



Tenant Participation

A Quick Guide to Ways of Getting Involved

..... and we welcome owners too where our work affects them!



Welcome to our Tenant Participation Quick Guide

Paragon Housing Association is committed to tenant participation and we have developed a detailed Tenant Participation Strategy which you can find on our web site or have a copy sent on request by contacting our office.

However we thought that a “Quick Guide” might be useful to many people who want to know how they can get involved.

Where to Find Us

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For directions and more details on office services and opening time visit our web site
Contact Page

www.paragonha.org.uk/about-us/contact-us

Why is Tenant Participation important?

Tenant Participation (TP) plays a vital part in creating an efficient working housing association and providing a quality service to its tenants. However we need your help to be successful. Follow the guide and give us your views to help improve our services to you.

Effective tenant participation can lead to better and more responsive management and this will help inform decisions about improving service delivery and providing value for money.

We are committed to listening to your views and ideas which will influence what we do.

In conjunction with tenants' groups and other local landlords, the Association has developed a tenant participation strategy and copy of this can be downloaded below.

There are no formally Registered Tenants' Organisations representing tenants in some of our areas but we do have two unregistered tenants' organisations who help us in our work. There are details below regarding the tenants' organisations.

How can I get involved ?

We know people are very busy and while you may have views about how we deliver our service to you, many of you may feel that you do not have the time to get involved with us. The good news is that you can get involved in all sorts of ways – some more formal and time consuming than others - but some take little effort but can help get your views across.

The chart below gives you a guide to the level of participation offered and a brief description of what each involves.

<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Level 4</u>
No interest	Armchair Activist	Arms-length Enthusiast	Association Activist
Happy to go with the flow	If you want some involvement this is the easiest level – it does not take a lot of time or commitment. You can read our newsletter and annual reports, fill in our surveys and perhaps come along to open days when there is work in your area.	Step it up a notch by joining a tenants and residents group, becoming a member of the Association and attending the AGM, or attending Focus Groups, Working parties etc.	Directly use you skills and enthusiasm and work with us, monitor our service and performance on a regular basis, or perhaps using your skills to become a member of the Management Committee.

Getting Involved

If you decide that you would like to be more involved than levels 1 & 2 there are a number of ways you can do this. These are as follows:

- **Membership of the Focus Group** – Members are involved in setting standards, giving views on the rent increase proposals.
- **Membership of the Policy Consultation Group** – Members are involved in reviewing policies – often this is just by post or email so no need to attend lengthy meetings.
- **Annual Winter survey** – This postal survey collects tenants views on:
 - Satisfaction with the service provided as a whole
 - Rent increase proposals
 - Tenants priorities for investment for investment
 - How accessible is the service provided
 - How people want to get involved

- **Satisfaction surveys** – these are issued throughout the year and these collect tenants views on:
 - Repairs
 - Allocations
 - Contract Work
 - House Sales
 - End Tenancy
 - Condition of property – new tenants
- **Programme consultations** – these are carried out an ad hoc by contract and tenants become involved in deciding the specifications to be used e.g. design of new door/windows.
- **Appointing contractors** - these are carried out on an ad hoc basis where tenants are involved in the procurement of contracts eg to do repair work, kitchen renewal etc
- **Membership of the Association** – it's only a £1 for life and entitles you to attend the Annual General Meeting and vote on any resolutions
- **Complain!** If you feel our service has not been up to standard then please let us know – you can use our complaints procedures for this . We review tenants feedback as recorded in the Complaints Register and try to learn from what we have done..
- **Help run the Association**- Become a member of the Management Committee or Sub-committee (by election, and subject to the Association's Rules or co-option)
- **Become a member of the Charter Report Review Group.** (The first performance report on the Scottish social Housing Charter will be issued to all tenants and is due to be published October 2014. This Group will be involved in giving feedback on the style, format of the report and reviewing the results of the relevant indicators to be reported.

If you want more information on any of the above you should contact the Housing management team on 01324 664966 or contact us using our feedback facility – just click on the feedback section on the menu at the top of our web site page or enquiries@paragonha.org.uk

Keeping in Touch

Paragon aims to keep you updated with what is happening within Paragon and anything that may affect you. By publishing:

- Annual Report – issued to all tenants and owners in the Factoring Scheme
- Summer Newsletter & Winter Newsletter
- Welfare Reform Updates
- Contract Newsletter (ad hoc as required to residents affected by work)
- Web Site Updates

Residents Groups

Paragon works alongside a number of tenants and residents groups and we have provided some details below.

Clackmannanshire Tenants and Residents Federation (CTRF)

The Federation aims to promote the rights of tenants and tenants and residents groups in Clackmannanshire in the maintenance and improvement of their housing conditions and communities.

Web Site www.clacksfed.org

Gill Park Residents and Tenants Association

Gill Park Resident and Tenants Association meet on the third Tuesday of each month, with the exception of July, August and December. They meet at the Baptist Church, Herbertshire Street, Denny.

Find out more from them

E mail - residents.tenants@btinternet.com

Facebook.com/Gill Park Residents and Tenants Association

Grangemouth Airfield Tenants/Residents Regeneration

As a tenant living in the Airfield estate in Grangemouth (Kersiebank Ave/ Claret Rd/Avonbank Ave/Smallburn Place) you will have benefited from the major investment we have undertaken in the area – new heating, improved insulation, new windows and external render have all helped improve the area. Owners have benefited from some of this work too.

We are keen to continue this improvement and we are looking for residents (tenants and owners in the estate) to get involved in a working party to discuss how we can improve the outdoor look of the estate (environmental improvement) .

If you live in the estate and would like to be involved email us enquiries@paragonha.org.uk or contact the Programme & Regeneration Team on 013424 664966.

Useful TP Links

<http://www.clacksweb.org.uk/housing/ctrf>

<http://www.regionalnetworks.org.uk/regions/centralregion/>

<http://www.tpasscotland.org.uk/>

<http://tis.org.uk/>

Paragon's Tenant Participation Strategy

<http://www.paragonha.org.uk/your-views/tenant-participation>

Thanks

Our thanks go to those involved in our Tenant Participation Review Group who helped with the quick guide and also Calum Rennie our Housing Modern Apprentice for researching and producing this quick guide to tenant participation