






GETTING INVOLVED

Resident Participation

The Association recognises the importance of resident participation and consultation, as a means of monitoring both the effectiveness of the Association's policies and the quality of services provided. We are in the process of developing a new Tenant Participation Strategy and the information below will be updated when the strategy is in place.

The Association therefore promotes resident participation by the following means :-

-  Encouraging membership of the Association in accordance with the membership policy.
-  Publicising the activities of the Association.
-  Monitoring residents' satisfaction.
-  Consulting residents about proposed improvements.
-  Supporting and co-operating with Tenants Associations and other local groups.

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Encouraging Membership of the Association

The Management Committee shall encourage applications for share membership from all sectors of the community served by the Association subject to compliance with the Rules of Clydebank Housing Association. (Model HSA Scotland).

Membership of the Association is open to anyone who is interested in housing in Clydebank. At the time of writing, the Association's Committee has never refused membership to any applicant and it hopes never to have to do this. In principle, however, it has to reserve the right to refuse membership to any applicant who might bring the Association into disrepute or otherwise harm the Association.

Membership of the Management Committee

The Association will seek to attract from within its membership, persons with the requisite abilities to oversee the efficient running of a Housing Association. The Management Committee will annually, or at earlier intervals, if necessary, review its own membership within the context of the following objectives :-

To achieve balanced representation within the geographical area of operation of the Association.

To achieve the broadest range of relevant skills and expertise.

To use co-options as a method of introducing specialisms or expertise.

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Procedure

1. Anyone wishing to apply for membership will be given the appropriate share membership application form by a member of staff. On completion and return to the Association, staff members will pass same to the Secretary who will in turn present the application at the next full Management Committee meeting. (All applications must be accompanied by the £1.00 cost of the share membership).
2. The application will be considered at said meeting and either accepted and approved or rejected for a bone-fide reason.
3. If accepted, the share certificate will be drawn up at that meeting and signed by the Secretary and two other Committee members. In the absence of the Secretary another Committee member shall be appointed to sign the certificate. A rule book will also be issued at this point.
4. The share certificate shall then be logged in the Share Register.
5. In the event of an application being refused, the Association must refund the £1.00 and inform the applicant of the reason for refusal.

Publicising the Activities of the Association

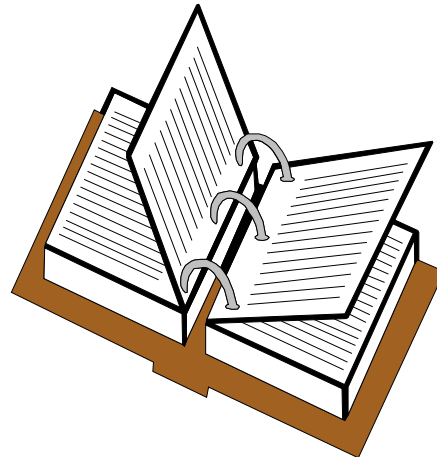
The Association produces newsletters regularly, usually on a quarterly basis, although sometimes additional letters may be issued in response to a particularly urgent matter.

Newsletters are short and informative.

The Association also produces information leaflets about specific activities such as “Shared Ownership” or “Joining the Association”.

Information about the Association will be published on the Association’s website and will be updated regularly. The web address is www.clydebank-ha.org.uk

The Association publishes an Annual Report after the end of the financial year. This contains details of what the Association has achieved during the year and compares actual performance against targets.



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Resident Satisfaction

Monitoring Residents Satisfaction

The Association will carry out surveys of resident satisfaction levels at least once every three years.

Questionnaires will be distributed to a sample of all residents, including tenants, sharing owners and owner-occupiers.

Results will be published in subsequent newsletters together with any proposals for changes to either policy or procedure arising from the survey.

Consulting Residents About Proposed Improvements






Tenants will be consulted about proposed improvements to their homes and all residents will be consulted about common improvements.

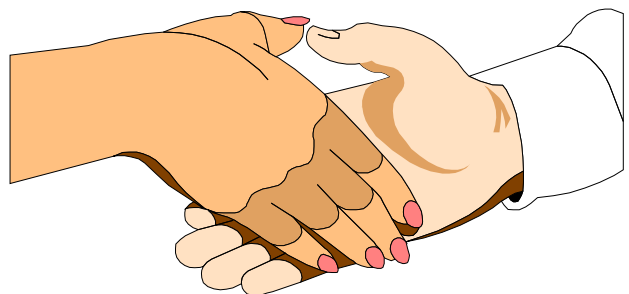
The views of residents, wherever possible, will be taken into account prior to any improvements being carried out.

Supporting and Co-operating with Tenants Associations and Other Local Groups

Clydebank Housing Association will support other agencies, which have aims and objectives which are broadly similar to our own.

“Support” could be offered in a variety of forms e.g.,

-  Use of equipment
-  Use of facilities (accommodation)
-  Sharing information
-  Financial support
-  Advertising



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Use of Equipment

The Association will allow occasional use of equipment at the request of voluntary community groups provided that : -

There is no disruption to the normal running of the office and access is restricted to office hours.

Equipment is not removed from the premises.

Users of equipment are familiar with the Association's Health and Safety policy and are trained to use the equipment properly.

Regular use would not normally be encouraged but in any case would be at the discretion of the Management Committee.

Use of Facilities

The Management Committee will consider each request on its merits and may grant permission subject to the conditions above.

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Sharing Information

The Association will permit other agencies, with mutual aims, to benefit from our experience and will provide copies of policies and procedures on request.

An exception to this may be in the event of the other agency being a competitor for local stock or development sites where the provision of information may be detrimental to the Association's own objectives.

