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Milnbank
HOUSING ASSOCIATION



Summary of

TENANT

PARTICIPATION

STRATEGY

The following provides a summary of Milnbank Housing Association's Tenant Participation Strategy

SECTION 1 - INTRODUCTION

This section:

- Outlines the provisions within the Housing (Scotland) Act 2001 which Milnbank Housing Association (MHA) operates to.
- A statement on MHA's Tenant Participation Strategy.
- The requirements of the Scottish Social Housing Charter.
- MHA's Mission Statement link with Tenant Participation.
- MHA's key operating principles in Tenant Participation.

SECTION 2 – SUMMARY OF MHA's TP RELATED ACTIVITIES

This section outlines MHA TP related activities in terms of: Focus Groups, TP Policy, Area Meeting Policy, Newsletters, Residents Satisfaction Surveys, Public Meetings, Tenants/Owners/Sharing Owners Handbooks, Residents Forums, Suggestion Box, TP training & monitoring TP performance.

SECTION 3 – CONSULTATION WITH MHA TENANTS

This section covers the various mechanisms MHA uses to consult and inform tenants, owners and other service users, this also includes how we monitor TP.

SECTIONS 4 & 5 – SUPPORT FOR GROUPS

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

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