

# **LANGSTANE HOUSING ASSOCIATION LIMITED**

## **TENANT CONSULTATION & PARTICIPATION POLICY**

### **1. AIMS**

Langstane aims to deliver a high quality service to its tenants that meets their needs by actively encouraging pro-active consultation. Central to that commitment is the aim to give tenants as much control over the management of their homes as is consistent with the Association's other aims. We therefore wish to make progress in tenant involvement at all levels and to give tenants every opportunity to participate at the levels with which they feel most comfortable

### **2. OBJECTIVES**

- To supply tenants with information on matters which may affect them or their home
- To encourage and enable tenants to influence housing policy
- To encourage and assist tenants to form tenants' groups by providing advice on constitutions and financial assistance.
- To involve tenants and prospective tenants where possible in the design of new dwellings and schemes
- To involve tenants in monitoring through tenants groups, the performance of major contracts
- To regularly obtain and analyse feedback from tenants on properties and the delivery of our services
- To consult tenants on proposals for major repairs and improvements to their homes and give feedback to tenants on the outcome of the consultation
- To maintain a Register of Interested Tenants as one means of consulting with the tenant body
- To support tenants in their involvement on Committees
- Neighbourhood Services Officers will be committed and trained to facilitate and support tenants groups in whatever form
- To constantly be pro-active and innovative to improve how tenants can consult and participate with the Association.

### **3. IMPLEMENTATION**

Langstane will implement the following actions in pursuit of its Tenant Consultation and Participation Policy.

#### **Information**

We will produce and distribute to every tenant twice yearly a newsletter highlighting the Association's activities including any proposals affecting the existing tenants. Tenants will have the opportunity to contribute to the newsletter. The Newsletter will be available in requested formats as appropriate.

The Association will maintain an up to date website which will provide tenants with information on our corporate, development, housing management and repairs business, along with access to our policies.

#### Consultation with Tenants

Langstane will consult with tenants who are affected by proposals individually by:

- Writing a letter giving details of the proposed changes and requesting comments within 28 days
- Calling a meeting for all affected tenants
- Visiting tenants in their own home
- By telephone
- By e-mail
- By text

The results of the consultation will be featured in the newsletter and on the website and by any other appropriate method to ensure tenants are aware of the outcome of the consultation process.

#### Consultation with Tenants' Groups

Langstane will consult with all recognised Tenants' Groups and Register of Interested Tenants on proposals to change policy or practice. We will meet regularly with Tenants' Groups to discuss current and future service delivery.

This does not exclude ad hoc meetings with tenants on an informal basis.

#### Tenants' Satisfaction

Tenants will be asked to provide feedback on their experience of certain aspects of service delivery including:

- New developments
- Major Repairs
- Response Maintenance
- Lettings
- Complaints Handling

Results of the feedback will be posted in the newsletter and on the website.

We will carry out an independent tenant satisfaction survey and an independent mystery shopping exercise every three years.

## 4. PROCEDURES

The Association will ensure that procedures are in place, that the objectives of this Policy are planned and managed to a high standard, and that staff will respond in accordance with target times and to agreed performance standards

## 5. STAFF RESOURCES AND TRAINING

The policy will be followed by all staff of the Association but the development of Tenant Participation will be implemented by specialist Neighbourhood Services Staff and the Association will ensure that sufficient staff resources are provided for the purpose.

## 6. MONITORING AND REVIEW

Twice a year the operation of this Policy and the level of Tenant Participation and response to consultation will be reviewed. To assist us in this task, we will devise a series of performance standards measuring the degree of involvement in any and all of the areas outlined above and will seek to amend the Policy in the light of the review.

### *Right to Complain*

*In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.*

Approved by Tenants' Services Sub Committee: 31/03/08

Review Date: Every 3 years

**If you would like this document sent to you in large print, please contact Support Services on 01224 423000**