

Kingston Churches Housing Association

The Caring Professionals

TENANT PARTICIPATION POLICY

1. KCHA is committed to, and recognises the importance of, consulting with tenants and to prioritising their needs and aspirations in reviewing and improving our services.
2. We will encourage and enable tenants to influence the Association's policy and practice and to take part in the decision-making process.
3. We will provide clear and relevant information. As part of this process we will publish an Annual Report and quarterly Tenants' Newsletters. In addition we provide each new tenant with a comprehensive Tenants' Handbook and a copy of our Customer Service Standards.
4. We recognise that tenants must be consulted about changes in housing management or maintenance that are likely to have a substantial affect on them..
5. We will actively seek to promote Tenant Participation through a range of activities suited to the needs of our tenants.
6. We will support, assist and work with tenant organisations where tenants want this.
7. We will review our Tenant Participation Policy on a regular basis and will take into account tenants' views when doing so.
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How do you get involved?

Our aim is to connect with all our tenants, and to ensure that all of you can access information about every aspect of the services we provide. We want as many of you as possible to be able to make a difference by getting involved in the decisions about your home and, where possible, the area in which you live.

There are many ways you can be involved – here are some examples:

- **Join the Tenant Panel**

Some time ago we held a number of meetings with interested tenants to discuss issues of importance to them. The aim was to pass these views on to the Board of Management. Taking part in the Tenant Panel would enable tenants to be heard and to put forward their views and also the views of other residents to help shape the future of KCHA. After some initial enthusiasm these meetings have since been discontinued, but we will hold them again if tenants indicate that they would like to do so.

- **Become a Tenant Board Member**

We would like to have a tenant or tenants on our Board of Management. This would enable you to have a direct say in the decision-making process from staffing to finances. We will provide induction and training to help if needed.

- **Form a Residents Association**

A residents association would work together to try to solve local problems and meet with KCHA on a regular basis to feedback views of residents

Other ways to let us know your views:

- Our Housing Officer visits all our properties on estates, sheltered housing schemes and houses divided into a number of flats, on a regular basis. We encourage tenants to become 'responsible tenants' whose role is to meet the Housing Officer when they arrive and carry out the inspection of the communal areas jointly. You will be able to discuss any problems you or other tenants may have or make suggestions for improvements.
- Leave feedback for us on our website at: www.kcha.co.uk
- Ensure that you complete and return the feedback sheet sent to you each time you report a repair so that we know immediately if there are any problems with our contractors.

- Complete our phone repairs phone survey following each repair to your property.
- Complete and return our Tenants' Satisfaction Survey sent to you every three years.
- Contribute towards our quarterly newsletter with a Tenant article.
- Speak to a member of KCHA about any concerns you may have. We are always ready to listen and take on board the views or suggestions of our tenants.
- Talk with our Tenant Engagement Team at one of the numerous events we hold each year.

In these few examples you can see that there are lots of different ways to get involved. Some require very little of your time, others need you to commit more time. So you can choose what suits your circumstances.

We have significantly increased our range of activities available to all tenants, with some specifically aimed at our sheltered housing schemes for older persons, or those with young families.

If you want to be involved and make a real difference to where you live please contact us.