

# Getting involved

*The Association is committed to tenant participation and believes in the right of tenants to influence decisions about their homes and surrounding areas. Participation is defined as a two-way process involving sharing of information and ideas, where tenants are able to influence decisions and take part in what is happening.*

*The term 'tenants' includes secure and assured tenants, licensees and leaseholders who pay service charges.*



## ASRA'S Strategy

We recognise that involving tenants is important in creating and sustaining successful and vibrant communities. As a result, ASRA provides a framework which gives tenants a genuine opportunity to become involved in the running of the Association, and to provide feedback on the services we provide.

ASRA aims to:

- ▶ Involve tenants in how ASRA is run
- ▶ Make it easier for tenants to give their opinions
- ▶ Provide training and support for tenants who wish to get involved.
- ▶ Improve communication and information
- ▶ Involve tenants in ASRA's governance.

## Your right to be consulted

We will inform you personally of any plans that affect your home, including:

- ▶ Any changes we make to the Tenancy Agreement
- ▶ How we manage or provide our services to you
- ▶ Any modernisation or improvements we are planning for your home or the surrounding area.

The consultation may be through visits by staff or consultants, letters, surveys, meetings, open days or discussion groups.

We will also have discussions with Tenants Associations and with other tenant representatives about changes that affect all tenants.



## How to get involved

There are many ways in which tenants can get involved. Some are listed below:

- ▶ **Tenants Associations.** Some of our housing schemes and estates have Tenants Associations that deal with local issues. If there is a Tenants Association in your area, your housing officer will give you the details. Your housing officer will also be able to provide you with advice and guidance on how to set up a Tenants Association.
- ▶ **Tenant Panels/Area Forums.** These are set up where tenants express an interest in working with staff to influence the way local services are delivered and managed.
- ▶ **Tenant Bank.** This is a programme where tenants can register to get involved in an individual capacity. Examples including reading and commenting on policies, writing for the tenants' newsletter or sitting in on Best Value reviews.
- ▶ **Tenant Meetings.** These can be general meetings on an estate or wider level where the housing officer will attend and encourage tenants to set up special groups to address a particular issue such as parking.
- ▶ **Focus Groups.** This is an opportunity for tenants to provide feedback in regular focus groups about all aspects of ASRA's service.

## Resources from ASRA

ASRA can support tenants who want to get involved by:

- ▶ Help with funding
- ▶ Provide training
- ▶ Funding travel, carer, childcare costs for tenants to attend meetings
- ▶ Assisting with the hire of halls for meetings
- ▶ Helping with interpretation and translation at meetings, and individually, to enable participation.

If you would like more information on how to get involved, contact your housing officer or email us at:

**[getinvolved@asra.org.uk](mailto:getinvolved@asra.org.uk)**

