

Getting Involved

Tenants and other customers can get involved in our decision-making process in many ways. We hope this highlights to our tenants and other customers that we want to shape our service to reflect their views. If you have any questions about getting involved, please don't hesitate to get in touch (details over the page).

This leaflet is a summary of our Tenant Participation Strategy. The full Strategy is also available.

What's in it for you?

Being involved with the Association can provide you with lots of skills and knowledge or build on skills and knowledge you already have.

We will provide individuals and groups with any training and support that they need.

What's in it for us?

If our tenants and other customers are happy, we are happy! We have always embraced old and new ways to involve and consult tenants even before the law said we should do it (Housing Scotland Act 2001). We were founded by members of the local community in 1984, one of which currently serves on our voluntary Management Committee.

We recognise the importance of tenant participation and consultation, as a way of monitoring both the effectiveness of our policies and the quality of services provided.

Ways we help you to feel informed

- We issue publications in a format you need, including quarterly newsletters, annual report and annual report on performance again the Scottish Social Housing Charter
- We use direct mailing and personal letters
- We have an informative, user friendly website
- We have developed a range of information leaflets
- We are active on social media
- We issue a housing applicant newsletter

Ways to Participate

Consultation Register - add your name to be contacted when a policy change may affect you.

Become a Shareholder - we encourage membership of our Association for £1, allowing you to attend and vote at our Annual General Meetings and more.

Attend a focus group - add your name to be invited along to one or a few meetings regarding a topic that we need your views on.

Attend an event - we hold a tenant conference every two years, we attend residents group public meetings and have open days/showflats etc. when appropriate.

Respond to letters or questionnaires - we often send individual letters and questionnaires and always include a reply-paid envelope.

Join our Tenant Panel - we have a panel of tenants who look in detail at the way we do things and act as a 'critical friend', telling us what is working well and where improvements could be made.

Join a residents group or start one up - we support tenants and residents groups both financially and in kind. We can arrange for any necessary training.

Barriers

We try to overcome the barriers to participation by:

- offering childcare, information in different ways and holding meetings at times/in locations to suit the attendees
- having a dedicated point of contact for all things about participation, our Communications Officer
- setting aside a budget each year to allow for tenant participation
- not discriminating on the grounds of age, disability, gender reassignment, marriage, and civil partnership, pregnancy & maternity, race, religion or belief, sex, and sexual orientation

Don't hesitate to let us know if you feel there is a barrier to getting involved that we could help with.



One of our Focus Groups with Tenants, 2016

Please do not hesitate to contact Sinéad Boyle, Communications Officer, at our office if you'd like the full Tenant Participation Strategy or any more information.

Get Involved in our Decisions



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If you need this leaflet on audio CD, in large print, another language or in Braille, please contact us.



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We want tenants and other customers to find it easy to participate in and influence our decisions, at whatever level they feel comfortable. This leaflet provides a brief summary of our Tenant Participation Strategy.



clydebank housing association