



# ***An Introduction to Tenant Participation***

The information in this document is also available in a leaflet. Please visit or contact your local Cairn HA office and ask for a copy.

## **What is Tenant Participation?**

Tenant Participation means tenants helping to make decisions about housing services. It's a two way process which involves sharing information and ideas.

Tenant participation and consultation is an ongoing and open-ended process that reflects the changing needs of tenants and the communities where you live.

## **What is the Association doing?**

To encourage Tenant Participation, the Association has developed its own *Tenant Participation Strategy*.

This Strategy is designed to inform all tenants about:

- How to become involved in making decisions about services provided by the Association.
- How the Association will inform and involve tenants in future plans.
- How the Association will communicate and consult with tenants.

## **Tenant Participation is about Being Informed**

Before tenants can decide how they wish to be involved they need good quality information, which is accurate, up-to-date and easily understood.

We recognise that some tenants only want the opportunity to comment on the quality of service. The Association can help with this by publishing questionnaires and surveys and organising locally held "themed" meetings.

These meetings are occasionally about specific major issues, and are designed to be informative and to provide an opportunity for tenants to play an active participation role in the development of Association policy and services.

The Association also produces a general newsletter for all tenants, *Cairn Attention*, at least once each year. This contains general advice about housing services and information about new initiatives within the Association.

## **Tenants' Participation is about Empowerment**

We want tenants to take an active role, long or short term, in the design and delivery of their housing and associated services. If you wanted to, you could even set up a Tenants' Group or Association.

### **What kinds of Tenants' Groups are there?**

There are two types of residents' groups:

- Formally constituted groups which are registered with the Association.
- Informal groups which emerge in response to a particular issue, or groups which do not want to register.

The main difference is that informal groups have not registered with the Association.

Informal groups may be smaller in size or focus on a particular issue, but, like formally registered groups, still have an elected committee and regular open meetings, although they don't need to.

For more information on tenant participation contact your Housing Officer, Sheltered Housing Service Manager, or local area office.

Ask them for a copy of the Association's information leaflets, such as *Become an Interested Tenant* or *How to set up your own Tenants' Group*.

Information on Tenant Participation can also be made available, on request, in other formats such as Braille or large print.

#### **Website**

**[www.cairnha.com](http://www.cairnha.com)**

#### **Enquiries:**

**0131 556 4415**