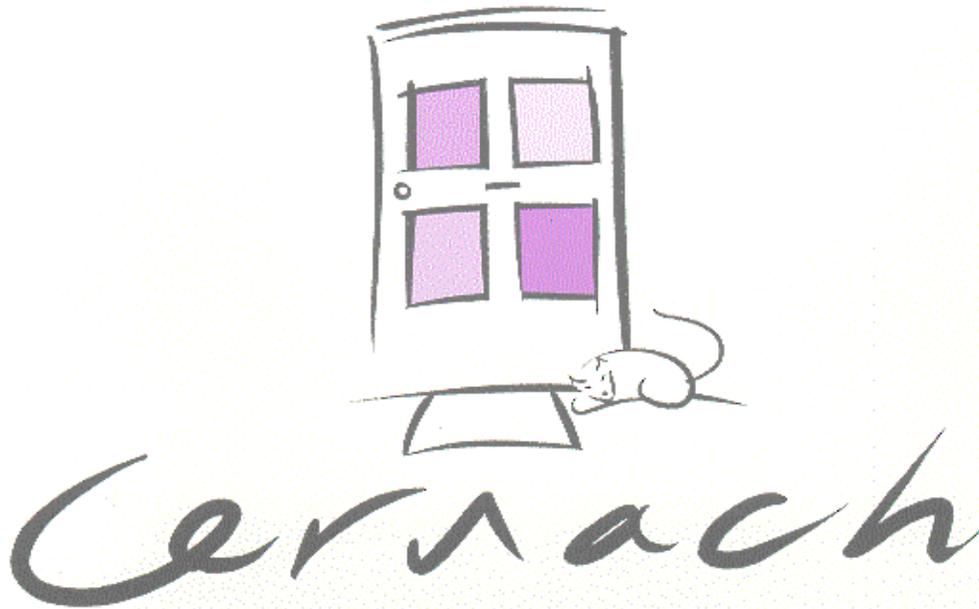


**CERNACH HOUSING ASSOCIATION
LIMITED**



TENANT PARTICIPATION POLICY

**Date Approved by Management Committee:
Due for Review:**

28 June 2018
June 2021

Cernach Housing Association

Tenant Participation Policy



1. AIM OF POLICY

- 1.1 To encourage tenants to exercise their right to be involved in the decisions affecting their home environment and service at whatever level of participation they choose.
- 1.2 To improve the decision making process by enabling tenants to have an input to policy formulation.
- 1.3 To protect the investment in the area by increasing the Community's sense of ownership.
- 1.4 To increase the sense of "community" in the Association's area.
- 1.5 To provide as much information as possible in an easy to understand format and to enable tenants to provide us with information to help identify their needs.
- 1.6 To encourage and support wider involvement by putting mechanisms in place that enable our tenants be effective partners, and contribute to and influence our work.
- 1.7 To increase levels of tenant satisfaction by maximising ways of engaging with our tenants to understand if and how we are meeting their needs.

2. LEGAL & REGULATORY FRAMEWORK

- 2.1 The Scottish Government guidance on tenant participation provisions of the Housing (Scotland) Act 2010 sets out the General Principles on Tenant participation, information and consultation. These principles are embraced throughout our tenant participation policy and strategy that supports this policy.
- 2.2 This Policy meets The Scottish Social Housing Charter Outcome No. 3: Participation. Social landlords manage their businesses so that:
"tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with".

- 2.3 In order to ensure we comply with the law, the Association has prepared a robust Tenant Participation Strategy, which is supplemented by this Tenant Participation Policy.

3. RISK MANAGEMENT

- 3.1 The Association has considered the potential risks facing the Association should the Tenant Participation Policy fail to be adhered to and or reviewed on a regular basis.
- 3.2 Should the Association fail to consult with or include members of the community in its business, it faces losing credibility within the very community it works for. In addition, by failing to meet the criteria set within the policy and the strategy, the Association would be breaking the law. This could have an adverse affect on future funding from the Scottish Housing Regulator and other lenders, as well as potentially putting the Association's good track record as a landlord at risk.
- 3.3 In order to minimise this risk, the Association ensures the Tenant Participation Policy is reviewed on a regular basis, in conjunction with the Tenant Participation Strategy.

4. EQUALITY & DIVERSITY

- 4.1 Cernach Housing Association is committed to ensuring equal opportunities and fair treatment for all people in its work.
- 4.2 In implementing the Tenant Participation Policy, we shall ensure that we achieve fairness towards all staff, governing body members, tenants and local residents and other partners connected to the Association. Our commitment to equal opportunities and fairness will apply irrespective of factors such as gender or marital status, race, colour, disability, age, sexual orientation, language or social origin, or other personal attributes.

5. PROVISION OF INFORMATION

- 5.1 The Association produces Newsletters and leaflets covering progress with the development programme, updates on Policy and other service issues.
- 5.2 The Association produces a Tenant Handbook, which provides a guide to the Association's Tenancy Agreement, Policies and Procedures. This will be updated as required taking cognisance of tenants' views.
- 5.3 An Annual report on the Association's work and achievements is published and issued to all tenant members.
- 5.4 The Association publishes the results of Tenant Satisfaction Surveys in the Associations Website, and Annual Report.
- 5.5 The Association will provide information on all Service Policy Reviews to its Registered Tenant Organisations, Management Committee and Residents Scrutiny Panel.

6. OBTAINING INFORMATION FROM TENANTS

- 6.1 While attendance at general meetings and the provision of space in the newsletter provides an opportunity for tenants to give their views, tenants can be involved in less formal but equally important ways.
- 6.2 The Association will carry out a Tenants Satisfaction Survey at least every three years and will carry out consultative surveys as necessary.
- 6.3 The Association operates a Complaints Procedure, which should be followed when cause for complaint arises. Complaint forms will be available at the reception desk or on request.
- 6.4 The Association will use a wide range of ways of providing information and seeking views including individual letters, newsletters and information leaflets, tenants handbook, tenant conferences, website, focus groups, text messages, emails, community events and Residents Scrutiny Panel.

- 6.5 The Association recognises that tenant's preferences, circumstances and priorities may change over time therefore when consulting with tenants the Association will regularly review how tenants want to be kept informed.
- 6.6 During property inspections and new tenant visits, information and views are gathered from tenants in the form of tenant satisfaction questionnaires.

7. INVOLVEMENT OF RESIDENTS

- 7.1 The Association will actively pursue routes to participation in the design process for major works.
- 7.2 Post contract surveys will be carried out to ascertain tenants' views of the quality and utility of the design and specification. Their views may be fed into future schemes. These surveys may form part of the Association's Tenant Satisfaction Survey. Post contract surveys may also form part of future defect inspections.
- 7.3 The Association will assist tenants who wish to set up a tenants group by providing support to the group and funds for training.
- 7.4 The Agenda of topics for Tenant Participation can be decided by the tenants on the Residents Scrutiny Panel or can be raised under AOCB at any scheduled meeting.
- 7.5 The Association will give support to tenant groups by giving use of the board room for meetings, where appropriate and staff support to assist the group develop to become a Registered tenant organisation, including funding.
- 7.6 The Association will provide tenant groups with guidance outlining the criteria for registration and support provided by the Association.



8. POLICY REVIEW

- 8.1 The Tenant Participation Strategy that follows sets out how the Association will deliver the objectives within this Policy.
- 8.2 The Management Committee shall review this policy no less than every three years and the success of this policy will be measured against the following outputs and outcomes.