

Consultation - Site Representative Role

The role of the Site Representative, who are all volunteers, is crucial to the safe and efficient provision of allotment services.

Site representatives are elected by allotment tenants on their respective sites and are the primary contact for tenants for day-to-day matters. They take on the role of advisor and tenant representor.

They are the primary contact for any Council staff or other visitors to the site.

The role involves working closely with the Council's Allotment Manager to assist with the management of the allotment, to help maintain site safety and to encourage best environmental standards.

Duties include:

- Communicating Council information, and other relevant information, to other tenants,
- Maintenance of information posted to on-site noticeboards,
- Working with tenants to resolve disputes,
- Liaising with the Council to manage vacant plots,
- Site inspections and supporting tenants to comply with the terms and conditions of tenancy,
- Assisting with the management of site waiting lists.

The Site Representative plays an active role in the letting of plots to new tenants, including:

- Introducing the new tenant to the site, and to their plot,
- Explaining site processes and procedures,
- Offering advice,
- Helping the new tenant with the Tenancy Agreement and ensuring that they understand the commitments being made.

The Site Representative also takes a lead role in monitoring the site conditions and informing the Council of any maintenance issues and/or health and safety concerns.

Site representatives have a crucial role in advising, promoting and supporting on:

- Biodiversity,
- Water conservation,
- Composting and recycling,
- Wildlife protection,
- Good Allotment Practices.

Site representatives will be fully supported by the Allotments Officer, it is recognised that sites vary significantly in terms of size and number of plots and that each site will need varying levels of support.

The Council will endeavour to provide training where necessary and will encourage the sharing of best practice and provide networking opportunities.

Where appropriate, the Allotment Officer will support with site representative elections.