



TENANT PARTICIPATION STRATEGY

1. Introduction

North Glasgow Housing Association strives to offer the highest level of service to our tenants and is committed to consulting, supporting and informing all tenants on key matters.

The Association is committed to

- Consulting with tenants on the level of service we provide and how well we carry out these services.
- Seeking tenants' views on policy reviews.
- Consulting with tenants on improvements to their home and on the design of new build properties where applicable.
- Supporting tenants/residents groups and actively encouraging new groups.

Appropriate training will be carried out for staff and resident representatives relating to this strategy including the roles and responsibilities of resident association office bearers.

This strategy will be reviewed regularly to take account of the views and aspirations of our customers.

2. Communication with Customers

Good communication is the basis of participation. We will be flexible and communicate in a number of ways always bearing in mind tenants preferences. We will use the following to communicate/consult with customers to assist them in understanding important issues;

- North News/patch newsletters
- Focus groups

- Postal, phone and door to door surveys
- Conferences
- Road shows
- Visual displays
- Sheltered Housing Surgeries
- Telephone
- Special events
- Home visits
- Web site.

In addition, we will make all information and leaflets available in other languages, Braille and on tape upon request.

3. Consulting with Tenants

The Association will strive to ensure services and policies adequately meet the needs of our customers. In addition to consulting with and obtaining the approval of the Management Committee, the Association will endeavour to obtain views and comments from as many customers as possible. Levels and methods of consultation will vary depending on the issue/topic. Examples are listed below

3.1 Policies

- At the annual Tenants' Conference, appropriate policies due for review during the coming year will form the basis of workshop presentations and discussion.
- We will consult with registered groups on Policy reviews.
- Policy changes/reviews will be notified to tenants in our regular Newsletters.
- Copies of all Policies will be made available to any Customer upon request

3.2 Improvement works / major repairs

- We will consult with any local groups.
- We will provide as wide a range of choices as costs/availability permits.
- We will provide detailed information to all tenants concerned, ensuring important issues are fully explained.
- We will hold Surgeries and/ or Public Meetings as required.

3.3 Rent Increases

- Consult with any local groups.
- Issue an information leaflet to all tenants on the proposed increase for the coming year.
- Issue information to all tenants advising of their new charges.

3.4 Tenant Satisfaction

- Monthly telephone survey to measure satisfaction with the repairs service.
- Quarterly telephone survey to analyse satisfaction with other services from tenants who have contacted us.
- Annual survey to check satisfaction overall with the services provided by the Association.
- Specialised surveys carried out to measure satisfaction with other services in e.g. the multi storey flats and sheltered properties.

3.5 Gala Days and Other Events

- Participate in the Springburn and Possilpark Gala Days and other festivals, events as appropriate.

3.6 Tenant Conferences

- The Association hold an Annual Tenant's Conference and a Sheltered Resident's Conference. All tenants will be given the opportunity to attend these conferences and will be given advance notice of the programme for the event.

3.7 Focus Groups

- to discuss ways to resolve specific issues such as vandalism, anti social behaviour, crime etc

3.8 Tenants Reward Scheme

- Quarterly and Annual prize draws
- A Good Neighbour Award
- Rewards for ending your tenancy in accordance with procedures.
- Welcome Starter Packs for new tenants

4. Tenants Groups

4.1 Promotion and Support of Groups

The creation of a new group can be time consuming and daunting for customers. To assist in developing local groups, the Association will:-

- Provide practical assistance to groups setting up
- Provide reasonable start up grants to assist with associated costs of set up
- Identify specific staff for liaison between groups and Association
- Provide training and/or funding for training
- Provide premises for meetings
- Assist with Newsletters
- Assist with photocopying

- Provide information on the Association
- Provide information on standards of service.
- Attend meetings as requested.

In addition groups who are formally registered with the Association can expect the following:

- Payment of an annual grant of £750, subject to meeting the criteria
- Provision of an auditing service for annual accounts
- Consultation on any major changes and policies
- Payment of TEPAS annual membership for tenant and residents groups

The Association will maintain a register of all groups both formal and informal, which will include details of the groups' status in terms of registration. The register will be available for inspection by the public.

4.2 Registration Criteria

The Association wishes to encourage groups to work towards formal registration and will assist all groups to achieve the following criteria:

- Adopt a written constitution
- Promote equal opportunities
- Have at least three committee members
- If seeking annual funding, have an established bank account
- Maintain minutes of all meetings
- Hold an Annual General Meeting where office bearers are elected

4.3 Removal from the Register

A Registered Tenants Organisation can be removed from the register in any of the following circumstances:

- The group no longer meets the registration criteria
- The group no longer exists or operates
- By mutual agreement between the tenants group and the Association

Removal from the register will take place only after an agreed period of notice.

4.4 Appeals

A tenant organisation may appeal if North Glasgow Housing Association makes does not register the organisation or removes the organisation from the Register.

The appeal will be dealt with in accordance with our Complaints Policy. If a group is still not satisfied by the outcome of this appeal it may appeal direct to Scottish Ministers.

5. Staff and Participation

We see Tenant Participation as part of the culture of our organisation. Staff will be trained as necessary to fully implement the Strategy.

There is an important role for all staff in implementing the Strategy. The Housing Services Manager will ensure that staff understand and implement the Strategy, encourage the development of new and existing groups and manage the Tenant Participation budget. Housing Services staff are key players since Housing Officers, Caretakers and Wardens are normally the first point of contact for Tenants Groups. Investment and Regeneration Staff will be working with groups on major repairs and housing design issues and Finance staff will be assisting with auditing accounts for registered groups.

6. Resources

A budget will be set aside annually to cover the costs of Tenant Participation, this will include costs for:

- producing and distributing newsletters
- all satisfaction surveys
- producing information leaflets etc for Tenants
- providing annual and start-up grants and training for groups
- any meetings held
- staff time for Tenant Participation work
- Costs associated with the Tenants Conference and gala days
- Garden Competition