



How to contact us

If you would like to get involved please contact a member of our housing team on 028 8224 6118 or email housing@ruralhousing.co.uk

Information about Tenant Participation is also available on Rural Housing Associations website at www.ruralhousing.co.uk

This document can be provided in large print, Braille or on audio cassette and can be translated into different languages if required.



Rural Housing Supporting Tenant Participation

Rural Housing Association recognises the importance of tenant participation and is committed to encouraging and supporting tenants to become involved in making decisions about the services the Association offers.





What is Tenant Participation?

At Rural we are committed to providing our tenants with plenty of opportunities to get involved and help shape, influence and improve our services. Your knowledge and understanding of the issues and concerns you have for your families, neighbours and the communities you live in is invaluable in making sure we focus our attention on addressing them.

We have developed a Tenant Participation Strategy which details how you can become involved in the decision making process; how you can be involved in scrutinising and monitoring the service and how you can provide feedback; there is a menu of options for our customers to choose from overleaf. You can get involved in as little or as much as you would like depending on your requirements and the amount of time you may have available.

This leaflet is a summary of the key information contained within the strategy.

Why become involved?

Tenant participation is a continually evolving process, progressing as new issues arise.

You may want to get involved in Tenant Participation because you want to help create a better sense of community in the area where you live or to try to improve services for the communities you represent.

Other reasons tenants become involved:

- to reinforce a common identity and give individuals a sense of belonging within an estate/neighbourhood

- to liaise with statutory and voluntary agencies as representatives on behalf of their estate/ neighbourhood, for example, district councils, Department of the Environment.
- to assist in sharing information and completion of forms particularly with the onset of welfare reform changes being implemented in the forthcoming months.

The Association recognises that due to the dispersed nature of our stock across rural areas in Northern Ireland; involving all our customers in meaningful engagement is always going to be a challenge, therefore it is even more important that we work hard to develop other ways to encourage our customers at a local level to get involved in the decisions that affect the services they receive.

Why should I get involved?

It is an opportunity for you to meet new people, develop new skills and get a better understanding of the work of the Association and the services we provide to help make a difference to your homes and neighbourhood.

How will we support you?

It is important that getting involved is easy and cost free - We will offer as much support as we can – Some of the resources we provide include:

- Access to Training
- Access to Information
- Help with Administration and Publicity

Ways to get involved

Please tick which options you are interested in.
We would like to hear from you!

<input type="checkbox"/> Member of a Residents Group in your area You may wish to come together to form a group to represent the interests of your particular area or to deal with one particular issue, for example, anti-social behaviour - Contact us to see if there is a group in your area – if there is no group, we can help you set up one	<input type="checkbox"/> Member on local Inter-Agency Group You can contact us to find out if there is an inter-agency group operating within your area
<input type="checkbox"/> Tenant Champion Tenants Champions support the Association by working within their schemes or local areas by passing on information to others about a variety of issues such as welfare reform, energy efficiency or helping others to complete application forms on the computer	<input type="checkbox"/> Mystery Shopping After contacting us or using one of our services you report your findings back to us by completing a short form – on whether our services meet the required standards – this helps us identify any weaknesses - your identity is kept secret from staff
<input type="checkbox"/> Member of our Board of Management In the future (we do currently have one of our tenants on our Board of Management however we would keep a register of anyone who is interested in sitting on our BoM for future use)	<input type="checkbox"/> Estate Walkabouts are joint inspections of a scheme or a local area with interested tenants, local groups and representatives from other agencies to address any issues or areas of concern (If you are interested in us establishing these in your area please let us know)
<input type="checkbox"/> Responding to Repair Satisfaction Surveys These are completed after each works order to ensure any dissatisfaction is addressed	<input type="checkbox"/> Responding to Tenant Satisfaction Surveys These are completed annually to help us ensure that we listen to your views and act upon them
<input type="checkbox"/> Consultations events or public meetings on local development initiatives	<input type="checkbox"/> Consultations on Strategic Planning, Policies and any other things that may affect your tenancy, for example rent charges
<input type="checkbox"/> By Being Part of our Communications Group where you could help us ensure our Annual Tenant Newsletter, leaflets and other written documents are written in plain English, easy to read and informative – involvement is by email	<input type="checkbox"/> Our Participation Register - Our Participation Register is a list of tenants who can't or don't wish to join a formal tenant's group but would still like to get involved; for example if you tell us about the type of things you would like to get involved in we will contact you to obtain your views
<input type="checkbox"/> Digital Inclusion Project and courses available to tenants on using computers and other iPad tablet devices (Further information is available by emailing housing@ruralhousing.co.uk)	<input type="checkbox"/> Scheme Visits - We aim to meet all of our tenants face-to-face at least once a year and use this opportunity to share information and ask tenants for feedback regarding our services
<input type="checkbox"/> Conferences and other training events Training will be offered to any tenants who wish to become involved	