

Section 7

TENANT PARTICIPATION

We have a Tenant Participation strategy to work with tenants to improve our services, whilst making sure that the services we provide meet the needs and wishes of tenants.

The following section outlines the different ways we will be working with tenants to improve the services and housing we provide.

Your Right to Be Consulted

We must let you know about any important matters that might affect you. This might include the way we manage your home, or plans for a repair scheme. Subjects for tenant consultation include:

- Service standards
- Changes in management and maintenance policy and practice.
- Improvement and repair programmes
- Changes to service delivery and services provided
- Publication and provision of tenant/customer information

We welcome tenant involvement and tenants are regularly invited to attend the Quarterly Board Meetings. We have tenant representation on our Board and would be pleased to hear from you if you are interested in becoming a Board Member. Board Members consider the many aspects of the business of providing and managing housing appropriate to the needs of current and prospective tenants.

Information

We will keep tenants informed by:

- Issuing a Tenants Handbook
- Publishing a Newsletter
- Making policies available

If you have any queries or suggestions about your tenant's handbook or any general comments about our housing services, please contact the Housing Manager.