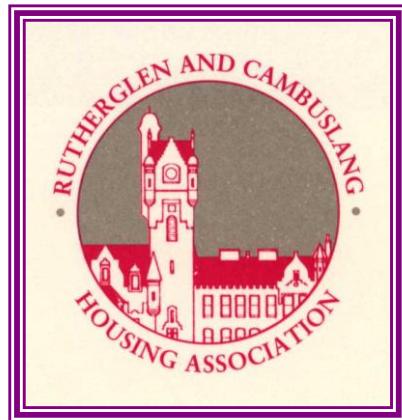


# RUTHERGLEN AND CAMBUSLANG HOUSING ASSOCIATION

## POLICY: RESIDENT PARTICIPATION STRATEGY

<b>Policy History;</b>	
First Publication	May 1999
First Review	June 2002
Second Review	April 2004
Third Review	September 2008
Fourth Review	April 2010
Fifth Review	April 2013
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## **1.0 Principles**

- 1.1 The key principle of the Association is that it is run by local people drawn from the local community. This principle is embodied in our **Rules** and our **Membership Policy**.
- 1.2 The Management Committee recognises, however, that not all tenants wish to become involved in the larger management issues of the organisation and that we should have in place mechanisms that encourage participation (or at least consultation) in areas that will directly affect tenants. This will enable the Association to improve the efficiency and effectiveness of our services and ensure that we are responsive to the needs of our tenants.
- 1.3 The Association also recognises the multi-tenure nature of the area that we operate and the diversity of the services that we provide to owners and sharing owners. This strategy will also apply to those tenure types where applicable.
- 1.4 Section 53 of The Housing (Scotland) Act 2001 requires every Registered Social Landlord to:
  - Prepare a tenant participation strategy in consultation with its tenants;
  - Have a registration scheme for tenant organisations to become registered, and keep a publicly available register of these organisations;
  - Consult with individual tenants and registered tenant organisations on housing service issues that will significantly affect them;
  - Ensure that they meet the equal opportunities requirements set out in the Act.
- 1.5 The Association's tenancy agreement also requires us to provide a range of information to tenants, upon request, and to consult tenants on a range of matters. This strategy outlines how we will do this.

## **2.0 Implementation of the Strategy**

- 2.1 Rutherglen and Cambuslang Housing Association will encourage tenant participation in all areas of its work. An implementation plan will be drawn up with set timescales to achieve its objectives in implementing the strategy. The implementation plan of the policy is contained in Appendix One.
- 2.2 The implementation plan is based on achieving the following objectives;
  - ⇒ **The association will encourage the setting up of local residents groups and will work with and support these groups.**
  - ⇒ **The Association will continue to work with and support existing residents groups.**
  - ⇒ **The association will consult with tenants over major changes that would substantially affect their homes, legal rights or the level of service provided by the association.**
  - ⇒ **The Association will encourage the setting up of one off local focus groups in areas where major capital investment is proposed. i.e. back court improvements, major repairs etc..**
  - ⇒ **The Association will continue to involve tenants in its development programme from the strategic planning stage to detailed design.**
  - ⇒ **Tenants will be informed of our performance targets and receive feedback on the Associations performance against these on an annual basis.**
  - ⇒ **Newsletters will be issued to all tenants at least on a quarterly basis.**
  - ⇒ **All major policies will be available in leaflet form.**
  - ⇒ **Every tenant will receive a tenant's handbook, which will outline general information about the Association including share membership.**
  - ⇒ **All written material will use plain language**

- ⇒ **Where English is not the first language translation of information will be carried out on request**
- ⇒ **Every new tenant will be encouraged to become a shareholder in the Association.**

2.3 In order to monitor the implementation of the strategy monitoring arrangements will be put in place. These are dealt with in section 5 below.

### **3.0 Tenants and Residents Associations**

3.1 The Association will encourage the setting up of such Associations and will provide administrative and financial support should this be required. These associations must, however, be representative and have written constitutions which include the following;

- a) An AGM will take place annually and committee members will be elected in a democratic manner.
- b) The committee will have a minimum of 7 and a maximum of 11 members and these will include a Chairperson, Treasurer and Secretary.
- c) A proper system of accounting will be in place and the association will inspect the accounts prior to issuing any grant. The treasurer will present the accounts to the AGM.
- d) A bank account will be opened with two signatories that will be from separate households.
- e) Membership will be open to all residents (including owners) in the area and the association must not adopt discriminatory membership practices.
- f) The Association will have at least 6 meetings a year.

3.2 In accordance with the requirements of the Housing (Scotland) Act 2001 the Association shall keep a register of registered tenant's organisations and inform the Executive accordingly.

#### **4.0 Funding Residents/ Tenants Associations**

- 4.1 The Housing Association will provide Associations with financial support to assist in administration costs should this be required. This will be assessed on the merits of the application from the Tenants/Residents Association and the number of tenants in the area that it serves.
- 4.2 Prior to any payment of grant being made each association will have to demonstrate that it still fulfils the criteria for registration as outlined in section 3.0 above.

#### **5.0 Monitoring of the Strategy**

- 5.1 The Association will monitor the effectiveness of its strategy by assessing its achievements against the targets as set out in its action plan.
- 5.2 The action plan is contained within appendix 1 to this policy.
- 5.3 In addition to the evaluation of its action plan the Association will also carry out regular surveys to assess the impact of this strategy. These will be in the form of general tenants satisfaction surveys at least every four years plus more frequent surveys on specific areas of our service delivery.

#### **6.0 Resources**

- 6.1 To ensure that the strategy is effective and meets its objectives the Association will provide resources each year to ensure that the objectives can be met.
- 6.2 The Association will therefore ensure that adequate provision is made within its budget to resource the activities outlined within its action plan each year.

## **7.0 Equal Opportunities**

- 7.1 The Association believes that all tenants should benefit from consultation, information and participation. A key aim of this strategy is to positively encourage involvement of tenants from all backgrounds regardless of their age, sex, sexuality, race, ethnicity, disability, nationality, political views, religious beliefs or non-religious beliefs. This strategy will therefore be monitored in tandem with its ***Equal Opportunities Policy.***

## RUTHERGLEN AND CAMBUSLANG HOUSING ASSOCIATION

### Resident Participation Strategy Action Plan

Objective	Action
The association will encourage the setting up of local residents groups and will work with and support these groups.	Advertise our policy in relation to tenants groups.
The Association will continue to work with and support existing residents groups.	Continue to support the Circuit, Halfway and Westburn Committees.
The association will consult with tenants over major changes that would substantially affect their homes, legal rights or the level of service provided by the association.	Inform tenants in writing of any proposed changes and invite feedback. Hold area meetings where there are areas of major change proposed.
The Association will encourage the setting up of one off local focus groups in areas where major capital investment is proposed. i.e. back court improvements, major repairs etc..	Hold initial meetings where such work is proposed and encourage the setting up of such groups.
The Association will continue to involve tenants in its development programme from the strategic planning stage to detailed design.	Continue working with Circuit Committee

<b>Objective</b>	<b>Action</b>
Tenants will be informed of our performance targets and receive feedback on the Associations performance against these on an annual basis.	Include these in our annual report.
Newsletters will be issued to all tenants at least on a quarterly basis.	Issue newsletters in March, June, September and December each year.
All major policies will be available in leaflet form.	Make these available for specific requests and in the Associations reception area.
Every tenant will receive a tenant's handbook, which will outline general information about the Association including share membership.	Issue updated Tenants Calendar in December each year
All written material will be use plain language	Consider this as part of our policy review process.
Ensure that our policies are accessible to people who do not have English as their first language.	Where English is not the first language translation of information will be carried out on request
Increase our shareholder base, particularly among tenants.	Every new tenant will be encouraged to become a shareholder in the Association.