

A Guide to Tenant Participation



Contact numbers

The Tenant Participation Team

**01294 324023
01294 324049**

Area offices

Ardrossan	01294 605258
Dalry/Beith	01294 835355
Dreghorn	01294 221860
Irvine	01294 324870
Kilbirnie	01505 685177
Kilwinning	01294 552261
Largs	01475 686948
Saltcoats	01294 602611
Stevenston	01294 605281

Tenant participation advisory service
Tenant information service

**0141 552 3633
0141 248 1242**

www.north-ayrshire.gov.uk

You can get this leaflet in other formats, such as Braille, on audio tape, in large type and in other languages if you ask us.

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔



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For the Attention of
Tenant Participation Team
North Ayrshire Council
Housing Services
FREEPOST SCO2742
IRVINE
KA12 8BR

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What is tenant participation?

Tenant participation is about giving our tenants the opportunity to become involved with making decisions about all aspects of the housing service. This could range from influencing decisions about your home and immediate neighbourhood through to shaping our policies.

Why be involved?

You may want to get involved because you want to campaign for or against something or create a better sense of community in the area where you live.

Being part of an organised tenants' group will give you a greater voice when talking about local issues with the council.

We encourage all our tenants to get involved in the decisions that affect the service they receive.

Is there a strategy for tenant participation?

Yes, we agreed a strategy with tenants, council staff, and councillors in April 2004. This document sets out our commitment to giving you opportunities to be involved in our service. You can get copies of the document from our tenant participation team (Telephone 01294 324023 or 324049).

How can I get involved?

You may want to join an existing tenants' association or put your name on our participation register. The tenant participation team will be able to tell you about your local groups and how to get in touch with them. You may want to start up a new group, and the team will also be able to give you advice and support to do this.

We provide a variety of options to make sure that you can get involved in a way that suits you. These are explained below.

Tenants' and residents' associations

Tenants' associations are groups of people representing tenants and residents living in an area or street. Their aim is to put forward views and concerns about their housing, community and

local areas to the council, so they can take part in the decision-making process. Tenants and residents can be involved in a wide range of issues from large-scale improvements and policy matters, to organising social events.

We can also provide funding for running costs and administration. There is more information in our handbook, A guide to setting up and running a tenants' and residents association.

Participation register

We realise that not all tenants will want to join a tenants' group. We have created a register of tenants who have told us that they would like to be consulted about issues that may affect them.

Surveys and feedback

We send residents customer satisfaction questionnaires. We also send out surveys covering specific topics. We record your feedback and use it to improve our service.

Focus groups

These groups discuss specific issues.

Tenants' conferences

We hold two tenants' conferences each year. At the conferences, tenants can meet other tenants and council officers. The conferences cover various topics and you will have an opportunity to share your views.

Service review groups

These are small groups of tenants and officers who meet regularly to review specific aspects of the service.

Making sure everyone can get involved

We recognise the importance of tenants helping us to improve our services. We rely heavily on the time and commitment of tenant volunteers and we want to make sure that getting involved is easy and cost-free.

So, we will:

- repay any money you spend travelling to and from meetings;
- supply prepaid envelopes for consultations and questionnaires;
- provide care costs or creches for tenants who go to any conferences and meetings;
- provide food and refreshments at all-day events;
- pay taxi fares for people to get to meetings;
- provide written information in Braille or on audio tape;
- provide translations of written information or arrange interpreters for meetings; and
- arrange signers at meetings.

What is the tenant participation team and what can it do for you?

The tenant participation team encourages and supports tenants who want to get involved. The team will co-ordinate tenant consultation. They provide advice on a range of subjects such as training, funding and running tenants' groups. They can go to meetings and advise members of tenants' groups if necessary.

The team can:

- help set up and run tenants' associations;
- go to tenants' association meetings;
- provide in-house training or send representatives to outside agencies;
- help produce leaflets, flyers, posters and newsletters to promote the tenants' association;
- provide examples of good practice;
- encourage and support new schemes when getting tenants' views;
- invite tenants to consultation events such as the tenants' conference or information days;
- offer you a range of ways to get involved.

Getting involved and having your say on tenant participation

1 Do you think our approach to tenant participation is:

very good? good? poor?

2 Would you like to be involved:

as an individual? Yes No

as a member of a tenants' group? Yes No

in finding out more about tenant participation? Yes No

3 Please add any extra comments on how we can involve tenants.

Your name:

Your address:

Your phone number:

Date: