

Tenant Participation and consultation



Our commitment to Consultation and Participation

We are committed to

- Providing good information to you about your rights and responsibilities as our tenant
- Providing good information to you about what we do and how well we are doing it
- Telling you about our plans to change and develop.

We are also committed to asking for your views and opinions, and taking these into account, where we can.

When we plan to make changes in the service we provide to you, we will ask for your opinion on our plans before we decide.

We have an Involved Resident's Group (IRG) of tenants and owners who have volunteered to meet regularly and be consulted on our plans. The IRG meets four times each year. Let us know if you would be willing to get involved. It will not take up much of your time.

We will carry out short surveys during the year, asking for your views on our service. Please give us your views, if we ask you. Your views can help to improve our service.

We will tell you how well we are performing in terms of rent collection, letting houses and carrying out repairs. We will ask for your views on the standards we should set.

One of the most important ways that tenants can get participate is through being a member of a Registered Tenants Organisation (RTO). These are groups that are recognised by us, and that we give cash grants to each year. You can join an RTO if one covers your area. If not you can set one up and we will help you.

The Register

We keep a register of the Tenants Organisations we recognise. This register is available for inspection. The criteria for Registration are set out in the Housing (Scotland) Act 2001.

Criteria for Registration

To be eligible for registration the tenants' organisation must have the following:

1. A publicly available written constitution that sets out;
 - Its objectives and area of operation
 - How people can join the group
 - The way the committee operates
 - How people become committee members/office bearers
 - How the business of the group will be carried out
 - How decisions are made democratically
 - How funds will be managed
 - How public meetings will be organised
 - Details of the annual general meeting
 - How changes can be made to the constitution and
 - The groups commitment to equal opportunities
2. A committee that:
 - Is elected at an AGM (after the 1st year)
 - Has at least 3 members
 - Can co-opt other people onto the committee during the year
 - Has elected office bearers
 - Can show that decisions are reached democratically and,
 - Promotes equal opportunities
3. A clearly defined area of operations that covers our housing stock
4. An open and fair Membership Policy.

How To Register

To register with us a group must complete and submit a short registration form along with a copy of the constitution.

In order to receive financial support all groups must be registered tenants organisations. However, we will support both formal and informal groups both will receive staff support.

Appeals Procedure

If we decide

- Not to register the group or
- To Remove the group from our Register

The tenants' organisation can appeal against our decision:

We will make it clear why we have taken this decision and what the group needs to do about it

If the group is unhappy about this, the Complaints Procedure should be used.

If this is not satisfactory the organisation can make a complaint to the Scottish Public Services Ombudsman.

Please see our leaflet 'Making a Complaint' for more information.

Ochil View Housing Association Ltd.,
Ochil House, Marshall, Alloa,
Clackmannanshire FK10 1AB

Telephone: 01259 722899
Email: enquiries@ochilviewha.co.uk

Web: www.ochilviewha.co.uk

Scottish Charity No. SC033130