

## **PORT OF LEITH HOUSING ASSOCIATION LIMITED**

### **Tenant Participation Policy**

#### 1. Introduction

- 1.1 Port of Leith Housing Association seeks to provide high standards of service in all aspects of its activities. The Association recognises the value of tenant participation in shaping and delivering the services it provides.
- 1.2 The Association will seek to actively involve tenants in the management of their homes at a variety of levels by:-

#### **A. Information and Feedback**

- providing tenants with information about matters affecting them and their homes. This will include information about housing management policies and practice and any proposals for change as well as information contained in the Tenancy Agreement.
- providing every new tenant with a Tenants' Handbook.
- sending out 2 newsletters a year to all tenants.
- obtaining feedback from the Association's Customer Panel on matters affecting tenants.
- providing information in other languages, Braille or audio tape, when requested.

#### **B. Tenant Satisfaction Surveys**

- the Association will survey every new tenant to establish satisfaction levels with the allocations process.
- the Association will survey every existing tenant to establish satisfaction levels with the range of services offered by the Association.
- the Association will provide repair satisfaction slips for all day to day repairs to establish satisfaction levels with the property services.

- customer satisfaction slips will be provided to all visitors to the office to establish satisfaction levels with the reception services.
- all tenants will be encouraged to take part in a postal satisfaction survey sent out twice a year with Port Call newsletter.

### **C. Consultation**

- all tenants will be consulted on the annual rent review.
- tenants will be consulted on improvements or major repairs affecting their homes.
- tenants will be involved in the selection procedure for contractors involved in major work such as the kitchen and bathroom replacement programmes.
- tenants will be involved in joint estate management visits with housing and property staff to agree environmental improvements in the area.
- the Tenants' Focus Group will meet regularly to consider issues of interest to all tenants.
- the Tenants' Customer Panel will be surveyed regularly for tenants' views on matters of interest to them.

## **2. Participation**

- 2.1 All tenants will be invited to join the Focus Group or the Customer Panel, to establish residents' groups or formal tenants' organisations. All tenants will be encouraged to become members of the Association and to consider joining the Committee of Management. However, the Association will respect tenants' right to determine themselves what level of participation suits them.
- 2.2 Where tenants wish to form residents' groups, the Association will assist by providing accessible accommodation for meetings and providing typing and photocopying facilities as appropriate. Staff will provide interested tenants with advice on how to establish formal tenants' groups.
- 2.3 Where formal, Registered Tenants' Organisations are established, the Association will normally meet costs for set up and training in addition to providing accessible meeting rooms and typing and photocopying facilities.

2.4 Training on tenant participation will be made available for Association staff and Committee members, including tenant members.

3.0 Monitoring

The Association will use 'Port Call' newsletters to advise tenants of the outcome of satisfaction surveys and other consultation exercises. The Housing Management Sub-Committee will receive two monthly reports on returns from post allocation, exit and repair satisfaction surveys as well as the outcome of the twice yearly satisfaction surveys. Outcomes will also be reported at Focus Group meetings.

4.0 Conclusion

The extent and nature of tenant participation will vary over time depending upon issues which arise. The Association will not seek to enforce tenant participation where there is no support from tenants themselves. It will, however, adopt a proactive role offering participation at a variety of levels. This provides tenants with the opportunity to make their views known and to become more involved in matters of interest and concern to them.