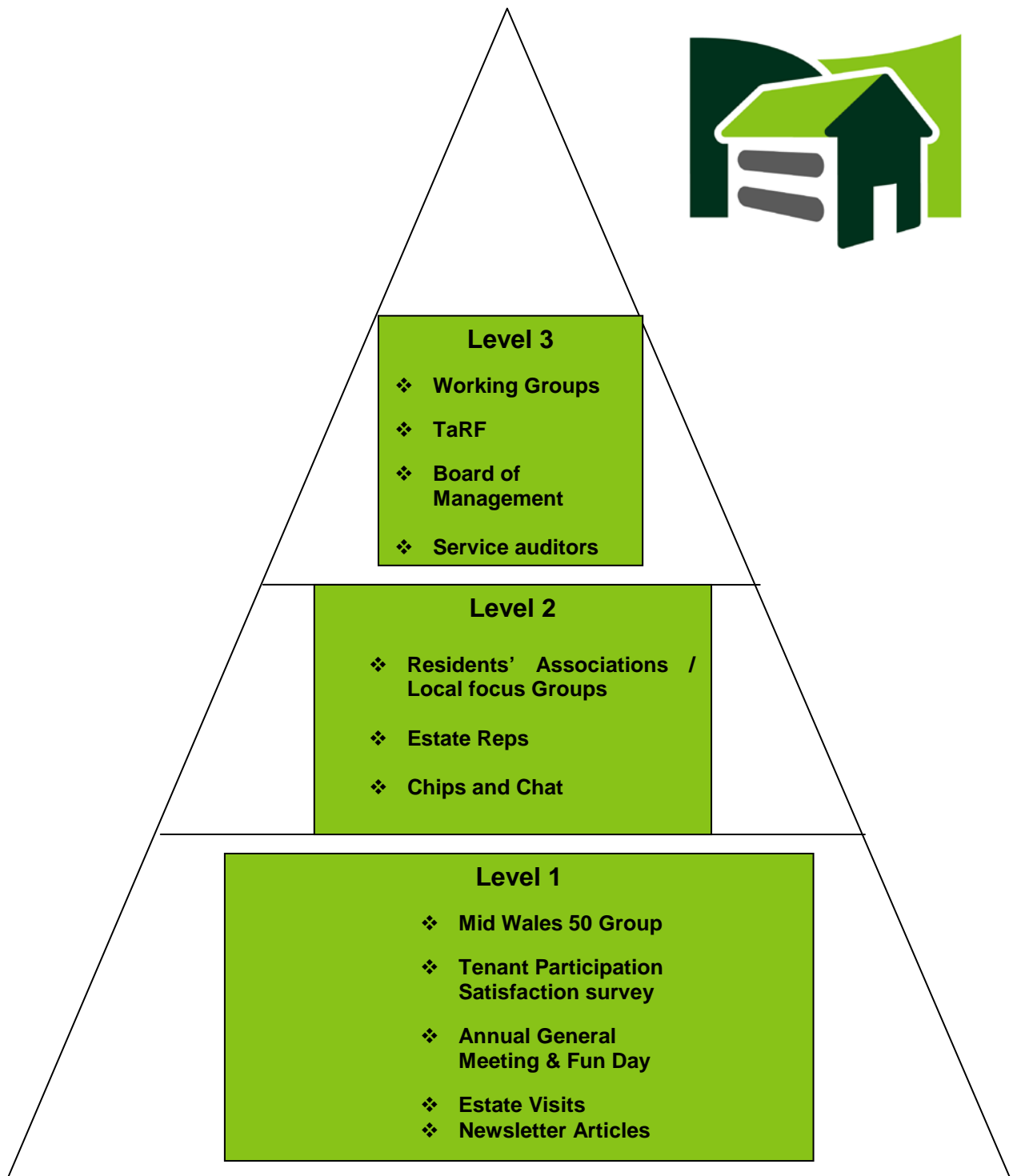


GETTING INVOLVED



TENANT PARTICIPATION METHODS

Getting Involved

“Tenant Participation is a two way process involving both tenants and their landlords in the sharing of ideas, enabling tenants to influence decisions regarding the management of their homes.” TPAS (Tenant Participation Advisory Service).

Mid Wales Housing Association is very committed to involving our tenants at all levels of our decision making. Participating allows you more control over decisions regarding your home and your community. By participating you will have the opportunity to meet other tenants and to become involved in new and interesting activities. Participating is satisfying! You can help us make decisions that can benefit your community.

You can get involved in many ways and the level of your involvement is up to you.

LEVEL 1

These methods of participation require little time commitment and can be dipped into as and when you want. They are important ways for busy people to give their views and find out more about issues affecting them as a MWA tenant.

❖ **Mid Wales 50 Group**

We have developed the Mid Wales 50 Group to make participating as simple as possible. You can be contacted about issues that affect you and by whichever method best suits you (phone, email, post).

We use our 50 Group to seek views and suggestions on a range of issues, from Continuous Improvement Reviews of our key services to policy and procedure reviews. Belonging to the Group means that you can help the Association to improve its services and from the comfort of your own home!

- ❖ **Tenant Participation Satisfaction survey** – the Association carries out a major Tenant Satisfaction survey every 3 - 4 years. By taking part in the survey you can play a part in telling the Association how it is performing and give your views on the services that you receive from the Association.
- ❖ **Annual General Meeting & Fun Day** – Each year we hold our AGM and Fun Day to which all tenants and their families are invited. The emphasis is on fun, whilst providing information and seeking views regarding our services and performance for the previous year.
- ❖ **Estate Visits** – you can accompany your Housing Co-ordinator and Asset Management Co-ordinator on estate walkabouts to identify issues that concern you.

You will be notified when estate walkabouts are being conducted so that you are able to make arrangements to join in.

- ❖ **Newsletter Articles** - We send out a quarterly newsletter for our tenants. It includes useful information, news and competitions. You can contribute by writing an article you think might be of interest to tenants, compiling a crossword, or commenting on previous articles. Please send entries to our Tenant Participation Officer Hannah Jones at Ty Canol House, Ffordd Croesawdy, Newtown, Powys SY16 3NT. Or email it in to hjones@mid-walesha.co.uk.

LEVEL 2

These methods of participation take a little more of your time and are for people who want to make a difference to their wider local community as well as give their own views. They will involve you getting together regularly with other residents to discuss issues and ideas that affect your local community.

- ❖ **Residents Associations / Local Focus Groups** - These are local groups of residents working together for the benefit of their scheme or local community. Residents Associations meet regularly to discuss ways of tackling local issues, or to organise local community activities.

The Association can support the setting up and running of Residents Associations with practical support, training and small grants towards running costs.

- ❖ **Estate Reps** – We are looking to recruit one person on each estate to act as that estate rep. Each estate is different and so the role of the estate rep will differ. It could be that when we send surveys out, you would be responsible for encouraging all to fill in those surveys and then collect those surveys.

LEVEL 3

These methods of participation require a more generous commitment of your time. They are concerned with issues affecting all MWHHA tenants. They involve MWHHA residents throughout Powys and Ceredigion meeting on a regular basis.

- ❖ **Working Groups** – the Association is starting to use working groups (small groups of staff and tenants) to review policies and procedures
- ❖ **Service Auditors** - We are currently training our first group of service auditors. These are tenants who will monitor our service standards in various ways, for example, through mystery shopping, desktop audits, surveys and estate walkabouts.

We are planning to train more service auditors in the future.

- ❖ **Tenants and Residents' Forum (TaRF)** - This is an Association wide group and covers a much wider range of issues which affect all MWHHA residents.

The Tenants Panel meet every other month to consider these issues. The Association ensures that the views of residents are sought in the improvement of services and information given to residents.

Meetings are also attended by Board Members and senior staff from MWHHA, to ensure that staff, residents and the Board work together on Association-wide issues.

- ❖ **Board of Management** - The Board of Management is the decision making body of Mid Wales Housing Association. It considers all strategic matters and closely monitors operational issues. It has the overall control over all decisions made. We can have up to four tenants on our Board and are currently looking to fill this quota to ensure we have a tenant perspective at Board level.

Getting Involved

Name: _____

Address: _____

Tel: _____

Mobile: _____

Email Address: _____

I am interested in becoming involved in Tenant Participation in the following ways:

Level 1

Level 2

Level 3

Please add any further suggestions or comments that you may have: