

Tenant Involvement

Involving tenants in our decision making and performance is an important aspect of helping us to improve our service and shape our future service. We also aim to ensure that our tenants are informed about our policies and decisions are important.

How to get involved

There are many ways that our tenants and owners can get involved and help to influence the services we deliver.

You can get involved as little or as much as you like. We have different levels of involvement to suit your needs and the amount of time you may have available.

There are many benefits to getting involved such as meeting new people, having your say, gaining new skills, confidence building, making a difference.

Membership of the Association/Management Committee

Membership of the Association and election to the Management Committee represents the simplest and most direct way to participation in the Association. Membership costs £1 for life and is automatically open for all residents.

We provide regular information within our newsletter and on our website promoting membership and encouraging tenants to join the Association and we give all new tenants information on membership when signing their tenancy agreement.

If you would like to become a Member then please contact us either at our office or on 0141 952 2447.

Other ways of becoming involved and keeping updated are:

Newsletters

We use our quarterly newsletters to give a summary of key issues/proposed changes and encourage feedback from tenants to promote greater involvement in the Association. As a tenant of DPHA you will automatically be sent a copy so please look out for it!

Annual Landlord Report on the Charter

Each year the Association produces a Landlord Report on our performance to comply with the requirements of the Scottish Social Housing Charter (SSHC). We distribute this to all tenants by the end of October each year.

Tenant and Resident Surveys and Satisfaction Surveys

We carry out regular surveys of tenants and residents to help us to improve our service e.g. new tenants' satisfaction with home, adaptations, delivery of services etc. We also give out

satisfaction questionnaires to tenants when they receive a new kitchen, bathroom or heating systems/boilers.

Tenants Handbook

The tenant's handbook provides updated, comprehensive information on our services and functions. It also provides information for new tenants on participation opportunities.

Leaflets

Leaflets are used mainly to provide a summary of information from our policies or to explain how procedures work.

AGM

We hold an AGM which is open to all our shareholders in September each year. At the AGM a will report on all activities during the year is provided, along with information about performance and annual accounts.

Tenant Panels

Tenant panels provide an opportunity for small groups of tenants and local residents to meet to give their opinions on a range of subjects.

Our next Tenant Panel meetings are on:

26th August 2019

14th October 2019

2nd December 2019

If you would like to be part of the Panel, please let us know.

Public Meetings

Such meetings may be held for a whole area or only for street/close meetings, where appropriate. We will to ensure, as far as possible, that feedback on issues raised at such meetings is provided to tenants.

Open Days/Evenings

We appreciate that people have busy lives and that some people are often unable to attend a meeting with fixed times. We will therefore try to hold open days/evenings at times which allow people to drop in and talk to us about any issues.

Digital Media

We will use our website to make consultation material available to everyone and to encourage feedback. We also use social media or mobile apps for some of our services.

Interviews

Tenants frequently attend our offices to meet with staff and when possible we use these opportunities to obtain feedback on our performance, policies or to highlight opportunities for tenant involvement.

