



## TENANT PARTICIPATION POLICY

### 1.0 INTRODUCTION

1.1 Almond Housing Association Limited (AHA Ltd.) aims to ensure that all of our tenants:

- are as well-informed about our activities as possible, and
- have the opportunity to be as involved as much as they wish to be in our decision-making processes.

1.2 AHA Ltd. is therefore committed to promoting Tenant Participation in the development and provision of our housing management and maintenance services. 'Tenant participation' can be defined in several ways. AHA Ltd. has chosen to define it as follows:

*"Tenant participation is about tenants influencing our decisions on housing policies and services. It is a two-way process involving the sharing of information, ideas and plans. It is an opportunity to empower tenants and makes us more accountable for our actions."*

1.3 AHA Ltd. recognises that 'participation', or 'taking part', will mean different things to different people – ranging from simply receiving the information needed about our services in a way that can be easily understood, to sharing in the management and control of our activities through being a member of AHA Ltd.'s Board of Management.

1.4 This policy describes AHA Ltd.'s general arrangements for promoting tenant consultation and participation. It is supported by a detailed Tenant Participation Strategy.

In developing this policy and the Strategy AHA Ltd. aims to:

- implement the principles underpinning the Scottish Social Housing Charter, and
- comply with the requirements of the Scottish Housing Regulator in agreeing with tenant representatives a range of standards, targets and outcomes, and monitoring our performance against them.

### 2.0 RESPONSIBILITIES

#### 2.1 Board of Management

- To ensure that there is in place a policy on Tenant Participation which complies with current regulations, guidance and good practice.
- To approve the Tenant Participation Strategy and monitor its implementation.

#### 2.2 Management

- Head of Corporate Services: Primary responsibility for implementing the policy on a day-to-day basis, advising the Board, other Heads of Section and all employees as required on specific matters.
- Other Heads of Section: To ensure that the Strategy is implemented as required in the course of their Section's work.

## 2.3 Employees

- To ensure they have read and understood the policy and to implement the Strategy as required in the course of their work.

## 3.0 TENANT PARTICIPATION STRATEGY

3.1 Following detailed consultation with the Tenant Focus Group, a Tenant Participation Strategy has been produced which describes how AHA Ltd. will implement this policy.

3.2 The Tenant Focus Group, as part of their role and responsibilities, will:

- monitor implementation of the Strategy, providing an annual progress report to the Board and to tenants, and
- carry out a full review of the Strategy at least every three years.

The Strategy will be published on our website and publicised in our newsletter *Almond View*. Copies will be available to anyone who asks for one.

3.3 The Strategy describes the action AHA Ltd. proposes to take under the following headings:

- keeping tenants informed, through providing good quality, accurate, up to date and easily understood information, regular newsletters etc.;
- providing a variety of ways for tenants to make their views known – from major tenant satisfaction surveys to individual meetings and discussions;
- consulting with tenants in various ways on a range of relevant issues including agreeing standards and targets etc. and how to monitor performance, to comply with the Scottish Social Housing Charter;
- raising awareness of the opportunities for tenants to participate in AHA Ltd.'s activities;
- encouraging the setting up of groups focussing on specific issues, or general Tenants or Residents Groups, and supporting them in practical ways;
- providing training opportunities for tenants interested in becoming more involved in AHA Ltd.'s activities;
- promoting membership of AHA Ltd. and encouraging tenants to stand for election to the Board of Management.

## 4.0 REVIEW

4.1 The Head of Corporate Services will ensure that this policy is reviewed by the Senior Management Team at least every five years.

<b>FIRST APPROVED IN</b>	<b>JULY 1995</b>
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