



Habinteg
housing association
(Ulster) Ltd

TENANTS'/OWNER OCCUPIERS' PARTICIPATION POLICY

The Association is committed to involving householders in the management of the schemes in which they live. We are keen that involvement should be in a range of appropriate forms.

We are committed to:-

1. SCHEME SURGERIES

Housing Officers will attend each development at least once every eight weeks to discuss relevant issues with residents on a one to one basis. They will encourage residents to form local groups and to join the existing Residents' Forum. The number of representatives will depend on the size of the scheme.

2. PROMOTING A RESIDENTS' FORUM

The Forum will meet with members of the Association's Board of Management and senior staff on a periodic basis, and the Association will facilitate and encourage the Forum to meet as a group at regular intervals, both with officers and Board members present and as a group without the Association being represented. It is the Association's aim that the Chairman of the Residents' Forum should become a full member of the Housing Management Committee.

3. DIRECT INVOLVEMENT OF HOUSEHOLDERS

The Association will also involve householders by advising them of proposals in writing, inviting their comments in writing and offering the opportunity for discussion before responding, if this would be helpful.

The Association will also carry out consultation to involve householders by individual visits to their homes, or by telephone discussions.

4. OTHER PARTICIPATION APPROACHES

One or more of the above-mentioned ways of involving tenants and leaseholders will be adopted as appropriate to achieve effective participation.

The Association with its householders will continue to develop other participation approaches such as Newsletters, Householder Satisfaction Surveys etc.

