

# Tenant Participation Strategy

**We want tenants and other customers to find it easy to participate in and influence our decisions, at whatever level they feel comfortable.**

Tenants and other customers can get involved in our decision-making process in many ways. We hope this strategy makes it clear 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.

This is the full version of the Strategy. A summary leaflet is also available.



Focus Group members, July 2018

## Equal Opportunities Statement

The Association will not discriminate on the grounds of age, disability, gender reassignment, marriage, and civil partnership, pregnancy & maternity, race, religion or belief, sex, and sexual orientation.

**If you or someone you know would like this strategy in any other format, please contact us.**

**0141 941 1044**

**[www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)**

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**Clydebank Housing Association Ltd**

77-83 Kilbowie Road

Clydebank

G81 1BL

Tel **0141 941 1044** [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)

twitter: [@clydebankha](https://twitter.com/clydebankha)

Fax **0141 941 3448** [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)

facebook: [@clydebankha](https://facebook.com/clydebankha)



## About Us, At a Glance (31/03/19)

- 93 % of tenants are satisfied with the quality of services we provide
- Providing houses in Clydebank, West Dunbartonshire, for over 34 years
- Manage and maintain 1,122 homes for rent, mainly in central and east Clydebank
- Provision of over 40 shared ownership properties and factor to over 600 owner occupiers
- We have 722 housing applicants on our waiting list and let 138 properties in the year, including 24 new build homes
- We own and manage Centre81, in Whitecrook (see page 16)
- We have a wholly owned subsidiary, CHA Power Ltd (see page 16)
- We have rental income of c. £4.18 million which is used to manage and maintain our properties, including your home
- 32 staff are employed (full-time equivalent)
- Run by a Management Committee of volunteers
- Low engagement from the Scottish Housing Regulator (March 2019)
- 1 Registered Tenants Organisation, Radnor Park Multis Tenants and Resident Association
- 1 Tenant Panel

## Our Core Values & Aims

"Offering our community more than a home." We will achieve this by being:

- **Respectful** We will treat all our customers with courtesy and respect
- **Accountable** We will be open, honest and approachable and act with the highest integrity at all times
- **Responsive and Informative** We will listen, respond and inform through effective and timely communication
- **Professional** We will ensure we have the appropriate skills and strive for excellence in all aspects of our service

We aim:

1. To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
2. To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
3. To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction.
4. To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for physical and socio-economic regeneration in Clydebank.
5. To ensure local decision making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
6. To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
7. To promote social inclusion by applying principles of equality and diversity to everything we do.

Our office



Our welcoming reception



## 1. What is Tenant Participation?

There are many long winded official definitions but tenant participation is about us genuinely caring about your opinion on our services, acting where at all possible on your feedback and then giving you feedback so you know how valuable your comments are to us in helping us to provide a better service.

We can help you in whatever way you feel comfortable participating and giving us your opinions. It could mean attending a one-off meeting, being involved with a residents group, or returning a questionnaire or newsletter cut-off slip to us.

We want tenants and other customers to find it easy to participate in and influence our decisions, at whatever level they feel comfortable.

**96% of tenants  
satisfied we listen  
to their views and  
act on them\***

## 2. What's in it for me?

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.

## 3. What's in it for the Association?

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 Housing (Scotland) Act 2001 made it law. We were founded by members of the local community in 1984, one of which (pictured) currently serves on our voluntary Management Committee and last year celebrated 10 years of service.

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.

In addition to the legislation requirements, there is a set of outcomes and indicators listed in the Scottish Social Housing Charter.

We report our performance against them to the Scottish Housing Regulator each year in May. We strive to better our results each year.

A Charter summary is enclosed on page 18.



## 4. Who are the Association's customers?

- Tenants
- Sharing Owners
- Owners
- Housing Applicants
- Job Applicants
- Members of the Association
- Members of the public
- Contractors
- Consultants
- Local Authorities
- Other Housing Associations
- The Scottish Housing Regulator
- The Scottish Government
- Lenders; and so on

Some of our voluntary Management Committee who manage the Association





## 5. How we make it easy for you to participate

### Providing Information

All information is automatically sent to tenants in the format they have requested eg. large print or on audio CD as per our Information in Different Formats Procedure. We make sure all published information is legible and in clear language.

We issue a quarterly newsletter, ChitChat, to all tenants, our sharing owners, owner occupiers, shareholders and other interested parties. ChitChat contains information about our activities, new services or schemes and tenants rights, such as their right to repair, compensation and participation. It contains an owners section to provide them with up-to-date information on issues such as ways to pay their factoring account.

It invites comments on various issues, for example, proposed improvements, rent setting, new policies and policy changes.

It provides details of complaints we have received and the service improvements put in place as a result and tenant participation activity and the difference tenant involvement is making to our service. It contains a cut-off comment slip so that tenants and other customers can easily feedback to us.



**98% of tenants think we are good at keeping them informed\***

When we asked tenants in our 2019 tenant satisfaction survey of 450 tenants, 98% (411) chose our quarterly ChitChat newsletter as their preferred method of being kept informed. This therefore continues to be our main way of providing general information on our services and decisions to tenants.

We issue an annual report to all tenants, and also sharing owners, owner occupiers, shareholders and other interested parties, with details of our performance.

### We issue an annual report on our performance against the Scottish Social Housing Charter outcomes and indicators.

The report contains the performance information that tenants felt was relevant from what we report to the Scottish Housing Regulator (SHR) in May each year. We are then required to issue this report to tenants by the end of October. We also include for reference, the Scottish average, the performance of West Dunbartonshire Council and the average of the other 4 community based housing associations also operating in Clydebank.

We continue to develop the content and style of this report with tenants, most recently at focus groups in July & August 2018.



**We use direct mailing and personal letters when appropriate.** We received a high return to our Rent Setting consultation 2019/2020 (c. 14 %) with 162 responses. Our common area close cleaning consultation received 288 responses (34.1 %). From our 2019 tenant satisfaction survey, personal letters are the preferred format of tenants for us communicating with them with 82 % (363) selecting this option.

**We have an informative, user friendly website** full of useful information and opportunities to feedback on our service: [clydebank-ha.org.uk](http://clydebank-ha.org.uk).

Sections include Housing, Maintenance, Properties Community, Noticeboard and Get Involved and we have a download area packed with useful publications. The website can be translated into over 50 languages at the touch of a button and can link directly to our social media accounts.

We added a Report a Repair module in September 2019 for the benefit of our customers.



**We provide information leaflets so that our tenants are informed** about both key policies and useful information. These are available at reception and on our website or can be sent on request, including:

- Becoming a Shareholder of the Association
- Customer Care: What to Expect
- Making a Complaint
- Your Rent Charge
- What to do if you have Rent Arrears
- Housing Benefit

Some of our reception information



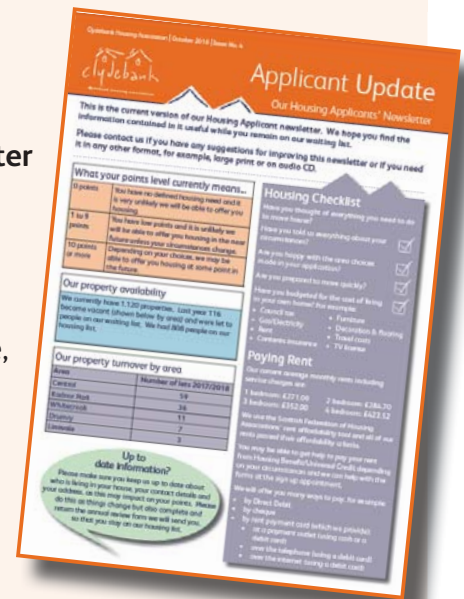
We will develop new summary leaflets as new or updated policies are approved.

General housing information packs are available in many languages from our reception or on request, including Chinese, Farsi, Gaelic and Kurdish, in topics such as:

- Housing Options
- Homelessness
- What is Council Tax?

**In 2015 we introduced an annual housing applicant newsletter**

as we want to give clear and effective information to our applicants on the services we provide, how we allocate homes, the housing options available to them and advice on managing a tenancy.



Consultation Prize Draw Winner 2019





In 2018-2019 we issued 3 6-monthly Radnor Round Up newsletters specific to Radnor Park where we have a third of our stock spread over 7 multi storey buildings so that we could give them information and advice specific to their area.

We have active social media accounts on Facebook and twitter @clydebankha so that our tenants and other customers can access up-to-date/instant information on events and services and join in discussions with us online.

### Supporting tenants/residents groups

**We attend meetings of local tenants/residents groups** Staff at all levels regularly attend committee and public meetings of our current tenants and residents group to discuss issues of shared interest and concern. We also attend and participate in their events.

### Knowledge

**We are members of the Tenant Participation Advisory Service** This means we are informed about new ideas, best practice, updates to legislation etc.

**We train, update and support our staff and committee in tenant participation, communication and equalities issues** by providing an induction covering these topics to all new members of staff, providing training for them at suitable intervals and keeping the internal Intranet up to date with details of tenant participation activities. Most recently training on tenant participation took place with the Management Committee on 5 June 2018.

### Customer Satisfaction

**We regularly ask our tenants and other customers what they think about us and act on**

their feedback For example, in 2019 an independent company carried out our Tenant Satisfaction Survey and spoke face to face with 450 tenants about their views on our services. We issued the results of the survey to all tenants in our June 2019 newsletter and then our progress against feedback in September.

On an on-going basis we also ask:

- all new tenants what they thought of our sign up and allocations process
- all tenants who've reported a neighbour complaint what they thought of the complaints process
- all those who have been rehoused on medical grounds how a move has helped them
- all those who have a rent arrears arrangement how they found the assistance provided to them
- in a variety of surveys satisfaction with major, cyclical or routine repairs

We use the results received to continue to improve our service.

### Customer Involvement

**We have a dedicated point of contact to deal with tenant participation issues.** All staff and Committee are actively committed to tenant participation, however, naturally staff from Housing Services are mainly involved.

However, our Communications Officer is our tenants' first point of contact and has designated responsibility for all Tenant Participation matters.

**We have a growing consultation register with tenants, owners and applicants wishing to be contacted for their views when we have new or updated policies for consultation.**



### **We encourage new tenants to get involved**

When a tenant signs their tenancy agreement, we actively encourage them to become a shareholder of the Association. We also issue and explain a variety of information including how to make a complaint and their right to repair.

### **We encourage membership of our Association**

Local people can become shareholders by

purchasing a £1.00 lifetime share of the Association. Shareholders can attend and vote at our Annual General Meeting and enjoy the sponsored social event afterwards.

If elected, they can then join our voluntary Management Committee, who make all the important decisions about the way we operate.



**We hold a free, informative tenant conference** at least every two years (2018 postponed to 2019) so that all tenants and staff have the opportunity to come together and discuss issues of shared interest and concern.



**We hold public meetings, open days at the office and send individual letters and questionnaires** with reply-paid envelopes when appropriate, for example, when we are proposing major repairs and improvements to tenants' homes.

**We will continue with our 'open door' policy for all staff** where tenants and other customers are easily able to visit, speak to or make appointments with staff members at all levels.

**We strive to find different ways to engage with tenants and other customers** for example, we use a texting service to remind tenants of their rent arrears arrangements, gas servicing appointments etc. We have a screen at our reception with a rolling presentation to provide our customers with information on our services.

### **We have a Tenant Panel**

We set up a Tenant Panel of 7 tenants in March 2016 who meet on a regular basis to discuss and review the effectiveness of various aspects of our service/processes and advise us where they think improvements could be made – “a critical friend”. Please contact us if you would like a Tenant Panel Information Pack.

### **Consulting tenants and tenants groups about changes in policy**

We have in place a consultation procedure to ensure all staff are aware of the following procedure.

Where there are **significant** changes proposed which would affect tenants we are required to consult with tenants. We will do the following. We may also choose to follow this process where there are **minor** changes proposed:

- include article in newsletter (at first opportunity)
- as a minimum we will write out to tenants on our consultation register and the tenants group with a covering letter, consultation document/draft policy and reply paid envelope. Give at least one calendar month to respond
- if required, invite those above to a focus group at the office regarding the proposed changes
- incorporate feedback into the proposed policy and take a draft to the Management Committee for approval
- write out to tenants who participated enclosing a copy of the new policy and thanking them for their feedback
- feedback results and the impact to tenants as a whole via newsletter and website

Patricia Betty, new recruit to Tenant Panel, Summer 2019





In our covering letter, we will include:

- how and when the final decision will be taken
- how the proposal will affect tenants
- how and within what timescale tenants can make their views known to us (around a month is just about right usually)
- details of how the tenants will receive feedback
- who's dealing with the consultation
- information on how and where to complain

### Consulting with tenants groups about other issues

Our Communications Officer and members of Senior Staff meet regularly with representatives of tenants' groups to discuss ideas, interests and concerns, exchange information and to advise them of pending policy changes.

### Some real, recent examples of tenant participation...

**October 2019** - Tenant Panel met to conclude the review of their scrutiny of our recording and reporting of Energy Efficiency Standards for Social Housing data. Tenant Panel chose their next scrutiny topic and planned their meeting schedule for January-December 2020.

**October 2019** - Senior Staff and Communications Officer attend the Radnor Park Multis Tenants and Residents Association open meeting to provide an update on major repairs, group requests, events etc.

**September 2019** - Meeting held with group of residents from an Association area wishing to set up a residents group.

**June 2019** - 34th Annual Meeting and Social Event held for shareholders. Annual consultation prize draw held.



**March 2019** - Tenant Satisfaction survey carried out by an independent company who interviewed 450 tenants (40 %). Feedback and results discussed with Senior Staff, action plan developed, tenants updated in June and September newsletters.

**November 2018 - February 2019** - 3 focus groups held with housing applicants and tenants to review how we allocate our houses through our Allocations Policy. All feedback helped shape our final policy.

**January 2019** - Rent Setting drop-in for tenants to ask questions on our proposed rent increase options.

Rent Setting Drop-In



## 6. How we help tenants and other customers to become involved

There are many barriers which may affect how well our strategy works. Examples of some of these barriers are listed below. Also listed is our commitment to help deal with these barriers. We want our strategy to include all of our tenants and other customers.

When asked in our 2019 tenant satisfaction survey of 450 tenants were there sufficient opportunities to participate at different levels 90 % (404) said there was (9 % said don't know/no opinion). When asked if Clydebank Housing Association could do anything to help tenants participate at different levels, 98 % (442) said there were no ways we could help.

**90% of tenants are satisfied with the opportunities given to participate\***



However, we are mindful that 49 % (222) of tenants surveyed said they had a disability or long term health conditions lasting or expecting to last more than 12 months, 68 % of which were mobility issues.

Our biggest non-British ethnic group of tenants are Irish at 0.9 % and Polish at 0.7 % (2018).

### Low Income

People may be unable to attend meetings or events because of family responsibilities.

*We will offer crèche facilities during meetings and events free of charge, or make available official childcare allowances to allow people to attend participation meetings and events.*

### Location of Meetings

Meeting places may not be suitable, for example, office accommodation upstairs may not be suitable for wheelchair users unless it has been adapted.

*We will try always to hold meetings in venues used by the community that are accessible, convenient and secure. Transport costs will be paid. We can also arrange home visits.*

### Times of Meetings

Meeting times may not be convenient for people, for instance, in an area with high unemployment meetings during the daytime may be preferred.

*We will arrange meetings to take account of the needs and preferences of local households. For example we hold focus groups at all different times and take account of school and nursery pick up times.*

*As a courtesy, we will always provide suitable refreshments and appropriate catering for the time of the meeting.*

### Jargon/Lack of Clarity

The use of complex agendas, housing terms or complex statistical data can lead to non-participation.

*We will publish all information in a user-friendly style and a format that is clear and in clear language. We will provide training to give tenants appropriate knowledge. For example, we provided training on the background of Housing Associations to a potential new residents group in September 2019.*

### Finance and Level of Resources

Lack of funds can mean that participation cannot develop properly.

*We will make sure that adequate funds are provided to develop tenant participation, both within the Association and within our tenants group(s). Read more information in sections 8 and 9.*

### Attitude

How staff approach or respond to groups and individuals and the assumptions they make may hinder good working relationships.

*We have a designated member of staff for contact on all tenant participation issues. We will provide training to staff on tenant participation, customer care and equalities issues. We want to provide a service where every tenant and other customer has their individual needs recognised and is treated fairly and with respect. We will ensure staff are kept updated on consultation activity through our internal Intranet/email.*

### Information Needs

A tenant or resident may need information in a different format.

*We have an Information in Different Formats procedure which allows us to deal with any information need very quickly. We currently, automatically provide information to tenants in large print and on audio CD. We can provide information in another language, on computer CD, in Braille, in plain text and so on.*



Our accessible board room is used for many meetings and available free to residents groups

## 7. Staff responsible for Tenant Participation

Staff from Housing Services are those mainly involved in tenant participation activities. However, all staff and Committee are actively committed this strategy.

Staff acknowledge that tenants being involved in and shaping the delivery of services which affect them, means happier tenants and therefore happier staff!

Our Communications Officer has designated responsibility for all Tenant Participation matters.

## 8. Resources needed for Tenant Participation

We take our commitment to tenant participation seriously and as such tenant participation is included in our annual budget.

Our budgets cover the cost of:

- Writing, designing, printing and distributing newsletters
- Other information produced for tenants
- Tenant satisfaction surveys and other ways of getting feedback
- Tenant participation events such as training and the tenant conference
- Supporting/training tenants' groups
- Tenant Panel activities
- Miscellaneous activities to encourage tenant and other customer involvement
- Staff involved in Tenant Participation activities

## 9. Supporting Tenants' Groups

### Financial support

We will provide financial support to tenants' groups. However, groups who apply that are not registered as a Registered Tenants Organisation (RTO) with us or who are not working towards registration may be funded at a reduced rate or supported to a different degree, at our discretion.

Criteria for and description of payments is shown over the page.

All payments are made to contribute to the running costs of the tenants' group such as:

- Printing
- Stationery
- Travel costs
- Tea/coffee for meetings
- Venues for meetings/public meetings/AGMs
- Publicity/advertising
- Training/conference attendance
- Affiliation/membership
- Translation/interpreting

### Support in kind

We will also support tenants' groups with resources in kind. Examples of this are detailed below:

- offering our premises for meetings
- putting together their tenants' newsletter and printing in either black & white (free) or colour (charged at cost price)
- putting together and printing smaller items such as meeting notices, agendas etc. (no charge if colour)
- administrative support (for example, taking minutes at meetings, photocopying, sending out mailings and booking meeting venues)
- including a tenant representative in our training programme (such as certain Committee training)

### Special grant and training grant

We can provide Special and Training grants. However, there will be an element of 'reasonableness'; that the request fits in with the group's activity and does not duplicate grants already awarded. There should usually be a contribution of approximately 50 % from the tenants' group. Further information is contained in the table above and within the application forms on pages 23 & 25.





	Amount/Formula	Criteria
Start Up Grant	£200 for 0-250 tenancies represented	For groups aiming to set up as properly constituted body, the grants are for copying, postage, hire of meeting rooms, telephone calls and publicity etc. Groups should fulfil a number of conditions such as representing one of our areas of operation, having a bank account or other recognised agency that can hold the money; that basic records are kept and that the group can demonstrate that it is developing into a properly constituted and representative body. To make sure this criteria is being met, we may request to have a member of staff present at their meetings.
	£300 for 251-500 tenancies represented	
	£400 for 501+ tenancies represented	
Annual Grant	£400 + £2.30 per tenant for 0-250 tenancies represented	Paid to properly constituted groups for running costs. Criteria for payment to include: <ul style="list-style-type: none"> <li>a constitution and membership policy in place and acceptable to the RSL to ensure the group is representative</li> <li>the group has regular General, Public and Committee meetings</li> <li>that no excessive surplus exists, which is defined as more than a years' grant amount</li> </ul>
	£500 + £2.30 per tenant for 251-500 tenancies represented	
	£600 + £2.30 per tenant for 501+ tenancies represented	
Special Grant	Not usually exceeding £750.00 in any one year	Applications will be considered for one off expenditure such as a conference attendance, purchase of equipment, organised excursions etc.*
Training Grant	Not usually exceeding £750.00 in any one year	Applications will be considered for attendance at training courses, seminars, conferences *

## 10. Supporting local community groups

We will support local community groups that have aims and objectives which are broadly similar to our own (see page 2) and whose members live mainly within our area of operation. Support could be offered in a variety of forms, for example:

### Use of equipment

We will allow occasional use of equipment at the request of local community groups provided that:

- there is no disruption to the normal running of the office (access is restricted to office hours)
- equipment is not removed from the premises
- users of equipment are familiar with our Health and Safety policy and are trained to use the equipment properly

Regular use would not normally be encouraged but in any case it would be at the discretion of our Management Committee.

### Use of facilities and accommodation

The Management Committee will consider each request individually and may give permission subject to the above.

### Sharing information

Much of our information is already publicly available but we will provide copies of other policies and procedures on request. An exception to this may be if the other agency is a competitor for local stock or development sites and giving them information may be harmful to us.

### Providing a donation

We may also provide a donation. Groups should contact us if they wish to ask for a donation for a specific purpose, which would be at the discretion of the Management Committee. We have a policy which covers the provision of donations.

## 11. Registering your tenants' group with us

The criteria and an application for registering your group with us as a Registered Tenants Organisation (RTO) under the Housing (Scotland) Act 2001 are available on page 20.

Although we gather and take account of views of all tenants, other customers and tenants' groups, becoming an RTO means consultation with your group is covered under the Housing (Scotland) Act 2001 and requires us to take account of representations of your group.

(All tenants have the right to consultation as individuals through their Scottish Secure Tenancy Agreement).

A decision will be made on applications to register within 28 days of it being received (except during our Committee's summer break in July). This decision will generally be reached by the Management Committee.

If accepted, the registration will last for three years. However, if there are significant changes to constitution, membership or area of operation, the RTO may be required to re-register.

### Groups that do not wish to register

If a tenants' group decides not to register with us, we are very likely to still support and consult with the tenants' group, however, consultation with such a group would be outwith the statutory provisions of the Housing (Scotland) Act 2001.

## 12. Tenants and residents groups

It is recognised that groups may comprise a mix of tenants and residents. Residents are sharing owners and owner occupiers. There is nothing to prevent a mixed group of tenants and residents applying to be registered provided they meet the necessary criteria and provided there is a mechanism in place within the RTO for the views of the tenants of that landlord to be sought, for example, through tenant only surveys or tenant sub-committees.

Please note that as we receive no income from residents, we can only provide funding for the tenants represented by RTOs, as detailed within section 9.

### Regional Networks

Regional Networks were set up in 2008 to help Registered Tenant Organisations (RTOs) engage with the Scottish Government on issues of national policy. There are 9 regional networks. No tenants' groups in West Dunbartonshire currently participate in the regional networks.

Their objective is to improve the housing and well-being of tenants and residents in Scotland. They work to promote tenants and residents interests in housing, planning, community regeneration, the environment and community safety.

Their website is [www.regionalnetworks.org.uk](http://www.regionalnetworks.org.uk).





## 13. Tenant Federations

The criteria for the registration of local tenant federations will be the same as for individual tenants' groups. A federation, which is registered with each of the landlords in its area of operation will have statutory rights to be consulted by those landlords on housing and related issues affecting the area served by its membership. This will give the federation direct involvement with such issues rather than through each of the member groups concerned.

As with tenants' groups representing tenants of two or more different landlords, it is essential that when consulted by a particular landlord, a tenants' federation can make sure that the views given are representative of the tenants of that landlord. Where a local federation does not have tenants of a particular landlord, there is no statutory duty on that landlord to register that federation.

West Dunbartonshire Tenants and Residents Organisation is the umbrella group for the tenants groups in West Dunbartonshire and is supported by the Council. Although our tenants' groups could not join this organisation, they would be happy to meet up with our tenants' groups. This would allow them to discuss what they are currently working on/doing and get advice from groups who may have had similar issues.

Jim Hendry is the current contact for the WDTRO:  
Email (Secretary):  
harrymccormack.wdtro@gmail.com  
Web: [www.wdtro.org.uk](http://www.wdtro.org.uk)

## 14. A relationship breakdown

Our relationship with our residents group(s) is really important to us.

We hope the group(s) get to influence what is happening with their housing services and we get feedback from our tenants with which we can improve and develop our services.

If we feel there is a relationship breakdown between the Association and a tenants' group we will do everything we can to resolve the matter.

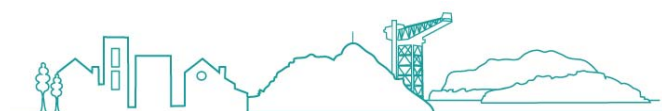
## 15. Removal from the Register of Tenants' Organisations

An RTO can be removed from the Register in any of the following circumstances:

- The tenants' organisation no longer meets the registration criteria; or
- The tenants' organisation ceases to exist or does not operate; or
- There is mutual agreement between us and the tenants' organisation
- Relationship breakdown

Removal from the register will only take place after 21 days. Notice will be served in writing to all registered committee members of the organisation, setting out the reasons for removal and the effective date of removal.

**wdtro**  
West Dunbartonshire Tenants  
& Residents Organisation



Our Chairperson,  
Kimberley Tennant



## 16. Appeals

A tenants' group may appeal against our decision to:

- Not register the group; or
- Remove the group from the Register; or
- Not remove the group from the Register

You may appeal to our Management Committee in the event of the above. You should contact us immediately if you wish to appeal. The appeal process will be complete within three months.

If you are not satisfied with the outcome, the appeals process will be considered by the Scottish Housing Regulator, on behalf of the Scottish Government.

## 17. Monitoring and Reviewing our Performance

It has been recognised by the Scottish Housing Regulator that landlords are good at recording their tenant participation activity but it is difficult to assess what the impact or effectiveness of this is on the way the landlords operate.

We will therefore look at ways to record not only tenant participation activity, but how that activity has impacted upon the Association. We recognise that being able to demonstrate real influence is important in sustaining tenant and We can do this by monitoring the responses to all of our tenant and other customer satisfaction surveys, results from our annual registered tenants organisation satisfaction survey and so on.

## 18. Review of the strategy

The next review is due in September 2020. Please do not hesitate to contact our Communications Officer if you have any comments or suggestions for improvement for the next edition.

## 19. Contact details

Clydebank Housing Association Ltd  
77-83 Kilbowie Road  
Clydebank  
G81 1BL

Tel: 0141 941 1044  
Fax: 0141 941 3448  
Contact: Communications Officer  
E-mail: [sinead@clydebank-ha.org.uk](mailto:sinead@clydebank-ha.org.uk)  
Web: [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)

If you would like more information about tenant participation, there are many places to find it, including the following:



TPAS Scotland, Erskine House,  
Room 2, 3rd floor, 1 North Avenue  
Clydebank Business Park  
CLYDEBANK G81 2DR

Tel: 0141 552 3633  
Fax: 0141 552 0073  
E-mail: [enquiries@tpasscotland.org.uk](mailto:enquiries@tpasscotland.org.uk)  
Web: [www.tpasscotland.org.uk](http://www.tpasscotland.org.uk)



Tenants Information Service (TIS)  
Clockwise, Savoy Tower  
77 Renfrew Street  
Glasgow, G2 3BZ

Tel: 0141 248 1242  
Fax: 0141 221 1911  
E-mail: [info@tis.org.uk](mailto:info@tis.org.uk)  
Web: [www.tis.org.uk](http://www.tis.org.uk)



Scottish Housing  
Regulator  
Buchanan House  
58 Port Dundas Road,  
Glasgow  
G4 0HF

Tel: 0141 242 5642  
E-mail: [shr@scottishhousingregulator.gsi.gov.uk](mailto:shr@scottishhousingregulator.gsi.gov.uk)  
Web: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



## Appendix 1: About Us

### How we operate

So that you can participate fully, it's important that you know a bit about how we operate.

We are managed by a Management Committee of local volunteers, a third of whom are tenants. They make all the important decisions about how we operate and employ staff to carry out day-to-day duties and make recommendations to them.

The Management Committee meets monthly and the sub-committees meet; Housing Services (quarterly); Finance & Corporate Services (quarterly); Development (as required).

### Legislation

The way we work is governed by lots of legislation, including, but not limited to:

- Housing (Scotland) Acts 2014, 2010, 2001 and 1987
- Property Factors (Scotland) Act 2011
- Scottish Social Housing Charter 2017
- Equality Act 2010
- Data Protection Act 1998
- Health and Safety at Work Acts
- Industrial & Provident Societies Act 1965
- Charity & Trust Investment (Scotland) Act 2005

The majority of the policy changes we propose are to do with changes in legislation.

### Where we have come from...

We were established by local residents in 1984 and working in partnership with the Housing Corporation and with the Local Authority, set out to improve housing and regenerate the central and east areas of the town. This shows that tenant/resident participation was at the very core of our set-up! We were registered with the Housing Corporation in January 1985, so will celebrate 35 years in January 2020.

In the earlier years, our development work concentrated on the modernisation of the tenements in the town centre. When this work was finished, we embarked on a programme of new building to provide more houses and flats for rent and for shared ownership.

In 1999, we acquired over 750 houses in Clydebank from the previous landlord, Scottish

Homes, increasing our stock to over 1,100 houses and flats at that time, catering for all types of people including the elderly, disabled people and those with special needs.

### Where we are now...

Today our aim to provide good quality, affordable housing remains to the forefront. The Scottish Housing Regulator has us as low engagement which means they are happy with the financial and performance information provided and with our current performance.

**Our core values and objectives are listed on pg 2.**

### Our role as an employer

As we grow, our role as an employer becomes more significant. We now have over 32 staff (full time equivalent). We are committed to equal opportunities and have Disability Confident Employer status.

Our staff training and development earned us Investor in People Gold again in July 2018.

**We thank staff for their commitment to continuous improvement through training and development**



Whilst we have been a Living Wage Employer since 2011 we were accredited in 2016.

**A Management Committee meeting, August 2019**



## Appendix 1: About Us *Continued*

### Our wider role

We aim to offer our community more than a home. Our 'wider role' is where we aim to improve the social, economic and environmental circumstances of our community, in addition to our primary role of building and maintaining homes. We have 3 main wider role project examples:

#### Centre81

We own and manage Centre81, our regeneration centre in the heart of our community which opened in 2008.

The Centre is home to Gym81, has an outdoor sports & play area. We run a range of activities:



- free IT classes and college courses,
- fitness classes
- free cookery classes
- garden workshops in our community garden
- cycling events and bike maintenance workshops
- youth and school holiday activities
- weekly bingo and lunch club
- ... and much more.

We provide office space to a range of organisations and have rooms for hire. We have a small café, Café81.

#### CHA Power Ltd

In 2005, following consultation with tenants, we set up CHA Power Ltd, a wholly-owned subsidiary, to provide energy efficient and affordable heat and hot water through a Combined Heat and Power system (CHP).



It now provides unlimited heat and hot water to over 360 two bedroom multi-storey properties, for just £51.78 (incl. 5 % VAT) a month (at 01 April 2019 - prices frozen from 2017) and also supplies the local church.

CHP produces electricity and as a by-product, heat is produced. Excess electricity is sold to the National Grid. CHP reduces energy bills, combats greenhouse gases and provides a significant carbon reduction.

#### Clydebank Social Economy Centre

We own and manage Clydebank Social



Economy Centre (SEC) which opened in 2005. The SEC provides quality, inclusive accommodation for social economy, voluntary sector and community businesses.

The SEC, situated in the centre of Clydebank, is a refurbished 5,000ft<sup>2</sup> building which currently offers accessible office, boardroom and meeting facilities at excellent rental rates throughout the year.

We are delighted that, at present, the majority of the office space is rented to Community Links Scotland and the Citizens Advice Bureau. The SEC also hosts a disaster recovery suite for local housing associations.

#### Small print

We are registered Scottish Charity No. SC033962. We are Registered as a Social Landlord with the Scottish Housing Regulator, Registration No 86. We are a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). We are a Registered Property Factor No. PF000231. We are a Member of the Scottish Federation of Housing Associations.

Centre81, our regeneration Centre in Whitecrook



## Appendix 2: Legislation on Participation

### The Legislation

The Housing (Scotland) Act 2001 (the Act) provides a legal framework for tenant participation to take place in Scotland. All local authorities and Registered Social Landlords (RSLs) such as housing associations have a number of new legal duties regarding tenant participation. These duties are outlined in Part 2 of the Act (Sections 23, 53, 54, 55 and 106).

The Housing (Scotland) Act 2010 refocused but does not supersede the Tenant Participation obligations of the Housing (Scotland) Act 2001.

### Section 23 (The right to a tenancy agreement and information)

Tenants have a right to a written tenancy agreement and to receive information on:

- their right to buy provisions
- our complaints procedure

Before becoming a tenant, we must provide information on their right to buy and their responsibilities if they buy their home.

If tenants request it, they must be provided with information about:

- the terms of their tenancy
- our tenant participation strategy
- our rent setting and other charges policies
- our allocations policy
- our repairs and maintenance policy
- the decision making process on housing related matters
- obligations of the tenant if they exercise their right to buy

### Section 53 (Tenant Participation)

This section requires local authorities and RSLs to have a tenant participation strategy. It also places a duty on them to maintain a register of tenants groups meeting certain criteria. It sets out the criteria for registration or removal from the register and the procedures to be followed in relation to registration and removal.

It also provides a right of appeal for such groups in relation to registration and removal from the register.

### Section 54 (Consultation with Tenants and Registered Tenant Organisations)

This section outlines the provision to enable both individual tenants and registered tenants groups to be consulted by the landlord on issues affecting them. It also requires the landlord to take account of representations by the tenants or tenants groups, within a reasonable time scale. In addition, it sets out the relevant policies to which this applies, such as our allocation policy or rent setting policy.

### What is Tenant Participation (TP)?

This definition from the National Strategy for Tenant Participation – Partners in Participation (1999) we feel is still a good way to sum up tenant participation:

*“Tenant participation is about tenants taking part in decision making processes and influencing the 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 services”.*

This snippet from the Guide to Successful Tenant Participation – Scottish Government (2018) is also useful:

*“Effective participation gives tenants the opportunity to influence decisions about the housing services they receive, and it helps landlords deliver better services that focus on tenant priorities”.*



Tenants have a right to a written tenancy agreement under the Act



## Appendix 3: The Scottish Social Housing Charter

### The Scottish Social Housing Charter

The Charter was approved by the Scottish Parliament and came into effect on 1 April 2012. It was then reviewed in 2017.

The purpose of the Charter is to improve the quality and services that social landlords provide. It:

- Provides a set of consistent standards and outcomes which should be met for all social housing tenants wherever they live
- Focuses landlord activity on services that are important to tenants and other customers
- Encourages a culture of involving service users in the design, delivery and performance of services

The Charter has 7 sections containing 16 outcomes and standards that apply to social landlords. 14 apply to us as 2 only applicable to Councils.

We go some way to proving we meet these outcomes by reporting to the Scottish Housing Regulator on 31 of the 37 indicators (6 only applicable to Councils) in May each year.

Here is a summary of the 14 outcomes that are applicable to us:



### The customer/landlord relationship

1. Equalities - Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

2. Communication - Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3. Participation - Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

### Housing quality and maintenance

4. Quality of housing - Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

5: Repairs, maintenance and improvements - Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

3,274 repairs to your properties during 2018/2019 to ensure your safety and comfort.



## Neighbourhood and community

6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes - Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that tenants and other customers live in well-maintained neighbourhoods where they feel safe.

## Access to housing and support

7, 8 and 9: Housing options - Social landlords work together to ensure that people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them, tenants and people on housing lists can review their housing options. Social landlords ensure that people at risk of losing their homes get advice on preventing homelessness.

10: Access to social housing - Social landlords ensure that people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

11: Tenancy sustainment - Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

## Getting good value from rents and service charges

13: Value for money - Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

14 and 15: Rents and service charges - Social landlords set rents and service charges in consultation with their tenants and other customers so that a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them, tenants get clear information on how rent and

Our last 2 Charter Reports to tenants



other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

Our Welfare Rights Service regenerated £694,000 for our tenants and other customers in 2018/2019.



We can give your organisation support in getting together all of the information below. Please contact Sinéad Farrell, our Communications Officer, if you need support with this.

We will maintain a Register of Tenants/Residents Organisations (RTOs). **The criteria for registration is:**

1. The organisation must have a publicly available written constitution that sets out:

- Its objectives and area of operation;
- How people can become members of the organisation;
- The way the committee will work;
- How people can become committee members/office bearers;
- How the business of the organisation will be conducted;
- How decisions will be reached democratically;
- How funds will be managed;
- Arrangements for public meetings;
- Arrangements for an annual general meeting (AGM);
- How changes can be made to the constitution;
- Its commitment to the promotion of equal opportunities;
- Its commitment to the promotion of the housing and housing related interests of tenants

2. The organisation must have a committee that:

- Is elected at an AGM (after the first year);
- Has at least three members;
- Can co-opt others onto the committee during the course of the year;
- Has elected office bearers;
- Can show that decisions are reached democratically; and
- Promotes equal opportunities

3. The organisation must operate within:

- A defined area which includes housing stock owned and managed by us; or
- Membership of the organisation and participation in its activities must be open to all eligible tenants within its defined area of operation

4. The organisation must have appropriate accounting records and present an audited, annual, financial statement to their AGM.

5. The organisation must demonstrate that it is committed to representing the interests of its members and that, when consulted by the registered landlord, it can represent the views of its members who are tenants of the registered landlord in its defined area of operation.

6. The organisation must accept and abide by our statement of ethical standards

## Application for Registration of Tenants' Organisations (RTOs)

An application for registration is available on page 27. The organisation must also give us the following information:

- The written constitution;
- The names and contact details of committee members (identifying the office bearers); and
- A statement which demonstrates 5.

It is recognised that groups may comprise a mix of tenants and residents. There is nothing to prevent a mixed group of tenants and residents applying to be registered provided they meet the necessary criteria and provided there is a mechanism in place within the RTO for the views of the tenants of that landlord to be sought, for example, through tenant only surveys or tenant sub-committees.

**Remember if you need any help or clarification, please contact Sinéad at the office.**

**Clydebank Housing Association Ltd**

77-83 Kilbowie Road

Clydebank

G81 1BL

Tel 0141 941 1044 [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)

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twitter: @clydebankha

facebook: @clydebankha





Please read our leaflet 'Registering Your Tenants/Residents Organisation' before completing this application. All information asked for should be included with this application.

Name of Organisation:	
Contact Name:	
Contact Address*:	
Contact Telephone No:	E-mail:
Approximate Number of Members:	
Area of Operation:	
Chairperson:	
Vice Chairperson:	
Secretary:	
Treasurer:	
Meetings usually held (date and time):	

We enclose our constitution, names and contact details of committee (identifying office bearers) and a statement which demonstrates no. 5 of the criteria: ☐

Please note that the above details will be published in our publicly available Register of Tenants and Residents Organisations. \*If you would prefer, the address can be care of the Association for the purpose of the register. **By signing, we accept and will abide by the Association's statement of ethical standards.** Your personal data will be processed in line with our Fair Processing Notice which can be found on our website <http://clydebank-ha.org.uk/data-protection/>. If required, we can send this out to you

Signed: \_\_\_\_\_

Position Held: \_\_\_\_\_

Date: \_\_\_\_\_

**If you need this form in Braille, large print, on CD or in any other language, please contact us.**

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<b>Name of organisation:</b>	Radnor Park Multis Tenants and Residents Association
<b>Contact person:</b>	Elma Stewart
<b>Contact address:</b>	7B Leven View, Radnor Park G81 3AR
<b>Contact number:</b>	0141 952 4283
<b>Area of operation:</b>	Radnor Park Multi Storeys (7 no.)
<b>Chairperson:</b>	Craig Edward
<b>Vice Chairperson:</b>	Jessie McCormick
<b>Treasurer:</b>	Sandra Queen
<b>Secretary:</b>	Elma Stewart
<b>Minute Secretary:</b>	n/a
<b>Meetings held (usual time/date):</b>	Committee meetings and open meetings usually held on alternate months. Annual General Meeting usually held in May.
<b>Approx. tenants represented:</b>	390
<b>Approx. sharing/owners represented:</b>	2
<b>Date of application to register:</b>	22 June 2005
<b>Date of acceptance to register:</b>	23 August 2005
<b>Dates of latest re-registration:</b>	26 February 2019

## Clydebank Housing Association Ltd

77-83 Kilbowie Road

Clydebank

G81 1BL

Tel 0141 941 1044 info@clydebank-ha.org.uk twitter: @clydebankha

Fax 0141 941 3448 www.clydebank-ha.org.uk facebook: @clydebankha



**Name of organisation:**

**Contact name:**

**Have you registered with us?**

**Purpose of grant:**

**Please provide all relevant details below:**

For attendance at training/seminars/conferences, you will need to include the date, time, purpose and host of the event etc. Please note that receipts will be required for all training grant provided.

**Total cost:** £

**Amount of grant requested:** £

**Group contribution** (should be approx. 50 %): £

**Signed:**

**Position:**

**Date:**

**Signed:**

**Position:**

**Date:**

**For Office Use Only**

**Approved:** YES/NO

**Amount:**

**Decided by:**

**Group notified:**

**If you need this form in Braille, large print, on CD or in any other language, please contact us.**

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**Name of organisation:**

**Contact name:**

**Have you registered with us?**

**Purpose of grant:**

**Please provide all relevant details below:**

For the purchase of equipment, you will need to include the use of equipment, where it will be located, who will have access to it and so on. For holding an event, you will need to include the date, time, target audience, venue, transport requirements, whether money will be collected from participants etc. For grant for any other reason, please check with us what details are required. Please note that receipts will be required for all special grant provided.

**Total cost:**

**Amount of grant requested:**

**Group contribution** *(should be approx. 50 %):*

**Signed:**

**Position:**

**Date:**

**Signed:**

**Position:**

**Date:**

**For Office Use Only**

**Approved: YES/NO**

**Amount:**

**Decided by:**

**Group notified:**

**If you need this form in Braille, large print, on CD or in any other language, please contact us.**

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# Application to Get Involved!



We would like tenants and other customers to find it easy to participate in and influence our decisions, at whatever level they feel comfortable.

Tenants and other customers can get involved in our decision-making process in many ways. We want to shape our services to reflect their views.

If you would like to get involved and give your views on how we can improve any aspect of our service, PLEASE don't hesitate to get in touch or complete and return this form to us.

Name:

Address:

Contact Telephone No:

E-mail address:

Please tick as many as you wish

I/we would like to join the Association's consultation register

(if you want to have a say in how we do things)

☐

I/we would like to be invited to any focus group meetings the Association has

(to discuss specific aspects of our service)

☐

I/we would like to join the Tenant Panel

(the Association's 'critical friend')

☐

I/we would like information/help about setting up a tenants group

(to find out about the benefits)

☐

I/we would like information on becoming a shareholder

(to attend our Annual General Meeting)

☐

Your personal data will be processed in line with our Fair Processing Notice which can be found on our website <http://clydebank-ha.org.uk/data-protection/>. If required, we can send this out to you

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**If you need this form in Braille, large print, on CD or in any other language, please contact us.**

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Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Member of the Scottish Federation of Housing Associations. Registered in Scotland at the above address. No data will be disclosed to any unauthorised third parties without your prior written permission.

**If you would like this Strategy in any other format, such as large print, Braille, audio CD or in another language, please contact us.**

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G81 1BL

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