



Tenant Participation Strategy 2008-11

Summary



Tenant Participation

Trust
More than just a home

Introduction

Trust Housing Association was formed in 1973. The Association owns and manages around 2400 properties across Scotland. The properties which the Association owns and manages comprise mainly: sheltered, very sheltered, supported, amenity and care housing for older people. The Association's stock also includes a smaller number of general needs properties on Arran and elsewhere. The properties on Arran are managed by Isle of Arran Homes, a subsidiary of Trust Housing Association.

Mission, Values & Goals

Our Mission

To provide quality homes and services that promote independent living

Our Values

- Caring
- Service Excellence
- Quality
- Value for Money
- Professional

Our Key Goals

1. Customers First
2. Provider of Choice
3. Prepared for Change, Ready for Opportunities
4. Employer of Choice
5. Effective Communication, Leadership and Direction

Chief Executive's Statement

“At Trust Housing Association we aim to put our tenants, customers and service users at the heart of everything we do. Our first key goal is ‘Customers First’. This Strategy document is hugely important to the Association’s Board, staff and, above all, tenants. We welcomed the results of the independent review carried out in 2007/08 and have used the recommendations to build on our already solid foundations in terms of participation and communication.

We can only succeed if we deliver services that people want. Involving our customers is the key ingredient in getting those services right - participation means listening to what our tenants tell us”.

Definition

“Tenant participation is about tenants taking part in decision making processes and influencing decisions about: housing policies; housing conditions; and housing (and related) services. It is a two way process which involves the sharing of information, ideas and power. Its aim is to improve the standard of housing conditions and service” (Taken from the Scottish Federation of Housing Associations’ Raising Standards in Housing guidance).

Consultation & Participation

The Association will attempt to involve all tenants, residents and service users in all aspects of service delivery affecting them – the following list is not exhaustive but sets out some of the most commonly occurring areas of the Association's work where participation will routinely occur.

- Housing management
- Repairs and maintenance
- Modernisation
- Allocations and lettings
- Rents and service charges
- Performance – standards of services
- Tenant participation
- Proposals for changes to policies
- New development

The Association recognises the importance of using methods of consultation and participation that best suit tenants. Tenants have highlighted their preferred methods through their focus group meetings; these are included in the list below.

The following will be used where appropriate:

- Comments / complaints / suggestions
- Satisfaction slips for reactive maintenance
- Surveys / questionnaires
- Face to face contact with tenants
- Development meetings
- Open meetings
- Open days

- Surgeries
- Focus groups / panels (perhaps time limited to look at particular issues)
- Tenant satisfaction surveys
- Registers of interested tenants
- Regional meetings
- Annual meetings
- AGM (for tenant members)
- Policy forums

Information

The Association will provide all new and current tenants with a variety of information on areas such as complaints, terms of tenancy, rent setting, tenant participation, etc.

The following methods will be used where appropriate:

- Newsletters
- Website
- Letters
- Handbooks
- Leaflets
- Surveys / questionnaires
- Posters (on notice boards etc)
- Local press / radio



Registered Tenants' Organisations

A key element of the Tenant Participation Strategy is to encourage tenants to form Registered Tenants' Organisations (RTOs).

RTOs are representative groups with whom the Association has a legal duty to consult.

The Association will publicise widely and on a regular basis to tenants the mechanisms for and benefits of becoming registered tenants organisations.

A start-up pack is available from Head Office or through the Association's Tenant Participation Officer (TPO). Resources and support will be made available to those groups interested in registering including an initial grant with ongoing annual grants and support from the TPO.

Informal Participation

The Association will recognise informal groups of tenants who come together and will support these with the aim of promoting registration. Providing these groups can demonstrate to be representative i.e. hold well publicised meetings open to all tenants, then the Association will seek to involve these organisations in a similar way to Registered Tenants Organisations. The aim will be to promote the registration of any such groups over time.

Membership & Board Membership

The association wants to encourage tenant membership and will do so by promoting membership of the Association in a number of

ways including through the tenants' newsletter and annual development meetings.

The Association recognises the need to keep membership of the Board under review and to have representation which reflects the communities which the Association serves. The Association will aim to attract and retain new board members by advertising, training and development, encouraging potential members to attend board meetings, induction training and by using co-options.

Equal Opportunities

The Association believes that effective participation should remove any barriers and ensure equality of opportunity regardless of age, disability, gender, location, language differences, race or sexual orientation.

The Association will take positive action to ensure that all our tenants are assisted to participate in the Association's activities including, but not exclusively, addressing issues relating to language and translation, mobility, hearing difficulties and visual impairment.

For Further Information

Please contact the Association's Tenant Participation Officer or your Service Manager who will be happy to assist with any enquiries you may have.

**This information is available in Braille, tape,
large print and community languages.
To request a copy please contact 0131 444 1200**

تتوفر هذه المعلومات بلغة برايل للعميان وعلى شريط سمعي وبخط كبير وبلغات الجاليات العرقية. لطلب نسخة
الرجاء الاتصال برقم الهاتف 0131-444 1200

यह जानकारी ब्रेल, टेप, बड़े अक्षरों और समुदायों की भाषाओं में उपलब्ध है। इस की नकल
(कापी) के निवेदन के लिए कृपया कर इस नंबर 0131-444 1200 पर फोन करें।

此資訊具備有盲人點字、錄音帶、大字體以及各種社區語言版本，如欲索取，
請致電 0131-444 1200

یہ معلومات بریل (ناپیدا افراد کے لیے) بھرے ہوئے حروف کی لکھائی) میں، ٹیپ پر، بڑے حروف کی لکھائی میں اور کیوٹیٹی کی زبانوں میں بھی دستیاب
ہے۔ ان کی نقل حاصل کرنے کے لیے برائے مہربانی 0131-444 1200 پر رابطہ کریں۔

ਇਹ ਜਾਣਕਾਰੀ ਬ੍ਰੇਲ, ਟੇਪ, ਵੱਡੇ ਪਿੰਟ ਅਤੇ ਭਾਈਚਾਰੇ ਦੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਇਸਦੀ
ਨਕਲ (ਕਾਪੀ) ਦੀ ਬੇਨਤੀ ਵਾਸਤੇ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 0131-444 1200 ਤੇ ਸੰਪਰਕ ਕਰੋ।

এই তথ্যগুলি ব্রেইল, টেপ, বড় হরফ ও অন্যান্য ভাষায় পাওয়া যাবে। কপির জন্য অনুরোধ করতে হলে
দয়া করে 0131-444 1200 নম্বরে যোগাযোগ করবেন।



Head Office
12 New Mart Road
Edinburgh EH14 1RL
Tel: 0131 444 1200

Glasgow Office
25 Park Circus
Glasgow G3 6AP
Tel: 0141 341 3200

Isle of Arran Homes
Springbank, Brodick
Isle of Arran KA27 8BE
Tel: 01770 303 700



HAPPY TO TRANSLATE

Email: info@trustha.org.uk
Website: www.trustha.org.uk



INVESTOR IN PEOPLE

Trust Housing Association Limited is a Registered Scottish Charity, No. SC 009086
Registered by the Scottish Housing Regulator HEP 143