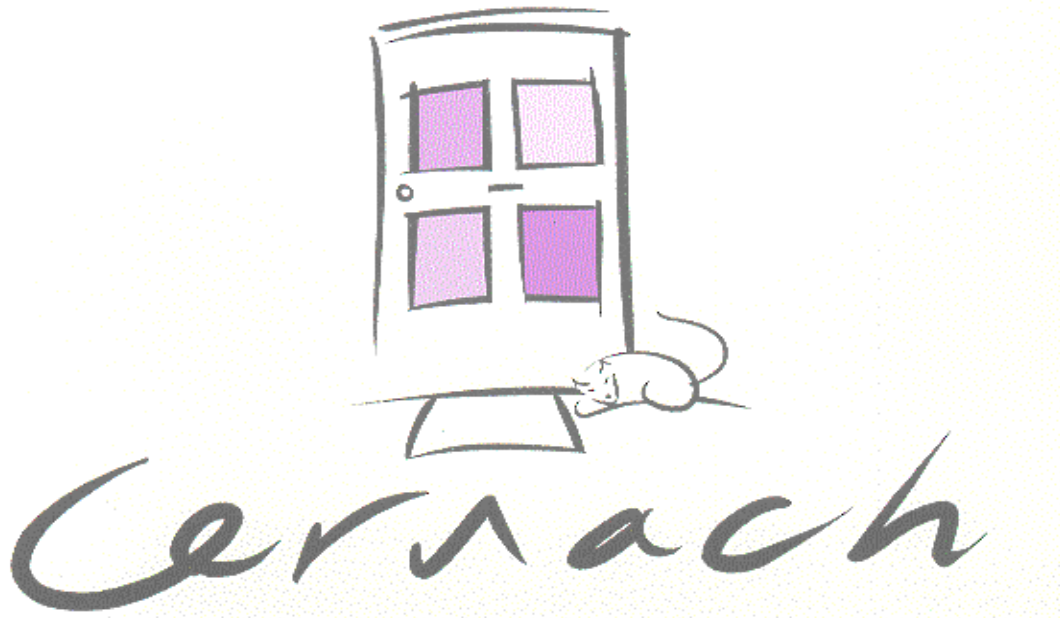


**CERNACH HOUSING ASSOCIATION
LIMITED**



TENANT PARTICIPATION STRATEGY

Date Approved by Management Committee:
Due for Review:

28 June 2018
June 2021

Cernach Housing Association Tenant Participation Strategy



1. INTRODUCTION

- 1.1 As required by section 31 of The Housing (Scotland) Act 2010, The Scottish Ministers, in The Scottish Social Housing Charter, set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

Participation – Cernach HA will manage their business so that :

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

- 1.2 The Tenant Participation Strategy shall promote the interests of tenants with either Scottish Secure Tenancies or Short Scottish Secure Tenancies in the formulation of Cernach Housing Association's proposals for the management of its housing and housing related services. Owner-occupiers shall be encouraged to become involved, as they are also part of the local community.
- 1.3 In implementing our Tenant Participation Strategy, Cernach Housing Association shall: -
- a) Obtain and take account of the views of our Registered Tenants Organisations (RTOs) and tenants
 - b) Notify RTOs and tenants of the matters on which we expect to be making proposals; and
 - c) Provide information to RTOs and tenants about proposals and their likely effect.
- 1.4 Cernach is committed to the development of good customer relations and resident participation. We actively support the citizenship model of Tenant Participation which focuses on people's rights and choices, empowering them to participate in the decision making process of the Association.
- 1.5 We attempt to encourage tenants and owners to have a real input and influence in decisions affecting their homes. As an organisation that is locally based and managed by a tenant-led Management



Committee, Cernach recognises the importance of community involvement and participation in providing effective services, which are more responsive to the local needs of an area.

- 1.6 Cernach believes that tenants and residents play an important role in the management, sustainability and regeneration of their neighbourhood.
- 1.7 One of Cernach's key aims is to create opportunities for tenants and residents to participate in the management of their houses.
- 1.8 Our organisational structure is designed to encourage tenants to participate at both Management Committee level and on an area or estate basis.
- 1.9 This strategy highlights the aims and objectives Cernach intends to achieve through the implementation of the strategy and the process for monitoring and reviewing these aims and objectives.
- 1.10 This strategy is an evolving document and has been produced and reviewed after consultation with tenants, residents and service users of the Association. The consultation methods may consistently change over time to reflect demographic trends within the area and any changes will be determined by the tenants and residents based within our neighbourhood.

2. SUMMARY OF CURRENT TENANT PARTICIPATION ACTIVITY

- 2.1 Cernach Housing Association is keen to give high quality information and currently consult and inform our tenants and service users using the following methods: -

- Newsletters - These newsletters are published quarterly and are delivered to every tenant and owner, who receives a factoring service from the Association.
- Tenants Handbook - Every tenant has received a copy our handbook and every new tenant is also issued with one at the sign up stage.



- Owners Handbook - Are available to owners
- Letters - Dependant on the information Cernach is providing to the service users, letters are sometimes the most appropriate and effective forms of communication.
- Website - Regularly updated website keeps tenants informed of ongoing work in the Association.
- Annual Report - We publish an annual report each year, which is delivered to all tenants and owners, who receive a factoring service from the Association.
- Public Meetings - These meetings are held when the Association wishes to consult with its residents regarding various issues which may arise.
- Surveys - The Association undertakes various surveys to ascertain our residents views on our service. These surveys include: -
 - Customer Satisfaction Surveys
 - Repairs Satisfaction Surveys
 - Post Completion Surveys of New Build Developments
 - Post Completion Inspection of Repairs
- One to One Contact - The staff at Cernach actively encourage residents to give their views on the service. Many tenants do not wish to become involved in the bureaucracy of meetings and should

- not be excluded from the participation process.
- New Tenant Visits - A settling in visit is completed by the Housing Officer within six weeks month of being allocated the property. This allows the tenant to give their views on various issues and provides customer care and inclusion to the tenant.
 - Information Displays - Within the interview room and reception area there are leaflets that highlight various information to tenants of the Association.
 - Open Days - These are held from time to time when promoting a specific issue.
 - Complaint Procedures - Cernach has a complaints policy, which provides service users who may feel dissatisfied with Cernach's service delivery or with Cernach in general with processes to highlight their concerns.
 - Membership - Association Membership is promoted to encourage each tenant and owner-occupier to take up membership of the Association. This allows members to elect management committee members and/or stand for election themselves. Once a year the Association will hold a Membership Drive to encourage new members to join.

3. DUTY TO CONSULT

- 3.1 In order to comply with our duty to consult, Cernach Housing Association shall provide the following: -
- a) A written tenancy agreement.
 - b) Information about our complaints procedure.



- 3.2 We shall also provide information relating to: -
- a) The terms of their tenancy
 - b) Our policy on setting rent and service charges
 - c) Our policy and rules about
 - applying to the housing list
 - allocations
 - transfer of tenancies
 - exchanges of houses between tenants including where one party is the tenant of another landlord.
 - repairs and maintenance
 - our Tenant Participation Strategy
 - our arrangements for taking decisions about housing management and services.

3.3 Consultation Requirements

3.3.1 When considering proposals to increase the rents or any other charges payable by tenants, under a Scottish Secure Tenancy, the Association must undertake the following before giving notice: -

- a) Consult those of its tenants who would be affected by the proposal, and

3.3.2 We shall involve tenants and any RTOs in policy proposals relating to: -

- Housing Management
- Repairs and Maintenance
- Tenant Participation
- Service Standards

3.3.3 We shall clearly explain the likely effects and consequences of any proposals and have due regard to any representations made.

3.3.4 In addition to the above, Cernach will seek tenants' views on any additional areas of our business into which they wish input. These may include performance standards, daily management of their estates, overall work priorities and the timetables and timescales for any consultation exercises.

4. HOW WE WILL CONSULT

4.1 As with all forms of communication dependent on the issue, different forms may be required. We will continue to use all the consultation methods highlighted in section 2 in an attempt to reach as wide an audience as is possible and use any new forms of communication that are appropriate to the issue e.g. radio, advertising in the local press, electronic messaging.

- 4.2 We will endeavour to provide consultation that tenants find most suitable for their needs. In order to do this we will: -
- a) Issue a newsletter on a quarterly basis
 - b) In written communications we will investigate our writing style to ascertain that it meets the 'Plain English Campaign' and make changes where necessary.
 - c) We will, as appropriate ensure that meetings for tenants are held in accessible locations taking account of disabilities, and are held at times which are convenient for those wishing to attend.
 - d) We will provide any information we produce in different languages or formats at the request of the service user or when Cernach is aware of the service users needs.
 - e) We will have due regard to representations made by our tenants or tenants groups within reasonable timescales in accordance with our complaints policy and customer care policy.
 - f) We will, as appropriate, consider providing transport to assist elderly and infirm attend Consultation meetings
- 4.3 The Association also encourages Equal Opportunities and endeavours to eliminate any forms of discrimination. We attempt to ensure that tenants, residents and service users are not excluded from actively participating on the grounds of sex or marital status, race, ethnic origin, disability, sexual orientation, age or any other personal attributes including beliefs and opinions, such as religion.
- 4.4 Our objectives for consultation have been agreed with tenants and the Management Committee and published via this Tenant Participation Strategy. Cernach will continue to make relevant information available to help tenants take an informed and effective part in the consultation and participation process.

5. REGISTERED TENANTS ORGANISATIONS (RTOS)

5.1 The concept of Registered Tenants Organisations (RTOs) is central to the entire Tenant Participation process. Cernach is obliged to hold a register of all RTOs which must be a public document and available for inspection at any given time. As a minimum the document will contain: -

- a) Name of the Group
- b) Area of Operation
- c) A contact address
- d) Other information such as meeting timetable, web site address, etc

5.2 In order to ensure RTOs are fully aware that this information will be publicly available, Cernach Housing Association proposes: -

- a) to put these details on our website
- b) to hold a hard copy in our office
- c) to promote the group in our newsletters

5.3 **Criteria for Registration**

5.3.1 The criteria which has been set out aims to balance the interests of the RTO with those of the landlord and to ensure that RTOs are accountable to members.

5.3.2 The organisation must have a publicly available written constitution, which sets out: -

- a) its objectives and area of operation
- b) its commitment to the promotion of equal opportunities
- c) how people can become members
- d) the way the committee will operate
- e) how the business of the organisation will be conducted
- f) how decisions will be made democratically
- g) how funds will be managed
- h) arrangements for public meetings
- i) arrangements public meetings and an AGM
- j) how changes can be made to the constitution

5.3.3 The tenant organisation must have a committee that: -



- a) (after the first year) is elected at an AGM
- b) Has at least 7 members
- c) can co-opt others onto the committee during the course of the year
- d) has elected office bearers
- e) holds meetings that are open to any member of the organisation
- f) can demonstrate that decisions are reached democratically
- g) promotes equal opportunities

5.3.4 The organisation must operate within: -

- a) a defined geographical area
- b) an area which includes housing stock owned by Cernach

5.3.5 Membership of the tenant organisation and participation in its activities must be open to all eligible tenants within its defined area of operation.

5.3.6 The organisation must have appropriate accounting records and present an annual financial statement to the AGM. A copy of the accounts must be available to the members of the RTO. The RTO must appoint authorized signatories for the operation of its accounts.

5.3.7 The organisation must demonstrate that it is committed to representing the interests of its members and that, when consulted by the landlord, it can represent the views of the landlord's tenants in its defined area of operation.

5.4 Mechanism for Registration

5.4.1 In order to register with Cernach Housing Association as an RTO the group will require to provide: -

- a) A written constitution and Organisation name
- b) Names and contact addresses of committee members
- c) Identity of committee office bearers
- d) A map and description of the area of operation

- e) A statement setting out how the organisation plans to engage with its members and how it will represent their views.
- f) How it consults with its members on issues that affect them, how it takes their comments on board and how it provides feedback to members
- g) How it encourages everyone living in the area who is over 16 years of age or older to become involved in the work of the RTO
- h) That it has an awareness of the profile and particular needs of the members that it represents, for example older people, lone parent families, people with disabilities, BME
- i) How it is proactively trying to engage with traditionally excluded groups by removing any barriers that may be preventing their participation in the RTO
- j) How the Annual General meetings and public meetings are advertised to members living in the area

5.4.2 Initially groups who are interested in registration should contact their Housing Officer for advice and an application form. (appendix One)

5.4.3 Cernach will provide a document which covers the criteria for registration together with a model constitution covering the basic requirements (should this be required). (appendix Six)
We will also assist with membership policies and advise on equalities.

5.4.4 The group will be given details of a named member who will provide advice, assistance, and support in relation to all parts of the registration process.

5.4.5 Any group who want to be considered for registration as a Registered Tenant Organisation (RTO) must complete an application form to become a RTO. (appendix Two)

6. APPEALS

6.1 A tenant organisation may appeal against Cernach's decision to: -

- a) not register the organisation; or

- b) remove the organisation from the register; or
 - c) not remove the organisation from the register
- 6.2 Initially the request to reconsider any decision will be dealt with in line with Cernach's complaints procedures, i.e. to Housing Officer, then Director then full Committee.
- 6.3 However should the group still feel dissatisfied there is an ultimate right of appeal to the Scottish Housing Regulator.

7. CRITERIA FOR PAYMENT OF REGISTERED TENANT GROUP GRANTS

7.1 Start Up Grants

7.1.1 Definition

Grants paid to Groups of Tenants and Residents working towards establishing a properly constituted Recognised Tenant Organisation (RTO).

7.1.2 Purpose

To assist with the costs of items such as copying, postage, hire of meeting spaces, telephone calls, etc.

7.2 Criteria

The following criteria is required: -

- a) The group is comprised of tenants of the Association.
- b) The group has a bank account and recognised signatories.
- c) The group keeps accurate financial records and makes these available to the Association.
- d) Membership of the group is open to all tenants of the Association.
- e) Start up grants will be a maximum of £100.
- f) Application must be made using notification of interest form (appendix one)

7.3 Secondary Grants

Once a group becomes a Recognised Tenant Organisation and is set up with a constitution in place they may apply for a Secondary Grant to fund their activity.

Secondary Grants will be up to a maximum of £200 and can be applied for annually.(appendix 3)

RTO's will be invited to apply for funding and if approved will last for one year. RTO's will have to apply each year for funding and satisfy the registration criteria.

At the time of applying for funding, consideration will be given to the money balances held by the RTO, its running costs and its planned expenditure.

7.4 Grant Funding

7.4.1 Cernach Housing Association Limited is a relatively small organisation and therefore must balance the needs of promoting tenant participation within the financial resources of the Association.

7.4.2 The Association will therefore be able to fund two (2) Registered Tenant Organisations at any one time.

8. REMOVAL FROM THE REGISTER

- 8.1 Removal from the RTO register can be instigated by either Cernach Housing Association or the group themselves.
- 8.2 Clearly the procedure will vary depending on reasons or circumstances surrounding why removal is being considered, e.g. if group is disbanding then the procedure and timescales will be different from a situation where Cernach HA requires removal due to non compliance with constitution. In the latter case Cernach HA will give guidance and assistance to help the group avoid removal if possible, together with timescales for implementing any necessary change. At the time of registration Cernach HA will clarify with the group the various circumstances under which they or the Association can seek removal from the register.
- 8.3 An Association can be removed from the Register for the following reasons: -
- a) The Association no longer fulfils the registration criteria; or
 - b) The RTO did not apply for re-registration
 - c) The Association ceases to exist; or
 - d) There is a mutual agreement between Cernach and the Association.
- 8.4 Cernach will notify an Association 28 days in advance of them being removed from the Register of Tenant's Organisations.

9. AMENDMENTS TO THE REGISTER

- 9.1 If the Association's constitution, office bearers, membership or area of operation changes they are required to inform Cernach HA. Providing that these changes do not affect the Association meeting the registration criteria, the Register of Tenants Organisations will be amended accordingly.

10. EXISTING GROUPS

- 10.1 It is possible that existing Tenant and Resident Associations may choose not to register as an RTO – preferring a more informal approach.

- 10.2 Cernach HA will however ensure that that each of our current groups is aware of how to register. This will be done in two main ways: -
- a) A copy of the leaflet covering the new Tenant Participation rights under the Housing (Scotland) Act 2001 will be sent to each group.
 - b) A member of staff from Cernach HA will attend either a public or committee meeting of each group to explain the registration process and timescales.
- 10.3 Cernach HA may decide, where appropriate, to consult with non-registered groups but this would be out with the statutory provisions of the Act.
- 10.4 We will continue to consult with existing tenants and residents who do not wish to become Registered Tenant's Organisations. For funding purposes if a non-registered group meets the registration criteria, but declines to be registered then Cernach HA will provide the same support and assistance that Registered Groups receive.
- Any non-registered groups who do not meet the registration criteria will still be offered support and assistance from Cernach HA staff to allow them to participate, although no financial grants will be provided.
- 10.5 We will continue to encourage any existing groups to participate with a view to becoming a Registered Tenants Organisation at a later date.
- 10.6 The Association will maintain a list of Registered Tenant Organisations (appendix four)



11. OBJECTIVES OF TENANT PARTICIPATION STRATEGY

11.1 Cernach Housing Association is of the opinion that participation will benefit the Association, its tenants and residents and the wider community. Our strategy seeks to meet the following objectives: -

Objective 1 – Statutory Objectives

- a) Provide all new tenants with a Tenancy Agreement
- b) Before their tenancy begins provide the tenants details about their entitlement to Right to Buy, and the obligations likely to be incurred should they exercise that right.
- c) Provide new tenants with a copy of our complaints procedure.
- d) Provide all tenants with summarised version of our Tenant Participation Strategy.
- e) Provide to all tenants on request, information about: -
 - New and reviewed policies
 - Rules
 - The terms of their tenancy
 - Rent and Service Charge Policy
 - Applying for housing
 - Allocation of housing
 - Repairs and Maintenance
 - Our arrangements for taking decisions about housing management and services.
 - Our Tenant Participation Strategy

Objective 2 – Provide Service Users with Regular Correspondence

- a) Publish an Annual Report and send to all tenants and owners.
- b) Continue to produce a good quality up-to-date Tenants Handbook
- c) To promote membership of the Association.
- d) To have tenant representation on the Management Committee of the Association that creates opportunities for tenants to participate and provide input into how the services are provided.
- e) Ensure all written correspondence is available in appropriate formats.

- f) Publish quarterly newsletters and make available in variety formats on request, i.e. Braille, large print, tape or different languages.
- g) Regularly keep website up to date with relevant information and offer opportunity for consultation within website.
- h) Update any computerised information displays and literature notices in office on regular basis.
- i) Provide all tenants with our policies on request.

Objective 3 – Registered Tenants Organisations and other groups

- a) Establish a Register of Tenants Organisations within our geographical area of operation.
- b) Offer “set up” grant funding to any new groups that meet the registration criteria.
- c) Offer annual grant funding to all Registered Tenants Organisations
- d) Assist in publicising the Registered Tenants Organisations to their geographical areas.
- e) Provide support and assistance to members of the Registered Tenants Organisations.
- f) Support and encourage the development of new Registered Tenants Organisations.
- g) Housing Officers will attend, where appropriate, meetings, which may involve service users of the organisation.
- h) Housing Officers will attend any Registered Tenants Organisation in their designated area, unless there is no tenant involvement.
- i) Where appropriate arrange focus groups, public meetings, open days or resident conferences to discuss particular issues.

Objective 4 – Continuous Improvement

- a) As continuous improvement is one of the key objectives of our Internal Management Plan, Cernach HA will allocate appropriate resources as required to meet this objective.
- b) create opportunities for tenants and residents to participate in the management of their houses.
- c) Carry out regular tenant and service user satisfaction surveys on all aspects of housing and housing related services.

- d) To promote greater tenant and staff satisfaction and maximise relations between tenants and staff.
- e) To encourage a culture where staff and tenants are seen as equal partners by learning from and sharing each other's experience before reaching appropriate decisions.
- f) Regularly benchmark our performances in Tenant Participation with other similar Housing Associations.
- g) Develop a set of performance indicators for Tenant Participation within Cernach.
- h) Provide basic training on participation to all staff within the organisation and more specialised training to the relevant staff members who have participation as a primary function within their job remit.
- i) Undertake a yearly assessment of the resources required facilitating Tenant Participation and incorporating these assessments into financial budgets.
- j) Encourage participation to lead to an improved service delivery through more effective and efficient housing management and housing related services.

12. ASSESSMENT OF RESOURCES

- 12.1 It is difficult to assess what resource requirements there may be to provide effective participation, however below is what we have estimated the main areas where there is likely to be a cost to the Association.
- 12.2 As this is an evolving process the cost of participation is likely to change over time. We will make amendments and develop aspects of this strategy based on our experiences during the each year.
- 12.3 Within our financial budgets are the following elements could be classified as Tenant Participation.
 - a) Newsletters
 - b) Tenants Handbook
 - c) RTO Grants
 - d) Tenant Satisfaction Survey
 - e) Website Costs
 - f) Postage
 - g) Annual Report
 - h) Leaflets

12.4 The largest single expense to the Association is staff time, which is difficult to quantify effectively. We will monitor the overall cost of providing effective tenant participation, including the above figures and staff time, to inform budgetary process.

12.5 Staff Responsible for Tenant Participation

12.5.1 We recognise that participation is an important aspect for all staff within Cernach HA and that it is necessary that they take account of service users' views in completing their day to day work.

12.5.2 The Management Team is responsible for ensuring that the Tenant Participation principles are complied with.

13. TRAINING

13.1 Cernach Housing Association is committed to training for both staff and committee. We arrange seminars delivered by external consultants which both staff and tenants attend as well as sending staff on training courses in order to keep them up to date with changes which may occur in policy and practice and in order to improve their skills.

13.2 We regularly provide in-house and external training to Management Committee to facilitate their participation and decision making in deciding on the policies of the Association.

13.3 As stated earlier in this document Cernach HA staff will continue to liaise with service user groups to identify, encourage and support them to establish appropriate training requirements. The various options regarding types of training will be open to consultation with tenants may be changed over time.



14. MONITORING AND REVIEW

14.1 The production of this Tenant Participation Strategy is the start of the process to develop ongoing participation. This strategy will be subject to ongoing review in consultation with staff and service users. These reviews will identify how well tenant participation is working in Cernach, identify any gaps within our strategy and identify proposals to improve the strategy.

14.2 We will initially monitor our strategy against the Scottish Housing Regulator's performance standards detailed below. Also we will monitor our tenant participation performance against the objectives detailed in Section 11 of this strategy. By undertaking our performance monitoring in this way we will be able to provide Cernach with a robust form of self-assessment criteria.

15. SCOTTISH SOCIAL HOUSING CHARTER

15.1 Outcome 3 : Participation

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.



APPENDIX ONE

APPLICATION TO BECOME A REGISTERED TENANTS ORGANISATION

Please read our guidance notes called “Criteria” for Registration and Grant Funding”, before completing this form. If you need help to complete this form, please do not hesitate to contact us on telephone number, 0141 944 3860.

The completed form with the relevant information attached should be returned to:

Cernach Housing Association Limited
79 Airgold Drive
Drumchapel
Glasgow
G51 7AJ

Please complete in capital letters.

What is the name of your Organisation?

Please tell us the name, address and telephone number of your Secretary.

Name:
Address:
Post Code:
Telephone Number:

Please try to answer all of the following questions. Don't worry if you answer “No” to any question. This lets us know if we can help your organisation in any way to become registered.



PART A – Your Constitution

Does your Organisation have a constitution?

Yes No

Does your constitution include a list of streets, or a map representing the area that you represent?

Yes No

Are you able to meet all the conditions set out in your constitution?

Yes No

If the answer is “No” –please explain why.

Are you the only Tenants Organisation covering this area?

Yes No

If the answer is “No” – please tell us the name of any other group(s) represented in the area.

How many COMMITTEE Members are there in your Organisation?

Total

Of your Committee Members, please give us a breakdown of those who are tenants and those who are owners.

Number of Tenants Number of Owners Number of Local Residents

PART B – Annual Elections



What was the date of your last Annual General Meeting (AGM) or when do you plan to have an AGM?

Date

How many members attended?

Was the meeting quorate in accordance with your constitution?

Yes No

How did you advertise and inform members of your AGM?

Did you elect your Office Bearers and Committee Members at the AGM?

Yes No

How many Office Bearers?

How many Committee Members?

PART C – Keeping Records

Do you keep minutes of meetings?

Committee Meetings Yes No

Public Meetings Yes No

Annual General Meetings Yes No

Do you keep records of your income and expenditure?

Yes No

**Cernach Housing Association
Tenant Participation Strategy (Cont'd)**



Please tell us what method you use to record income & expenditure (examples – cashbook, spreadsheet)

.....

Can any member of your Organisation examine a copy of the income & expenditure – if they want to?

Yes No

Do you produce an annual financial statement?

Yes No

If “No” – please tell us why not.

Do you provide a copy of the financial statement to the AGM?

Yes No

Please tell us the name(s) of your auditor(s)

Please confirm that your auditor(s) are not members of the Committee or personally connected to any Committee Member.

How many people are signatories to your bank account?
(example: for signing cheques or other payment instructions)

Number



Please tell us the names of the signatories to your accounts and what position they hold on the Committee

Name	Position Held (e.g Treasurer)

PART D – About your activities

What priorities have you identified for your association?

Our main priorities are:-

How did you find out this information from your members?

We found out the information by:-

Please tell us about any other activities or campaigns that you have been involved with during the past year.

**Cernach Housing Association
Tenant Participation Strategy (Cont'd)**



What have been your main objectives over the past year?

Have you achieved these objectives?

Signed

Date

Position held in the Organisation

Please note: The Housing (Scotland) Act requires Cernach Housing Association to produce a Public Register of Tenants Organisations, including the name and address of the contact person. This Register is published on Cernach Housing Association's Website and is available on request. If your Organisation decides that it does not want this detailed information to be passed on, please tick the "No Publicity" box.

* No Publicity

Cernach Housing Association will be the contact address for organisations requesting no publicity.

**Cernach Housing Association
Tenant Participation Strategy (Cont'd)**



Please see the attached checklist of information, which should be supplied & returned to us with this form.

Please attach copies of the following to this application:-

- | | |
|--|---|
| | 1. Minutes of your last two Committee Meetings |
| | 2. Minutes of your last two Public Meetings |
| | 3. Minutes of your last Annual General Meeting (AGM) |
| | 4. A copy of the leaflet advertising your latest Public Meeting |
| | 5. A copy of the leaflet advertising your AGM |

For new groups:- it is noted that you may not have all of the above details, but please provide as much information as possible.

Please return the completed form with the copies of the above information to:-

Cernach Housing Association Limited
79 Airgold Drive
Drumchapel
Glasgow
G51 7AJ

Name of Organisation:.....Date committee elected.....

Position held on committee	Name	Address	Telephone Number	Cernach Tenant or Owner occupier
Chairperson				
Secretary				
Treasurer				
Minute Secretary				
Vice-Chairperson				
Committee Member				
Committee Member				
Committee Member				
Committee Member				
Committee Member				



APPENDIX 2

**NOTIFICATION OF INTEREST IN DEVELOPING A
RECOGNISED TENANT GROUP**

**PLEASE DO NOT WORRY IF YOU ANSWER NO OR ARE UNABLE TO
ANSWER ANY OF THE QUESTIONS**

1. **Name of Group** (if applicable): -

2. Contact Person :

Name: _____

Address: _____

Telephone No: _____

3. Area of Activity: _____

4. Area of Operation: _____

5. Are all group members tenants of the Association? Yes/No

6. Date of Application: _____

7. Do you wish to apply for a start up grant? Yes/No

8. Do you have a draft written constitution? Yes/No

9. Have you elected office bearers? Yes/No

**Cernach Housing Association
Tenant Participation Strategy (Cont'd)**



Please List: _____ (Chairperson)
_____ (Vice Chairperson)
_____ (Secretary)

10. Do you have a bank account? Yes/No

11. Please give details of authorized signatories

12. What are your group's objectives?



APPENDIX THREE

APPLICATION FOR TOP UP GRANT

What is the name of your Organisation?

Please tell us the name, address and telephone number of the contact person dealing with this application.

Name:
Address:
Post Code:
Telephone Number:

What position does the contact person hold within the Organisation?

Is your Organisation registered and recognised by Cernach HA

Yes No

Does your organisation receive Grant Funding from Cernach HA

Yes No

How many Committee Members are there in your Organisation?

Number of Tenants Number of Owners Number of Local Residents

How many of Members do you have in your Organisation?

Number of Tenants Number of Owners Number of Local Residents

**Cernach Housing Association
 Tenant Participation Strategy (Cont'd)**



Please provide details of your proposed project. (why you need funding and what benefit would the project be to your association)

.....

Please provide a breakdown of what you need with estimated costs.

Item	Estimated Cost
Total	

Note: If your project includes computer equipment you will require insurance. Include the cost of Insurance within your estimated costs.

Please provide 2 quotes of estimated costs – e.g., from Computer Company, Insurance Company.

Please tell us the address(es) of where all equipment will be kept.

Item	Address

How much money does your Organisation currently have in the bank?

£.....

How much is your Organisation able to contribute toward the cost of your proposed project?

£.....



Please tell us how much Top-up Grant you are looking for?

£.....

Please provide:-

A copy of your current financial statement.

A copy of the minute of the meeting where the project was agreed.

Have you applied to Cernach HA or any other Agency for a grant for this purpose? (If yes, please give details)

Yes

No

Have you undertaken any fundraising activities in support of this project? (If yes, please give details)

Yes

No

.....
.....
.....
.....

Please provide any additional information that you think would support your application for Top-up Grant.

.....
.....
.....

I confirm that, to my knowledge, the information I have given on this application is correct.

Signed

Date



Please return the completed form to:

Cernach Housing Association Limited
79 Airgold Drive
Drumchapel
Glasgow
G15 7AJ

CONDITIONS FOR TOP-UP GRANT

Your organisation must comply with the conditions detailed below in order to be considered for a Top-up Grant.

You must be registered with Cernach Housing Association (Cernach HA)

Provide a copy of your latest financial statement.

Allow access to your accounts by Cernach HA if required.

Make provision to insure any costly items, such as computer equipment.

Provide details of where equipment will be kept.

Provide evidence of estimated costs for all proposed items within the project – including insurance for computer equipment.

Should the grant be successful, all receipts must be forwarded to Cernach HA immediately after purchase.

All equipment will be repaired and maintained by your Organisation.

Any items purchased with a Top-up Grant will be returned to Cernach Housing Association should your Organisation dissolve



APPENDIX FOUR

REGISTER OF TENANT GROUPS

The Register complies with the Tenant Participation provisions of the Housing (Scotland) Act 2001

Name of Group	Contact Person	Address	Date Registered	Activity

Name of Group	Contact Person	Address	Date Registered	Activity

Name of Group	Contact Person	Address	Date Registered	Activity



APPENDIX FIVE

TENANT PARTICIPATION CHECKLISTS

This section contains a series of checklists designed to help landlords and tenants assess where they are in terms of tenant participation, and identify further measures they could take to improve practice. These checklists are closely linked to the information and advice given in Section 2 of this guide, and so it may be helpful to use them in conjunction with the relevant parts of Section 2.

Strategy for effective tenant participation

This checklist has been drawn up to assist landlords and tenants to review and develop their tenant participation strategy. If you answer 'No' to any of the questions below please see section 1.5 and section 2 for advice on how to improve practice in this area.

Review of current tenant participation practice		Yes	No
1	Are tenants fully involved in reviewing tenant participation policy and practice?		
2	Have the strengths and weaknesses of the strategy been identified by tenants, landlords, committee members and elected members?		
3	Does the strategy set out how traditionally excluded groups are encouraged to participate?		
4	Has an assessment of the resources currently put into tenant participation and the resource gaps been made?		
5	Have any shortfalls identified in the last review of tenant participation been addressed?		
6	Have gaps been prioritised for further development?		
Landlord's commitment and capacity		Yes	No
7	Does the tenant participation strategy fit in with other plans and statutory requirements?		
8	Are tenants aware that a review of tenant participation is underway and do they know how they can get involved?		
9	Is ongoing training and briefing in place to ensure the commitment of staff, committee members and elected members to tenant participation?		
10	Do staff, committee members and elected members know about the participation parts of the Housing (Scotland) Act 2001 and good practice guidance?		
11	Are all staff kept up to date on tenant participation developments?		
12	Do front line staff who work with tenants have training on equal opportunities, customer care and the skills required to carry out their job effectively?		

**Cernach Housing Association
Tenant Participation Strategy (Cont'd)**



Decision making		Yes	No
13	Are processes of decision making open, clear and accountable?		
14	Do tenants have access to decision makers?		
15	Is consultation with tenants and groups carried out before decisions are made? Are decisions made together?		
16	Are tenants' views taken into account before decisions are made?		
17	Are tenants and groups given adequate time to consider and respond to issues?		
18	Are tenants involved in the review of service standards, best value reviews and monitoring of landlord performance?		
19	Are methods in place to feedback to tenants and RTOs following a consultation exercise?		
Tenant representatives		Yes	No
20	Has the landlord consulted tenant groups or other networks of tenants to find out what their key housing issues are and what level of involvement they want?		
21	Has work been undertaken to stimulate tenant participation in areas where there is little or no tenant involvement?		
22	Is there an up-to-date register of registered tenant groups in place?		
23	Are mechanisms in place to enable tenants at a local level to influence housing management?		
24	In the case of registered social landlords, do tenants have a place or places on the governing body?		
25	Are mechanisms in place to enable tenants to contribute to the reviews of service standards, policies, investment priorities and performance monitoring?		
Setting the agenda		Yes	No
a	Is the main agenda for tenant participation planned in advance?		
27	Is the agenda jointly agreed with tenants?		
28	Are processes in place to enable tenants at a local level to influence local housing management services?		



APPENDIX SIX MODEL CONSTITUTION OF A REGISTERED TENANT ORGANISATION (RTO)

Name

The name of the Registered Tenant Organisation shall be the.....
..... (Hereafter called the RTO)

Objectives

To safeguard and promote the interests of tenants (and residents) within the area on matters concerning housing standards and the environment of the area.

To be non-sectarian and non-political.

To be accessible to all regardless of age, disability ethnic origin or sexual orientation.

Equal Opportunities

We will encourage and promote active measures to ensure that all groups have equal access to participation, and that no group is disadvantaged from participating because of age, gender, ethnic origin, disability or sexuality.

Membership

Membership shall be open to all adults over the age of 16 years permanently resident within the area of the association.

The area of operation must be defined by appending a map or detailing the streets covered by the RTO.

The association may decide to create a membership list and / or apply a membership fee.

The members at the Annual General Meeting should take the decision and if appropriate set the level of membership fee.



Committee (Election and Powers)

The Committee shall be elected at the Annual General Meeting of the Association. Vacancies on the Committee may be filled by co-option/election at a General Meeting.

The Committee shall consist of at least 7 members, of which 3 shall be office bearers, i.e Chairperson, Secretary and Treasurer. A Vice Chairperson can also be elected. If desired a Minute Secretary may be appointed by the Committee.

There must be a majority of tenants on the Committee. If the number of tenants fall and they cease to be in the majority, the RTO will have 3 months to recruit tenant members on to the committee and address any imbalance.

Up to two members of the same household may serve on the Committee at any one time. However, only one member per household may be a signatory to the account. (See para 6.1)

The quorum for a Committee meeting shall be half of the number of serving Committee Members plus one.

Any Committee member having been given due notice of a meeting, who fails to attend three consecutive meetings without due reason or cause will have deemed to have resigned from the Committee.

Voting at Committee Meetings shall be a simple majority of those present at the meeting. (In the event of a tied vote the Chairperson will have a second casting vote.)

Committee shall meet at least 6 times per year.

Annual General Meeting

There shall be an Annual General Meeting held during the month of
each year. The purpose of the meeting shall be:

- To receive a report from the Committee about their activities during the year.
- To receive the statement of account together with the report of the auditor(s).
- To appoint auditor(s) (see also para 6.6.) who must be independent of the Committee.
- To elect the Office Bearers and other Committee Members. (All members shall be eligible for re-election)



The Secretary shall notify all members/advertise locally details of the Annual General Meeting not less than 14 days before the meeting.

No Annual General Meeting shall take place if less than (see para 12 – quorum) of the members are present.

Voting at the Annual General Meeting shall be by show of hands. Decisions agreed by a simple majority (other than changes to the Constitution – see para 9.3) of those present. (In the event of a tied vote the Chairperson will have a second casting vote.)

Finance

The Treasurer will maintain a finance record and an account in the name of the Association. Any such account shall be operated by means of designated signatories. Two out of the four Office Bearers will be required to authorise financial transactions. No two persons within the same household to be signatories to the account.

The Treasurer will ensure that the full Committee is kept fully aware of the financial transactions of the Association by means of a quarterly statement or as instructed by the Committee.

The Treasurer will be responsible for giving the final financial statement at the Annual General Meeting as well as advising the membership of financial transactions of the Association by means of a statement, as instructed by the Committee.

The Committee at a meeting with agree all expenditure.

Should a membership fee be imposed after agreement of the membership a record of Membership will be maintained by the Treasurer/Secretary.

The Auditor(s) who shall be independent of the Committee, shall be appointed by the membership at the Annual General Meeting.

Only one auditor is required when the auditor is a Registered Accountant or from an organisation – such as Glasgow Housing Association.

The Auditor(s) shall audit the annual accounts and balance sheet, periodically audit the books and financial affairs of the Association and report accordingly.

The accounts shall be made available to members of the Association.



Public Meetings

Public Meetings, in addition to the Annual General Meeting, will be held at least 4 times each year. These will be open to all members.

The Secretary shall notify all members/advertise locally details of the meeting not less than seven days before the meeting.

No Public Meetings shall take place if less than (see para 12-Quorum) of the members are present.

Voting at Public Meetings shall be by show of hands. Decision agreed by simple majority of those present (in the event of a tied vote the Chairperson will have a second casting vote.)

Special Public Meetings

A Special Public Meeting open to all members of the Association will be held if 20 or more members submit in writing a request for such a meeting to the Secretary. The Secretary shall thereafter arrange for such a meeting to take place within 14 days.

The Secretary shall notify all members/advertise locally that such a meeting has been requested giving at least 7 days notice.

No Special Public Meetings shall take place if less than (see para 12 – Quorum) of the members are present.

Voting at Special Public Meetings shall be by show of hands. Decision agreed by a simple majority. (In the event of a tied vote the Chairperson will have a second casting vote).

Should the Secretary fail, within 14 days after receiving a request, to convene a Special Public Meeting the members who have signed the notice may themselves give notice of and convene the meeting.

Changes to the Constitution

The Constitution may only be altered at the Annual General Meeting or at a Special Public Meeting called for that purpose.

All proposed changes to the constitution must be submitted in writing to the Secretary at least 14 days before the Meeting.

Any proposed changes, which will be made available in writing, to the Constitution, must be agreed by a majority of two thirds of the members present at the Meeting.

Dissolution of the Association

The Association may only be dissolved by a Special Public Meeting called for that purpose.

Such a meeting must be advertised at least 14 days before the date of the meeting.

A proposal to dissolve the Association shall only take effect if not less than two thirds of members present at the meeting agree.

If a decision is taken to dissolve the Association, all funds, grants etc received from Cernach Housing Association should be returned to Cernach Housing Association. Any other monies held by the Association should be disposed per the conditions of the funders. Any remaining money should be disposed of in accordance with the wishes of the meeting, taking into account the aims of the Association. In the event there is no meeting, any remaining money will be given to a local charity.

Quorum

Each Registered Tenant Organisation shall determine a **reasonable** quorate level for Public Meetings and Annual General Meetings. This figure should reflect the size of each Organisation and should be proportional to the membership. These levels will be monitored to ensure that these numbers are realistic and also for guidance purposes.