

section 8

# Participation



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Community Event organised by De Moray Association, Cornton

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## Our commitment

We are committed to community and tenant participation. We believe that tenant participation is a two-way process, involving the sharing of information and ideas. Tenants are able to influence decisions and take part in matters which affect the quality of their lives.

By becoming involved you will help us to deliver an excellent service that meets your needs. You can give us your opinion on any aspect of our service or on your home. In our Tenants' Newsletter, Annual report and Performance Report, we will publish information about our performance, the views we have received and how we have taken these views into account.

## Consultation

The Housing (Scotland) Act 2001 introduced legal rights for tenants to be consulted on certain issues and to participate.

We must consult you when making or changing:

- Policies on how we manage our houses and repairs and maintenance if the proposal is likely to affect you a lot.
- Decisions about the information to give you on the standard of housing management and performance.
- Performance standards or targets on housing repairs and maintenance.
- Tenant participation strategy.
- Rent increases.

## Scottish Social Housing Charter

The Charter sets out the outcomes and standards that all social landlords should achieve for their customers. It includes a set of standards and outcomes that encourages landlords to work closely with their tenants and other customers to deliver high quality services. For a copy of the charter visit the Scottish Government's website <http://housingcharter.scotland.gov.uk>

The Scottish Housing Regulator (SHR) safeguards and promotes the interests of tenants. It monitors, assesses and reports on performance against the Charter. Annually, the SHR will publish reports that assess how far social landlords are achieving the Charter outcomes. Tenant satisfaction is a principal indicator of performance in delivering the Charter outcomes: tenants views require to be incorporated into a landlords assessment of performance. We therefore want our tenants to be involved in analysing our performance. It is this feedback that will help our improve our services to you, our customer.

## How can you get involved?

### **Reading - tenants newsletter**

Read our newsletter and let us know your views, or send in your ideas for articles and features.

### **Armchair monitor**

Let us know how well we and others are performing in making your area an attractive place to live, simply by looking out your window and letting us have your comments.

## **Focus group**

Usually meets to discuss a specific issue that affects you such as a new building development, parking etc. or a service you receive for example, close cleaning.

## **Tenants' group**

You can give your views by becoming part of a tenants' group. This enables tenants to come together to discuss issues which have been raised by you or ourselves. Meetings are generally held within the community or at our offices. Training and funding are also available. Transport and crèche facilities are provided if necessary.

## **E Group**

You can join our E Group by providing your email address. This group provides us with feedback by email on issues affecting Forth.

## **Tenants' View Forum**

Our Tenants' View Forum has agreed to:

- meet at least 3 times per year
- discuss Reporting of Key Charter Indicators
- analyse General Performance Results
- assist in producing the annual Charter Report to Tenants
- discuss other policies that are under review at that time.

For details of the next meeting contact the office. We hope that you will get involved and carefully examine our performance in order that we can improve our service to you. We offer training and skills development as necessary.

## Membership of the Association

Any individual aged 18 years or over may apply for membership. Anyone who is already a tenant can apply for membership from the age of 16 years.

The Association particularly encourages applications from:

- Tenants of Forth and members of their household.
- Sharing owners and members of their household.
- Residents in areas where the Association provides housing.
- Individuals with skills and experience in governance, finance, construction, human resources, information technology, housing, social and economic development, regeneration and community development.
- Statutory authorities and voluntary organisations.

Membership costs £1 for life and entitles you to attend the AGM and stand for election to the Management Committee.

Further information is available in the Membership policy.

See section 9.5 for Membership application.

## Role of the Management Committee

We are run by a voluntary Management Committee and members are elected annually from the Association's membership at the Annual General Meeting (AGM). There are 15 places on the Committee. The members have a wide range of experience and knowledge. Staff are responsible for day-to-day business. Committee members do not receive any information about individual tenants.

The Management Committee normally meets monthly to discuss the Association's business and make policy decisions. Serving as a committee member is both interesting and worthwhile. We particularly encourage our tenants to become members of our Management Committee. Please contact our Director at the office if you are interested in this role.

