

PARTICIPATION STRATEGY

Date approved	22 March 2017
Review frequency	Annually
Date of next review	March 2018

INTRODUCTION

Charing Cross Housing Association owns and manages 518 properties for rent to tenants.

The Management Committee comprise residents from the local community who are members of the Association. At present 6 out of 12 (50%) of the Committee are tenants of the Association. The Association currently **factors 908 and manages 15 shared ownership** properties and we wish to include all those receiving a service in this strategy.

Consultation is mainly by newsletters, personal letters, feedback from surveys, tenant surgeries and residents meetings.

There are currently no tenant groups or forums working on behalf of tenants in our area. Should any groups be formed, they will be included in any consultation taking place.

The main goals of this strategy are: -

- 1 To meet regularly with tenants in relation to the running of the Association's Housing Support Service in particular.
- 2 To keep residents informed by providing information using various methods, including our Website.
- 3 To keep residents informed, using all available resources, of developments around Welfare Reform and the implications that this will have.
- 4 To provide support to the group of customers in the Service Improvement Group who review the Association's services and make recommendations on service improvements.
- 5 To explore options for the re-design of the current housing support service provided to sheltered housing tenants as a result of loss of grant funding (effective 31 December 2017) from Glasgow City Council.

This strategy and its action plan will be reviewed on an annual basis taking account of responses and feedback received.

EQUAL OPPORTUNITIES STATEMENT

Charing Cross Housing Association is committed to achieving equality of opportunity to those we house, employ, hire or provide services.

The Association is committed to encouraging diversity, eliminating discrimination and providing equality of opportunity for all.

CURRENT ACTIVITY

- Newsletter to tenants three times per year (April, August and December).
- Sheltered Housing meetings (frequency dictated by tenants).
- Written updates provided on issues highlighted at tenants' meetings when required.
- Tenants' satisfaction with out-of-hours emergency call-outs.
- Random sample of repairs carried out – postal/telephone survey.
- A survey/questionnaire of all new tenants after 1 month and 1 year
- Newsletter to owners (factored) once per year (November/December).
- Tenants' surgeries at 1 location for 4 hours between the hours of 4pm and 8pm.
- Planned Tenancy Visits

INFORMATION TO TENANTS AND OWNERS

The Association holds a variety of information at its public reception area for the use of tenants, owners and other stakeholders.

Tenants

- CXHA – Tenants' handbook (Available on request)
- CXHA – Housing Application Pack and information on other housing providers (Available on request)
- CXHA – Tenants Newsletter
- CXHA – Charter Report
- CXHA – Anti-Social Behaviour
- Addresses/Telephone numbers for MP's & MSP's
- CXHA – Annual Report
- CXHA – Financial Statements
- Mediation Service leaflets
- Scottish Government – Neighbour noise between flats leaflet
- Citizens Advice Bureau – Advice guide
- All-pay – How to pay your rent leaflet
- G-Heat – Home Energy Advice Team
- CXHA – Supporting you at home leaflet
- SFHA – Diamond Insurance – Contents Insurance Prospectus and Application
- THIS – Contents Insurance Prospectus and Application form
- SPSO – Bringing a complaint to the SPSO leaflet
- CXHA – Complaints procedure
- CXHA – Statement on customer care standards
- Scottish Government – Right to compensation for improvements
- Scottish fire services – No smoke without fire leaflet
- Scottish Housing Regulator – Complaints and significant performance failures

Owners

- CXHA Housing Application Pack and information on other housing providers
- Addresses/Telephone numbers for MP's & MSP's
- CXHA – Owners Newsletter
- CXHA – Factoring Services Leaflet
- CXHA – Statement of Core Services
- CXHA – Complaints Procedure
- CXHA – Annual Report

CONSULTATION (CURRENT METHOD)

Prior to any policy changes in housing management and maintenance the Association will consult with tenants by newsletter or by personal letter. Tenants' views will be taken into account when policies are being reviewed and any comments received will be forwarded to Committee. The Association will provide tenants with information on existing policies and any proposed changes. Dates for consultation periods and who to contact will be given in newsletters.

Annually tenants will be consulted by newsletter regarding proposed rent increases and responses from tenants will be summarised in the next newsletter following consultation.

The Association will take account of minority groups and when requested will translate information, make documents available in larger print and hold meetings in venues that are easily accessible and barrier free.

SUPPORT FOR GROUPS

The Association will deal with informal requests from tenants and tenants groups to promote tenant participation and consultation. Tenants groups can apply to become RTO's (Registered Tenants' Organisations). The Association will register an RTO which has a written constitution that sets out:-

- Its main objectives and area of operation.
- Its membership criteria and procedure for applying membership.
- How the Committee operates (including how office bearers are elected).
- How its business is conducted.
- How its decisions are reached.
- How its funds are managed.
- How meetings (including the annual general meeting) are organised.
- Its procedures for amending its constitution.
- Its commitment to promoting equal opportunities.

A group which the Association refuses to register as an RTO can appeal to Ministers as can an RTO which the Association has removed from its register.

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The Association would provide funding for training for an RTO. The Association will open a register which will be available at reception if an RTO were created. The register will give the RTO's name, its area of operation and address.

SERVICE IMPROVEMENT GROUP (SIG)

We will continue, over the next 12 months, to facilitate meetings of the SIG (formerly known as the Customer Scrutiny Panel). The SIG comprises tenants and owners receiving a service who are interested in inspecting how the Association delivers services. The SIG and the Association work collaboratively to improve services.

PARTICIPATION BUDGET - DIRECT COSTS 2017/2018

The Association will budget for the following direct costs to implement the strategy.

Activity	Budget for 2017/18
Employ printing specialist to design and produce newsletters to tenants and owners (4 in total)	£6,000
Professional services for the support of the Service Improvement Group.	£1,500
Total of Direct Costs	£7,500

STAFF RESPONSIBLE FOR PARTICIPATION

The Housing Manager will be responsible for this participation strategy and will report to the Director.

Maintenance and Finance Staff will also be involved in the delivery of this strategy and associated action plan.

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ACTION PLAN FOR 2017/2018

The following is planned for 2017-2018.

ACTION	IMPLEMENTATION DATE
<p>Newsletter (1 of 3) to tenants: -</p> <p><u>Including information on:</u> -</p> <ul style="list-style-type: none"> • Complaints (October to December) • Out of hours service • Other useful numbers • Other relevant articles • Smoke/cm detectors • Disabled aids and adaptations • Contents insurance • Maintenance update – Major repairs/cyclical close painting • Update on maintenance review (and tendering/quotation policy from 2017) • Bulk uplift arrangements • Contents Insurance • Universal credit update • Update on policies reviewed (Allocations/TP Strategy/ASB) • Surgery Information • Consultation on annual charter report • SIG update 	<p>April 2017</p>
<p>Letter to tenants regarding May 17 surgery</p>	<p>April 2017</p>
<p>Meetings with sheltered housing tenants</p> <ul style="list-style-type: none"> • 110 Park Road • 45 Arlington Street 	<p>April 2017, July 2017, October 2017 and January 2018. Chinese speaking tenants meet in September 2017 and March 2018</p> <p>April 2017 and October 2017. Chinese speaking tenants meet in May 2017 and November 2017</p>

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<ul style="list-style-type: none"> • 203 Pitt Street 	<p>July 2017 and January 2018</p>
<p>Personal Plans</p> <p>Development and review of Personal Plans including Risk Assessments for Sheltered Housing Tenants.</p>	<p>As required upon date of entry of new tenant(s) and subsequent reviews in accordance with relevant procedure</p>
<p>Re-design of current housing support service (loss of grant funding from 31 December 2017)</p> <ul style="list-style-type: none"> • Meet with tenants (and their representative) to discuss and explore options • Create, share and progress action plan 	<p>Commence April 2017 – dates of future meetings to be detailed in action plan</p>
<p>Tenant Surgery</p> <ul style="list-style-type: none"> • Send out invitation letters with April newsletter • Conduct surgery and review feedback 	<p>April 2017</p> <p>May 2017</p>
<p>Service Improvement Group</p> <ul style="list-style-type: none"> • Support the group to review the services of the Association • Receive service improvement reports from the group • Respond to recommendations received by the group relating to specific services 	<p>Monthly – commencing April 2017</p>
<p>Newsletter (2 of 3) to tenants</p> <p>Including information on: -</p> <ul style="list-style-type: none"> • Complaints (January to June) • Out of hours service • Other useful numbers • Other relevant articles 	<p>August 2017</p>

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<ul style="list-style-type: none"> • Major repairs update • Consultation on Tendering/Quotation Policy • Service Improvement Group update • Feedback from tenant surgery • Rent Increase consultation • Rent comparisons • Bulk Uplift arrangements • Contents insurance • Dog fouling • Universal credit update • Complaints and Significant Performance Failures • Article on forthcoming landlord report and Annual Charter report 	
<p>Newsletter (1 of 1) to owners</p> <p>Including information on: -</p> <ul style="list-style-type: none"> • Festive Period office closure • Information on the website • Emergency numbers • Factoring performance • Owners arrears • Complaints performance • Insurance administration • Repairs performance • Contact details • Other useful numbers • Going away over winter • Any other useful articles • Any increase to Management fee and insurance • Outcome of Owner satisfaction survey 	<p>November 2017</p>
<p>Newsletter (3 of 3) to tenants</p> <p>Including information on: -</p> <ul style="list-style-type: none"> • Complaints (July to September) • Out of hours service • Xmas and New Year office closure • Smoke/cm detectors 	<p>December 2017</p>

Participation Strategy

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- Major repairs update
- Consultation on Maintenance Policy
- Right to repair
- Right to compensation for improvements
- Alterations/Improvements – consent form
- Consultation on Allocation Policy, Participation Strategy and ASB Policy
- Service Improvement Group update
- Your right to information and consultation
- Universal credit update
- Contents insurance
- Bulk uplift arrangements

FOR INFORMATION

This document can be made available in large print, audio tape, in Braille or translated into another language. Please contact the Association if you wish to discuss this.

OUR CONTACT DETAILS

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