

CLYDE VALLEY HOUSING ASSOCIATION

Tenant Participation Strategy

Policy Number G06

• Policy Prepared by	Lesley Clarkson Housing Services Manager
• Reviewed by Committee	October 2010
• Approved by Committee	November 2010
• Date of Next Review	October 2013
COMPATIBLE WITH:	
• Legislation	Yes
• Equality Policy	Yes
• Business Plan	Yes
• Performance Standards	Yes
• Tenant Participation Strategy	Yes
• Risk Strategy	Yes
• Statement on Openness and Confidentiality	Yes

Please Note

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. This can be arranged by contacting the Association's office.

Tenant Participation Strategy

Contents	
Section 1	Introduction and background
Section 2	General principles of tenant participation and tenant participation strategies
Section 3	Provision of information and methods of consultation
Section 4	Registered Tenant Organisations
Section 5	The Board of Management
Section 6	Identifying how tenants wish to participate
Section 7	Agreeing a tenant participation strategy & resourcing tenant participation
Section 8	Training for tenant participation
Section 9	The tenant's right <u>not</u> to participate
Section 10	Review of Strategy
Appendix 1	Registration process for tenant organisations
Appendix 2	Registered Tenants Organisation – Grant Application
Appendix 3	Tenant Involvement in Clyde Valley Housing Association

Section 1 Introduction and background

- 1.1 Clyde Valley Housing Association is a Registered Social Landlord, set up in 1996, with almost 3,000 properties located across North Lanarkshire, South Lanarkshire and East Dunbartonshire. The Association aims to be an excellent housing organisation, managing and developing high quality, affordable housing and community services with our partners to develop thriving communities.
- 1.2 The Association is a registered Scottish charity. A non-charitable subsidiary company, Clyde Valley Property Services, has been established and provides factoring services to some 3,000 owner occupiers as well as dealing with the management of a number of commercial premises and the residential letting of properties.
- 1.3 Clyde Valley Housing Association is a tenant-led organisation, which delivers a range of tenant-focused services. The Tenant Participation Strategy outlines the Association's commitment to keeping tenants informed about all aspects of our work and providing opportunities for tenants to participate and influence decisions on the way in which services are delivered. Specifically this applies to the development of key landlord policies and service standards, as outlined in Sections 53 and 54 of the Housing (Scotland) Act 2001.
- 1.4 Key housing issues which we will consult tenants on include:
- Operations Service Standards;
 - Operations Policies; and
 - Tenant Participation Strategy.
- 1.5 Tenant participation means enabling tenants to take part in decision-making processes and influencing decisions about:
- housing policies;
 - housing conditions, and
 - housing and related services.
- 1.6 Tenant participation is a two-way process, which involves the sharing of information, ideas and power in order to improve the standard of housing conditions and services.
- 1.7 The Housing (Scotland) Act 2001 places a responsibility on all local authorities and Registered Social Landlords to produce a 'Tenant Participation Strategy'. Our Strategy is a flexible document, designed to be reviewed and updated to reflect new participation ideas and legislative changes, as well as the changing needs and expectations of tenants. The Strategy includes information on:
- Clyde Valley Housing Association's commitment to involving tenants and tenant organisations in decisions about their homes and communities;
 - how people can get involved;
 - the resources available for tenant participation; and
 - details on setting targets for developing and monitoring tenant participation.
- 1.8 Clyde Valley Housing Association actively encourages and facilitates the formation of Registered Tenants Organisations (RTOs). A number of such organisations are currently registered with Clyde Valley Housing Association.

- 1.9 The Association exceeds the minimum statutory requirements for tenant participation, actively encouraging participation in any form and supporting the development of new and innovative approaches. The Association also uses customer surveys and short-life working groups to engage with tenants on a routine basis. Feedback is used to shape the decision-making processes within the organisation.

Aims and objectives

- 1.10 Clyde Valley Housing Association aims to ensure that all tenants have opportunities to become involved in the decision-making process of the organisation and influence the way in which their homes and neighbourhoods are managed.
- 1.11 A clear and robust strategy is a key reference point for both tenants and staff to facilitate effective tenant participation through a range of consultation methods.
- 1.12 Clyde Valley Housing Association does not just aim to meet the minimum statutory requirements for tenant participation, but to actively encourage participation and develop innovative new approaches.
- 1.13 There are 10 widely accepted tenant participation principles, which the Association endorses in full. These are:
- (i) there must be **trust** between the association and its tenants;
 - (ii) participation is a **continuous process** of sharing information, ideas and power;
 - (iii) all parties must be able to **contribute** to the agenda;
 - (iv) decision-making should be **open, clear and accountable**;
 - (v) there must be **enough time** for all views to be properly considered;
 - (vi) we will ensure that tenants' organisations are able to be **independent** from the association;
 - (vii) we will aim to develop **good working relationships** which will evolve as tenants' requirements change;
 - (viii) we will provide **resources** for training, support and servicing of the groups;
 - (ix) our strategy will be **tailored** to suit the individual needs of our communities; and
 - (x) our strategy will be **inclusive** of all tenants living within the community and, in particular, it will observe the principles of equal opportunities.

How this strategy has been developed

- 1.14 As well as helping us fulfil our statutory obligations, this Strategy also seeks to comply with good practice and national guidance.
- 1.15 The development of the Strategy has included consultation with tenants, Board members and staff, who have influenced the aims and objectives of this Strategy. This helps to ensure that it is tenant-focused and reflects how tenants would like to participate, be consulted and kept informed.
- 1.16 The review of the Strategy has also involved tenants from local Registered Tenants Organisations, focus group members and the tenants from the Tenants Consultation Register. Information was also obtained from the Association's last customer satisfaction survey, which asked a range of questions regarding tenant participation and preferred methods of consultation.

- 1.17 Tenant participation is important to Clyde Valley Housing Association and there is an officer dedicated to the development of effective consultation and participation. Effective tenant participation is the responsibility of all staff. However the main point of contact for those seeking to join a tenants group or set up a new group is:

Lesley Clarkson

Housing Services Manager

Telephone Number 01698 328 255

Email Address lesley.clarkson@cvha.org.uk

Corporate fit

1.18 Legislation and best practice

We will comply with all relevant legislation, regulations, performance standards or any targets set down by the Scottish Housing Regulator in terms of Tenant Participation.

Common law, statute and the contractual obligations in our tenancy agreements set out our responsibilities as landlord and those of our tenants.

Our Tenant Participation Strategy has been developed taking account of:

- current legislation;
- Performance Standards for social landlords as published by the Scottish Housing Regulator, COSLA and the SFHA;
- Raising Standards as published by the Scottish Housing Regulator and the SFHA; and
- Scottish Housing Regulator Guidance Notes.

Tenant participation does not exist in isolation and it is an integral part of the way we operate. Our Tenant Participation Strategy therefore links to a range of Association policies, strategies, etc.

1.19 Equalities

Our Tenant Participation Strategy complies with CVHA's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times CVHA will therefore consider all customers, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability or marital status.

Each RTO will be required to include a statement of equal opportunity within their constitution. Any RTO that acts in a discriminatory or offensive way will be removed from the Association's register.

We are committed to providing accessible information. No tenant should be discouraged from contributing due to a lack of accessible information. This means that we will provide documents upon request:

- in large print for those with visual impairment or deteriorating eyesight;
- on tape for those who are unable to read printed matter;
- in Braille for those who prefer this means of communication;
- translated into another language; and
- in any other feasible format that tenants may find helpful.

Being able to digest information is only one part of this Strategy, and the Association recognises that no tenant should be discouraged from attending a meeting (for example, public meeting, Board meeting, working group, open day). We will therefore be happy to provide a sign or language interpreter for anyone attending a meeting. However we would ask for as much notice as possible to give staff sufficient time to locate a suitably qualified person.

When organising events we will strive to ensure that:

- meeting venues are barrier free;
- Board meetings are open to members of the public (for non-confidential items);
- information is available in different formats, such as large print, Braille, audio tape and community languages where required;
- crèche facilities or assistance with child care costs; and
- meetings are held at times and locations that are convenient.

1.20 Confidentiality

We recognise that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Act 1998 and in line with CVHA's Openness and Confidentiality Statement.

1.21 Business Plan and risk management

Our Business Plan reflects that tenant participation is an important landlord responsibility. We seek to mitigate against business risk through having an effective Tenant Participation Strategy in place to ensure customer focus, as well as provide a potential conduit to tenant Board membership. Understanding the changing needs and expectations of customers is key to delivering an efficient, effective and focused business.

1.22 The Board

The Board, via the Operations Committee, will monitor the implementation of the Tenant Participation Strategy to ensure that it is properly operated, that there is appropriate officer involvement in the processes used in tenant participation, and that there is effective scrutiny of the Tenant Participation Strategy.

The Board will ensure that the Tenant Participation Strategy is meeting its intended objectives and that appropriate monitoring and reporting of activities takes place. In implementing its Tenant Participation Strategy certain functions are the responsibility of the Board or nominated committee, although staff have delegated authority to undertake many tasks. Examples of key functions / tasks are summarised below.

Function / task	Responsibility
Tenant Participation Strategy – review, amendment & approval	Operations Committee responsible for making recommendations to Board for approval.
Tenant Participation Procedures – development, monitoring & review	Operations Director and Housing Services Manager to develop operational procedures that reflect the principles set out within the Tenant Participation Strategy.

The Operations Director has responsibility for overseeing the operation of tenant participation activities and the Housing Services Manager is responsible for day-to-day service delivery and budget management. However the administration of tenant participation tasks is delegated to appropriate staff across the Association.

Section 2

General principles of tenant participation and tenant participation strategies

- 2.1 Consultation with the community and resident participation is an important part of how the Association operates. We therefore welcome the statutory provisions in the Housing (Scotland) Act 2001 which require all social landlords to take tenants' views into account when formulating key landlord policies.
- 2.2 Staff and the Board act in a manner consistent with the principles of the legislation. This is evidenced by the large part that community members have played in many aspects of the Association's activities, from taking decisions on housing development to shaping our policies.
- 2.3 The Association has adopted a theme of continuous improvement in all that it does, and taking tenant information and participation to a wider level is a required element of this approach. To be successful, however, the methods used have to be what the community wants, as opposed to the staff or Board imposing a method that may seem perfect in theory, but unworkable in practice.
- 2.4 Tenant participation benefits tenants, staff, committee members and the wider community. It gives tenants and tenant organisations a meaningful role in the decision-making process. This allows tenants to influence services that affect them directly.

There are several advantages to tenant participation:

- improved housing management, maintenance and investment decisions because staff and Board members are better informed and can target service delivery to meet the needs and expectations of tenants;
- greater tenant satisfaction because tenants are able to have a say in the service they receive;
- more choice and power for tenants over the future of their own homes and environment;
- Board members can keep in touch with tenants and better represent their interests;
- opens up new ways of communicating; and
- community benefits can also occur when people are involved in the running of their homes (e.g. tenant and resident groups can also run social events as well as dealing with housing and related matters).

Section 3 Provision of information and methods of consultation

How we will keep tenants informed

- 3.1 There is a whole range of ways in which information can be passed to tenants and their views can be gathered for consideration when reviewing service standards and policy documents. The methods to be used will depend on:
- the nature of what is being reviewed, and;
 - the methods preferred by tenants.
- 3.2 It is very important that this is acknowledged, especially with regard to the preferences expressed by tenants. There is little point in devising what appears to be a comprehensive strategy document if it ignores tenants' views on how *they* want the Association to inform and consult.
- 3.3 Information on the preferred methods for Clyde Valley Housing Association to consult continues to be collected from tenants. Feedback from customer surveys confirms the following preferred methods of consultation in order of preference:
- newsletters;
 - letters;
 - surveys;
 - local meetings;
 - phone; and
 - staff visits.

However the Association's newsletter is by far the customer's preferred and most used method of communication.

The Association currently:

- a) issues newsletters twice a year to keep tenants and owners advised of relevant issues likely to affect them or their community and information on the Association's activities;
- b) writes individually to tenants as and when required;
- c) provides information leaflets on an ad hoc basis concerning for example, changes in legislation, rent payment methods, emergency repair numbers, etc;
- d) uses an independent organisation to conduct a sample satisfaction survey of tenants who have experienced our reactive repairs service, had planned programmed renewals carried out or moved into a new build development;
- e) undertakes a customer survey every three years and uses the information gained from tenants and owners to improve the service;
- f) produces an electronic version of our annual report, which is available publicly, and includes performance targets and results for various areas of the Association's business;
- g) updates the tenants and owners handbooks and website from time to time as changes occur;
- h) updates information leaflets and web links from time to time as changes occur; and
- i) liaises with Registered Tenant Organisations regarding attendance at meetings to discuss key policies and other issues of concern to tenants.

All of the above will be reviewed on an ongoing basis to ensure that they reflect tenant preferences.

How we will consult with tenants

3.4 The Housing (Scotland) Act 2001 provides tenants with a statutory right to be consulted. Clyde Valley Housing Association will consult tenants via Registered Tenants Organisations, the Clyde Valley Residents Network, the Resident Consultation Register and short-life working groups on:

- policies likely to significantly affect tenants;
- changes to rent and service charges; and / or
- significant changes to Tenant Participation Strategy.

The Association regularly reviews its consultation methods in conjunction with tenants and Registered Tenants Organisations. The Association also has a Residents Network that covers its full area of operation, as well as a Tenant Consultation Register for tenants who do not have time to attend meetings. The register includes details of a number of tenants who have expressed a wish to be kept informed about important proposed changes to the housing service, allowing them to have their say by telephone or by letter.

Clyde Valley Housing Association will continue to consult tenants regularly through a range of different methods which includes:

- newsletters;
- letters;
- Registered Tenant Organisations;
- Clyde Valley Residents Network;
- resident consultation register;
- short-life working groups;
- satisfaction surveys; and
- Annual General Meeting.

Rent Increases – the tenant’s right to be consulted

3.5 The Association is legally bound to consult annually on the rent increase, with tenants. In line with the Association’s Rent & Service Charges Policy, this process must begin several months prior to the increase coming into effect.

In order to allow sufficient time for tenants’ views to be taken into account, the following timetable will be used:

Initial discussion on likely rent increases	October / November
Indicative rent increase consultation letter to tenants	November / December
Details of Retail Price Index figure (December figure as this is used for rent increase calculation)	January
Rent increase review feedback from tenants	January
Rent increase approved by the Board	January / February
Rent increase letters go out (at least 28 days before 1 April)	End February
New rent increase applies	Annually on 1 April

Other participation options

- 3.6 Clyde Valley Housing Association will also encourage and support tenants to get involved in 'hands on' participation activities. In particular we will encourage tenants to get involved in the following:
- Clyde Valley Residents Network and resident consultation database;
 - short-life, single issue working groups where tenants and staff will work together to tackle specific topics (e.g. looking at issues such as repairs standards, customer service and estate management);
 - local RTOs – made up of interested tenants from the Association's housing stock;
 - estate walkabouts where, as part of a resident-led inspection process, residents, staff and partner agencies will work together to identify issues and actions which to be taken forward; and
 - community information days / open days where CVHA is represented.

Tenant feedback

- 3.7 Clyde Valley Housing Association is committed to providing feedback to tenants following all consultation processes, as their comments are key to the successful development of the Association. Tenants will be advised how their comments have shaped and influenced policy – feedback methods will include the following:
- newsletters;
 - letters;
 - Registered Tenant Organisations;
 - Clyde Valley Residents Network;
 - resident consultation register; and
 - short-life working groups.

Section 4 Registered Tenants Organisations

Support for Registered Tenants Organisations

- 4.1 The Association currently provides support for a number of Registered Tenant Organisations. The Housing (Scotland) Act 2001 outlines formal registration criteria and under the terms of the Act, such groups are known as Registered Tenant Organisations (RTOs).
- 4.2 Registered Tenant Organisations are independent organisations set up to represent tenants' interests on housing related matters. Clyde Valley Housing Association has a system in place for registering tenants' organisations. The Association will provide details of this to anyone interested in setting up a new tenants' organisation or for existing organisations who wish to become registered.
- 4.3 The Association provides support for tenant organisations that become registered, which consists of start up grants for new groups and annual grants (see Appendix 2) for established groups. We will also provide training for groups and free use of premises to hold meetings.

Getting your group registered

- 4.4 To become registered, tenants groups must fulfil certain criteria:
- hold an Annual General Meeting (AGM), which is publicly advertised;
 - elect office bearers, including a chairperson, treasurer and a secretary;
 - adopt a constitution;
 - state the geographical area your group covers;
 - provide contact details; and
 - be committed to equal opportunities.

We offer advice, support, training and assistance to any tenant organisation to help them meet the requirements above. Once the group becomes registered its details will be added to our register of tenants' organisations, which is held in the Association's office and is publicly available for inspection. We also share this information with the Scottish Government so that RTOs can be kept advised of national and regional developments in relation to tenant participation.

Appeals

- 4.5 A Registered Tenants Group can appeal any decision by Clyde Valley Housing Association:
- not to register their organisation;
 - to remove them from the register; or
 - not to remove them from the register.

Appeals should be made in writing to the Chief Executive.

Section 5 The Board of Management
--

- 5.1 The Board is the main way in which tenants and other residents participate in and direct all aspects of the Association's business, at all levels. The Board has scope for 15 people, 8 of whom are tenants of the Association. All major decisions affecting the Association are taken by the Board, which employs a staff team to run the organisation's operations on a day-to-day basis.
- 5.2 The Board is elected by the Association's membership at the Annual General Meeting, which is held in September each year. Advance notice of the meeting is sent out to all members, and this includes a nomination form for election to the Board. Tenants are encouraged to become Board members via newsletters, at the sign up of their tenancy agreement and through other publications.
- 5.3 The Association will continue to promote tenant membership of the Board, as having an effective Board of Management is fundamental to the success of the Association and the tenants that it serves.

Section 6 Identifying how tenants wish to participate

- 6.1 The Association takes tenant participation seriously and will take all reasonable steps to ensure that the Tenant Participation Strategy (i) reflects the needs and wishes of our tenants and (ii) is achievable. We need to ensure that the Tenant Participation Strategy reflects tenants' views.
- 6.2 The process of gathering tenants' views on how they would like to participate is continuous and every opportunity is taken to find out how people want to be involved. The following activities illustrate our ongoing commitment to gathering tenants views:

- **Annual tenant visits**

We aim to meet all of our tenants face-to-face at least once a year, as part of our Tenancy Sustainment Policy, and use this opportunity to ask tenants their views on preferred participation and consultation methods. We will also ask people about which issues they would like to be consulted on.

- **Customer surveys**

Every three years, the Association will commission an independent organisation to carry out a customer survey. One of the main sections will focus on asking tenants how they would like to participate, be consulted or be informed, with the preferred methods being included in future strategies.

- **Customer satisfaction surveys**

The Association has commissioned an independent organisation to carry out continuous sample customer satisfaction surveys. This is done on a monthly basis, with the customer sample being drawn from customers who have had recent contact with the Association. The form of contact can be from a general enquiry such as having a repair carried out, having been part of a contract of planned programmed renewals, or a tenant who has taken occupancy of a new build property. Feedback is collated and reported on a quarterly basis to the Board and Association staff – any service development issues are addressed and respondents who have expressed an interest in participation are contacted.

- 6.3 The Strategy will be subject to ongoing evolution, and will be formally reviewed every three years (or more frequently if changing good practice requires this). Our priority is to continue to promote tenant participation, so that through a variety of mechanisms every tenant has the opportunity to participate and influence the decision-making process.

Section 7 Agreeing a tenant participation strategy & resourcing tenant participation

- 7.1 It is the Association's intention to continue to take account of tenants' views in reviewing the Strategy. Staff and the Board also have an important role to play, as the success of the Strategy is largely dependent upon staff and Board ownership.
- 7.2 Another key factor in the Strategy is that it must be achievable. The Association feels that it is important to agree a Strategy that we are able to deliver and one, which can be developed, through time, in conjunction with our tenants and consultation groups.

- 7.3 The Association has an annual budget in place for tenant participation for set-up and maintenance of its tenant organisations. The annual sum set aside for this will vary from year to year and will be influenced by several factors including the number of RTOs and for example changes in legislation or Association policies which require to be notified to tenants.

Resources

- 7.4 The tenant participation budget includes funding for the following resources dedicated to tenant participation (a schedule of current allowances is available on request):
- training requirements for tenants, staff and committee members;
 - meeting rooms;
 - catering costs;
 - crèche or child minding costs;
 - out of pocket expenses;
 - consultation costs;
 - travelling expenses;
 - printing and postage costs;
 - budgets for registered tenants organisations;
 - access to IT and support networks;
 - staff time; and
 - tenant participation conferences and good practice seminars.

Section 8 Training for tenant participation

- 8.1 Clyde Valley Housing Association is committed to ensuring that tenants, Board and staff have the necessary skills and knowledge to get involved. The Association will ensure that they have adequate opportunities to receive the appropriate training and support required. Where tenants decide to set up RTOs, this can be done via a programme agreed at the outset and the appropriate training and support will be arranged.
- 8.2 Many tenants may wish their participation to be outwith the formal structure of an RTO, but the same principles of receiving sufficient support and training to allow contributions to be as effective as possible still apply.
- 8.3 The Association will regularly review the training requirements of tenants, Board and staff and will request feedback on training requirements and satisfaction levels of training carried out, from tenants, Board and staff.

Section 9 The Tenant's right not to participate

- 9.1 The Association continues to be absolutely committed to involving tenants as much as possible in formulating the policies and other key documents affecting them, and to build upon the work already done in this area. Various techniques, such as those described elsewhere in this document, will be used and every effort will be made to maximise participation.

9.2 We believe, however, that we must respect a tenant's right **not** to participate. Where it is clear that an individual tenant / household does not wish to participate, then this right will be observed so long as we can continue to comply with the legal requirements placed upon us.

Section 10 Review of strategy
--

10.1 The Strategy is intended to cover a three-year period, but will be subject to annual evaluation to help ensure that it continues to be relevant, current and meets the changing needs and expectations of our tenants, Board and staff.

Mechanism for the Registration of Tenant Organisations

Introduction

- 1 Sections 53 and 54 of the Housing (Scotland) Act 2001 place a statutory duty on the Association to consult with its tenants on policy changes, especially when these relate to the services we provide (for example, when these relate to housing management or repairs and maintenance).
2. In addition to consultation with individuals, the Association would also like to consult with those who represent tenants: i.e. Registered Tenant Organisations (RTOs).
3. This appendix outlines the mechanism for the registration of RTOs.

What is a Registered Tenant Organisation?

4. The basic principle of having of a tenant's organisation, i.e. existing to represent the interests of tenants living in the area, is well established. This principle remains, but there are some important changes. For example:
 - RTOs becoming active in the area will have formal structures, with elected office bearers and a requirement to show that decisions are reached democratically;
 - RTOs will have an Annual General Meeting at which tenants will be able to ask any questions/make any points they may have; and
 - RTOs may be eligible to receive funding from the Association because of the above, RTOs are expected to have a high profile in the area.
5. Another key difference is the Register (hence RTOs). Under Section 53(3) of the Act, the Association is required to maintain a Register of all RTOs operating in the area and to have this available for public inspection at any time.

How will RTOs become registered?

6. The Act makes reference to registration criteria that should be met in order for RTO status to be granted (and maintained).

These are:

- The RTO must have a publicly available written constitution that sets out:
 - its objectives and area of operation;
 - how people can become members of the organisation;
 - the way the Committee will operate;
 - how the business of the organisation will be conducted;
 - how decisions will be reached democratically;
 - how funds will be managed;
 - arrangements for public meetings;
 - arrangements for an annual general meeting (AGM), including consideration of financial records; and
 - how changes can be made to the constitution.

- The RTO must have a Committee that:
 - (after the first year) is elected at an Annual General Meeting;
 - has at least five members;
 - can co-opt others on to the Committee during the course of the year;
 - has elected office bearers;
 - holds meetings that are open to any member of the organisation;
 - can demonstrate that decisions are reached democratically; and
 - promotes equal opportunities.
7. It will also be a requirement that the RTO operates within one of the Association's areas of operation and be able to demonstrate that it is committed to representing the interests of its members.

Mechanism for becoming an RTO with Clyde Valley Housing Association

8. The Association will assess each bid from potential RTOs in a fair and open manner, using the above criteria. Groups who may be interested in forming an RTO will be asked to contact the Association's Housing Services Manager who will meet all or some of their members so that the concept of RTOs can be discussed informally. This will also give the Association an opportunity to outline the type of support available.
9. Once this initial stage has been completed, the Group will be asked to submit the following information:
- the written constitution;
 - names and contact addresses of Committee members (identifying the office bearers);
 - a map and description of the area of operation (the Association can easily provide this; and
 - a statement outlining how the Group plans to engage with its members and how it will represent their views.
10. The Association will be happy to provide assistance with the above, either in-house or via an independent expert (such as TPAS) if this is required.

Funding and other resources

11. The Association sets aside a specific budget to fund tenant participation annually. A copy of the budget is available on request.
12. We will continue to consult with tenants groups on participation in the future and will use a range of consultation methods to gather information from tenants and tenant groups.
13. Although the Tenant Participation Strategy has been agreed and is now in place, we believe that this will continue to evolve and it is hoped that we will identify further interest from potential RTOs in the course of ongoing contact with tenants.

**GRANTS FOR REGISTERED TENANTS ORGANISATIONS
CLYDE VALLEY HOUSING ASSOCIATION LTD**

APPLICATION FORM

Name of Registered Tenants Organisation: _____

Secretary's name: _____

Address: _____

_____ Telephone No: _____

Chairperson's name: _____

Address: _____

_____ Telephone No: _____

Number of Clyde Valley houses represented: _____

Does the association have a register of members? Yes No

GRANT(S) APPLIED FOR complete as appropriate

PART A Annual grant Date of last audit of account: _____
 Start up grant Date of last AGM: _____
 Special grant

Please give details of what you propose to use a special grant for: _____

Have you made any other funding requests to anyone else to assist this project?

Yes No

If yes, please give details: _____

PART B Grant for federation or forum _____

Name of federation or forum: _____

Secretary's name: _____

Address: _____

_____ Telephone No: _____

Has your federation ever produced a newsletter? Yes No

How often does your federation meet?

Monthly Quarterly Every 6 months Other

STAFF COMMENTS ON APPLICATION

FOR OFFICE USE ONLY

Number of properties in the area: _____

Number of tenanted properties represented: _____

Amount of grant payable: _____

Annual grant: _____

Start -up grant: _____

Special grant: _____

Federation grant: _____

Total: _____

Signed: _____ Date: _____

Housing Services Manager Recommendation

Signed: _____ Date: _____

Housing Services Manager

