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East Lothian Housing Association 18 - 20 Market Street HADDINGTON East Lothian EH41 3JL



18-20 Market Street, Haddington, East Lothian EH41 3JL Scottish Charity No SCO28900 Registered under the Industrial and Provident Societies Act 1965, Registered No 2266R(S)

W: elha.com E: enquiries@elha.com T: 01620 825032 F: 01620 826596 Text: elha then your message to 88222 (message charged at standard rates)







elha.com east lothian housing association

Tenant Participation



What is Tenant Participation?

Tenant participation means tenants helping to make decisions about housing services and the way their homes are managed. It's a two way process which involves sharing information and ideas.

What is ELHA doing?

To encourage tenant participation, we have developed our own Tenant Participation Strategy. This Strategy is designed to inform all tenants about:

- How to become involved in making decisions
- How we will inform and involve tenants in future plans
- How we will communicate and consult with tenants

Why get involved?

Getting involved is an essential part of our customer care and we need you, as our customer, to provide us with important feedback on the services we provide for you. Your opinions can lead to our services to you improving and better quality homes for all of our tenants.

How to get involved

We provide a range of opportunities for you to become involved, and have your say in how services are delivered, at a level that best suits your needs and interests.

Membership of the Association & Management Committee

Anyone can become a member of the Association. To become a member for life all you have to do is fill in a membership form and pay a £1 fee. Once you are a member you can attend and vote at our Annual General Meeting, vote for the Management Committee and stand for election to the Management Committee yourself. The Management Committee is made up of people who have a keen interest in housing; members serve for three years, although they may be re-elected at the end of three years if no new members wish to join.

Tenant Involvement Group

Our Tenant Involvement Group (TIG) is made up of tenants who have expressed an interest in getting involved in various ways such as surveys, focus groups, consultations, etc. The TIG Panel meets quarterly, and considers how best to involve our tenants in a wide range of activities. For example, working with us to develop our Tenant Participation Strategy, tenant satisfaction surveys, and providing invaluable input when designing our Estate Management Procedures.

With the introduction of the Scottish Social Housing Charter in 2012, which sets out standards and outcomes that all social landlords in Scotland must meet, the TIG Panel are working towards developing a Tenant Scrutiny Panel. Tenant scrutiny aims to give tenants more power in holding their landlord to account for their decisions, performance and conduct.

Tenant & Residents Groups

There are two types of resident groups; formally constituted groups which are registered with the Association, or informal groups which emerge in response to a particular issue and who do not want to be registered. Such groups are useful for residents who want to get together to discuss how their estate is being run and are a great way for residents on an estate to have a collective voice, arrange social events and build community spirit.

Estate Inspections

You can join your Housing Officer in inspecting your estate on an annual basis. Carrying out an inspection with tenants helps to identify short-term repairs and improvements as well as build a picture of our neighbourhoods' requirements, and our tenants' aspirations for the longer term.

Tenant Satisfaction Surveys & Questionnaires

From time to time tenant's opinions are needed to find out if what we are doing is right. This can range from asking you to complete a postal questionnaire or going on-line to do this, to an informal, face to face interview at your home to find out your views.

Tenant Newsletters

A newsletter is posted to all tenants 4 times a year and provides a means of providing information, and gives tenants a chance to air their views on various topics.

you are interested in being involved with any of the above aspects of nant participation or would like more information, or would like to talk to other tenant to find out more, please tick the appropriate box(es), add ur name and address below and return this form to:	Comments:
ur name:	
ur address:	
ease tick your preferred method of contact	
] Your e-mail address:	
Your phone number:	
hat is the best time of day to phone you – morning, afternoon evening?	
hat interests you?	
] Membership of the Association & Management Committee	
Tenant Involvement Group	
Scrutiny Panel	
Focus Groups	
Estate Inspections	
Tenant Satisfaction Surveys & Questionnaires	
Other (please tell us how you would like to be involved in the comment box below)	
Tenant & Residents Groups	
Tenant Newsletters	