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Milnbank
HOUSING ASSOCIATION



SUMMARY OF
TENANT
PARTICIPATION
STRATEGY

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SECTION 1 - INTRODUCTION

This section:

- Outlines the provisions within the Housing (Scotland) Act 2001 which Milnbank Housing Association operates to
- A statement on MHA's Tenant Participation Strategy
- The requirements of the Scottish Housing Charter
- MHA's Mission Statement link with Tenant Participation
- MHA's key operating principles in Tenant Participation
- Information re owners and sharing owners
- Details of staff responsible for Tenant Participation

SECTION 2 SUMMARY OF MHA'S TP RELATED ACTIVITIES

This section outlines Milnbank HA's Tenant Participation activities in terms of:

- Groups/Forums within Milnbank HA
- Tenant Participation Policy
- Community Services/Close Meetings
- Annual Report & Newsletters
- Residents Satisfaction Surveys
- Public Meetings
- Tenants/Owners/Sharing Owners Handbooks
- Focus Groups
- Other forms of Tenant Participation
- Tenant Participation Performance
- Tenant Participation Training

SECTION 3- CONSULTATION WITH MHA TENANTS

This section covers the various mechanisms Milnbank HA uses to consult and inform tenants, owners and other service users, this also includes how we monitor, notify and distribute information with regards to Tenant Participation.

SECTION 4 & 5 - SUPPORT FOR GROUPS

The Association actively encourages and supports tenants groups within the area. These sections outline how we do this (eg. Assist with producing newsletters, provide meeting facilities etc).

SECTION 6- MONITORING OF TP STRATEGY

This section outlines how the Association monitors the contents of the Tenant Participation Strategy.

SECTION 7- ACTION PLAN TIMETABLE

This section addresses various points raised in the document and sets out an action plan for dealing with these.

If you are interested in obtaining a copy of the Full Tenant Participation Strategy, please contact the office for further details