

This results in production of a budget that is used to support activities such as production of newsletters, information leaflets and the Annual Residents Report; and events such as local residents meetings, the Residents Convention and others involving the Panel itself.

How do you know that the Strategy is relevant for residents?

We recognise that the Strategy will only be of any real value if it reflects the needs and thoughts of residents. The Residents Panel played a key role in drafting the very first strategy and advised on how it should look and what it should contain. The Strategy is reviewed each year in conjunction with the Panel – we assess whether its aims have been met; and if so, to what extent; and try to determine what could be done better or differently. As a result of this a revised Strategy and Action Plan for the year ahead is produced.

How do you ensure everyone has the opportunity to take part in resident involvement activities?

We understand that our residents have a range of varying needs and are committed to taking account of these in promoting our resident involvement activities. We'll do all we can to remove any barriers to effective participation arising for, from example, ethnicity, location, special needs, age, language difficulties or disability. We're also committed to working with individual residents to identify and resolve any other perceived barriers to involvement.

Enquiries and further information

If you'd like to ask us about anything in this leaflet - or about any service we provide - don't hesitate to contact us at:-

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5 South St. John's Place
Perth PH1 5SU

Tel : 01738 441088
(+24 hour answer service)

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Email : hainfo@perthha.co.uk

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Monday - Thursday 9am - 5pm
Friday 9am - 4pm

This leaflet can be made available on tape, in Braille, in large print and in languages other than English. Contact us for information.

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Getting involved in the Association's business

A Summary of Our Resident Participation Strategy



At Perthshire Housing Association we're fully committed to involving our residents in making decisions about issues that affect them and the places they live. Working with our tenants and sharing owners we have produced a Resident Participation Strategy that outlines how we will do this and the targets we aim to achieve.

This leaflet summarises the main features of the Strategy, including our approach to developing and improving our services..

Why has the Association produced a Strategy?

The Association has a Resident Democracy Policy that provides detailed information on the principles and actions associated with all its resident involvement activities. The Strategy is intended to reflect the provisions of the Policy and provide a range of information in an easy to read and practical format.

We are also mindful of the legal framework for tenant participation and the duties we have within this.

Since its establishment, the Residents Panel has played an important role in helping shape the Association's services and influence our business activities. Panel members have been closely involved in developing and reviewing the Strategy.

What opportunities does the Association provide for participation?

The Strategy aims to ensure that all residents of the Association have an opportunity to "have their say" about our services and other issues. We like to encourage residents to take part at a level that suits them and the time they have.

A voluntary **Committee of Management** has responsibility for the Association – three places

on this body are reserved for resident representatives from the **Residents Panel**. Residents more generally can also apply to join the Committee.

The **Residents Panel** meets on a monthly basis to discuss a range of issues that are of particular relevance or interest to residents – the Panel also takes time to consider the business matters and policies that are later discussed by the Committee of Management.

Each year in Spring or early Summer we hold our **Residents Convention** – this gathering of Association tenants and sharing owners provides an opportunity for residents to meet with each other and our staff to talk about issues affecting them and their neighbourhoods. It also gives them the chance to voice their opinion about the way the Association has performed and delivered services.

We also meet on an informal basis with groups of residents in different areas to discuss particular local issues and to update them on our various business activities.

We'll provide support to other emerging **resident groups** to help them get set up – we're pleased to encourage any that wish to become Registered Tenant Organisations.

Members of the **Viewpoint Panel** tell us what they think about different issues by completing postal surveys – the 100 or so Panel members receive up to 3 questionnaires per year.

What information does the Association produce for residents?

Our "Open House" **residents' newsletter** is produced three times per year. Through this we provide information on our latest housing developments and other activities, summarise the work of the Residents Panel and often feature residents with an interesting "tale to tell."

We often include articles on policy changes and invite comments from readers.

Our **website** – this allows residents to access a variety of information about the Association,

including our range of policies and procedures. The interactive zone allows residents to comment on topical issues and share views with other tenants and residents.

We produce an **Annual Residents Report** – just in time for the Residents Convention. The purpose of this is to summarise our performance over the past year, providing residents with a comprehensive round up of our services and activities.

How will PHA support Residents Groups?

We'll support any groups of residents wishing to meet together wither on a formal or informal basis. We'll concentrate our efforts in promoting new residents groups and in developing the skills and capacity of existing groups. We can for example, help in organising meetings and coming along to discuss matters of interest.

What other rights do tenants have to get more involved in the management of their homes?

By adopting a constitution and electing office bearers any residents group has a right to form a Registered Tenant Organisation (RTO.) A RTO has a specific right to be consulted over certain changes that would have an impact on residents, which the Association is considering. On request, we'll provide you with more information about this or how to go about setting up a RTO. Tenants also have a right to form a Tenant Management Co-operative to take over the management of some of their services. Again, we can provide more information about this on request.

What resources does the Association commit to resident involvement activity?

Each year the anticipated costs of forthcoming resident involvement activities, and resources required, are discussed in detail with the Residents Panel.