



## Dunbritton Housing Association Limited

<b>Name of Policy</b>	<b>Tenant Participation</b>
<b>Responsible Officer</b>	<b>Operations Manager</b>
<b>Date approved by Board</b>	<b>18 April 2018</b>
<b>Date of next Review</b>	<b>April 2021</b>
<b>Section</b>	<b>Customer Services</b>
<b>Reference</b>	<b>CS3</b>

**We can produce information, on request, in large print, Braille, tape and on disc. It is also available in other languages. If you need information in any of these formats please contact us on 01389 761486**

## **Contents.**

Section		Page
1.	Introduction	3
2.	Principles and Objectives	3
3.	Legal and Good Practice	3-4
4.	Opportunities to Participate	4-5
5.	Communication with our Customers	5
6.	Equality and Diversity	5-6
7.	Links with other Policies	6

**Appendices N/A**

## **1. INTRODUCTION**

- 1.1 Dunbritton Housing Association is a registered social landlord established in 1992 to provide housing for social rent and services to owners through factoring.
- 1.2 We are governed by our Board, which is supported by a number of Committees. Our governance arrangements set out clearly the roles and responsibilities of our Board, Committee members and our members of staff.
- 1.3 Operational services are delivered through our office based in 32 High Street, Dumbarton G82 1LL.
- 1.4 The Association aims to provide the highest possible standards of service to our customers. We recognise the importance of the customer experience can be used to reflect and shape service delivery.
- 1.5 We actively encourage customer feedback and encourage customers to get involved in shaping the way we deliver our services. We seek their views through day to day contact with staff across the organisation, meetings of our resident consultation groups, issuing satisfaction surveys and questionnaires and through the work of our Tenant Scrutiny Panel (established in 2017).
- 1.6 This Policy should be read in conjunction with the Association's Tenant Participation Strategy document

## **2.0 PRINCIPLES AND OBJECTIVES**

- 2.1 This policy supports the Association's commitment to tenant participation and scrutiny in all areas of our service delivery
- 2.2 To detail the various opportunities for customers to participate and be involved in decisions that affect their communities and the way in which we deliver our services to them.

## **3.0 LEGAL AND GOOD PRACTICE**

- 3.1 The Housing (Scotland) Act 2001 created a legal requirement for landlords to actively develop and support tenant participation with a view to enable continuous improvement in landlord performance.
- 3.2 Tenant participation helps tenants and landlords to share information with each other to improve the standard of housing conditions and services.
- 3.3 The Scottish Social Housing Charter sets the standard and outcomes

that Dunbritton as a landlords should aim to achieve in delivering housing services.

- 3.4 The Charter is pivotal to tenant participation and scrutiny of services stating clearly what tenants and other customers can expect from social landlords and offering the opportunity for our customers to hold us to account.

#### **4. OPPORTUNITIES TO PARTICIPATE**

- 4.1 Anyone who becomes a tenant/shared owner with Dunbritton Housing Association is offered the opportunity to become a shareholder member by purchasing a £1 share. Housing Officers promote membership of the Association for all new customers and an application form is part of the tenancy sign up pack. This offers customer opportunity to attend the AGM each year and vote on decisions at the meeting.
- 4.2 There are two Resident Consultation Groups which any tenant/shared owner can join – one in West Dunbartonshire and one in Argyll and Bute. The Resident Consultation Groups are the first point of contact for any consultation process. Meetings are held in local venues and transport is provided by the Association if required.
- 4.3 There is a consultation register which allows residents to note their interest in specific issues.
- 4.4 We employ an independent company to carry out our face to face customer satisfaction surveys to collect data on our performance in line with the reporting requirements for the Scottish Housing Regulator
- 4.5 Customers are asked for feedback on their satisfaction with any repairs carried out. A work order is generated which is sent to the customer along with a survey to be completed along with a stamped addressed envelope to enable the survey to be returned.
- 4.6 Housing Officers support the formation of Registered Tenants Organisations within developments where there is interest. Practical and financial support and guidance are available to any customer interested in setting up an RTO for their area/development.
- 4.7 There are informal tenant groups ie at Clydeview where residents take the lead in organising activities such as gardening schemes. Housing Officers support these groups as they are naturally formed.

- 4.8 There is a Tenant Scrutiny Panel which was established in the autumn of 2017, supported by Housing staff and Tenant Information Service. This is a formally constituted Panel with around 12 members. Any resident can become a member of the Scrutiny Panel and membership is promoted by staff delivering front line services as well as newsletter articles and information on our web site.

The Scrutiny Panel work independently of the Board of Management and will review various service delivery areas starting in May 2018.

- 4.9 The Association plans regular community events through front line staff using third party organisations ie Dogs Trust to encourage residents to be involved in their local area. These events are used to encourage membership of the Association and formal and informal groups.
- 4.10 Through our Wider Role activities we actively seek funding for community based projects – if successful these projects are used as a vehicle for encouraging resident participation across the Association’s stock – an example of this is our Plot to Pot project which will see residents growing their own vegetables and receiving cooking and composting lessons through the Climate Challenge/Keep Scotland Beautiful funded project.
- 4.11 The Association will use our website, Facebook and regular newsletters to promote activities and opportunities to participate for all residents.

## **5. COMMUNICATION WITH OUR CUSTOMERS**

- 5.1 The Association will be flexible and responsive to the needs of our residents in relation to their preferred methods of communication as indicated by them.
- 5.2 We will make all information and leaflets available in large print, other languages, Braille, tape and on disc on request.

## **6. EQUALITY & DIVERSITY**

6.1 As a service provider and employer we recognise the requirements of the Equality Act 2010, oppose any form of discrimination and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all of our actions ensure accessibility and reduce barriers to employment and the services we provide.

6.2 In line with our Tenant Participation Strategy we will recognise any

barriers to resident involvement (ie access to technology, transport, child care) and put relevant measures in place to support their opportunity to participate.

## **7. LINKS WITH OTHER POLICIES**

7.1 The Tenant Participation Policy is linked to a number of other Policies and strategies – details of these are shown below

- Tenant Participation Strategy
- Rent and Service Charge Policy
- Asset Management Maintenance Standards and Performance Policy
- Membership Policy
- General Data Protection Regulation Policy \*\* from May 2018
- Equality and Diversity Policy