

BLOCHAIRN HOUSING ASSOCIATION LTD

RESIDENT PARTICIPATION POLICY

INTRODUCTION

Blochairn Housing Association is committed to developing and encouraging Resident Participation to give residents the opportunity to be involved in decisions which affect their lives and to improve the wellbeing of the local community.

The key principles of good resident participation include:

1. A culture of mutual trust, respect and partnership between residents, elected committee members and officers at all levels, working together towards a common goal of better housing conditions and housing services
2. A continuous process where information, ideas and power are shared
3. A common understanding of problems and agreement on solutions
4. All parties being able to contribute, having clear information available at the right time to allow issues to be considered properly
5. Decision making that is open, clear and accountable
6. Resident representatives being given time to consider the issues properly
7. Residents having the opportunity to work out a common view in advance of meeting landlord's representatives
8. Landlords accepting the independence of residents' organisations
9. Good working relationships being flexible to adapt to local circumstances
10. Equal opportunities have to be considered.

MANAGEMENT COMMITTEE

Members of the Association elect a Management Committee to make decisions on their behalf. The Committee is responsible for agreeing policies and ensuring that they are implemented, taking account of advice from staff. The Association will try to make sure that all 15 Committee places are filled and that the Committee reflects the diversity of the community.

MEMBERSHIP OF THE ASSOCIATION

All residents are encouraged to become members of the Association. Tenants are given information when they sign their Tenancy Agreement and owners when a change of ownership takes place. The Association's newsletter regularly refers to the importance of having a strong membership.

Lifetime membership costs £1. Members can attend the Annual General Meeting. They can nominate someone for, and be nominated for, election to the Committee.

The Association actively supports and encourages new Committee Members and tries to have a wide representation and to promote new ideas and attitudes.

RESIDENT PARTICIPATION PROMOTION

The Association encourages residents to participate in

- (a) **Close meetings.** These can be called by either tenants or Association staff. An independent advisor or arbiter can attend

- (b) **Newsletter.** The Association produces its own newsletter. The target is to produce no less than 4 newsletters each year. Residents are invited to submit articles and to provide comment
- (c) **Youth Newsletter.** The Association will periodically issue newsletters for residents aged 8 - 15 years
- (d) **Residents Survey.** The Association aims to carry out surveys to find out residents' views and to carry out a general Satisfaction Survey every 4 years to find out issues of importance to tenants

PLAIN ENGLISH

The Association will use Plain English and try to make literature clear and interesting.

REGISTERED TENANT ORGANISATIONS

Section 53 of the Housing (Scotland) Act 2001, requires that the Association holds a register of tenant organisations. Given the nature of the Association and the scale of its operation it is unlikely that a separate group will be established. However, this will be reviewed if tenants express an interest.

POLICY REVIEW

This policy will be reviewed every 2 years.

30 April 2019