Health and safety management arrangements

When your Residents Association is organising an event identify the:

- scale, type and scope of the event
- type and size of audience
- location
- duration of the event
- time of day and year the event will be held

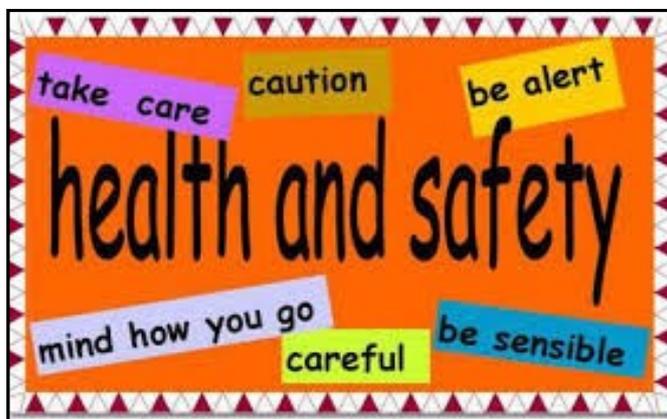
These factors will help you to determine what resources and facilities will be required.

The information will be needed to write your risk assessment.

As a committee ask:

- Is there a clear understanding within the organising team of who will be responsible for safety matters?
- Have you risk assessed your event?
- Did you involve the committee /other organisations during the planning of your event?
- Have you planned for incidents and emergencies?

Further information can be found on the Health and Safety Executive website at <http://www.hse.gov.uk/event-safety.htm>





Contact Sheet

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City of York Council Print Unit

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Work with York

Arrange the delivery of the leaflets by contacting Work with York, email www.bookings@cytlimited.co.uk or tel01904 554195

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Health and Safety Executive

Visit the website at www.hse.gov.uk



