



**Tenant Consultation and Participation Policy
(Incorporating policy on Tenants' Associations)**

KARIN HOUSING ASSOCIATION

Tenant Consultation and Participation Policy

Incorporating policy on Tenants' Associations

Tenant Consultation

1. Before making any change in policy or practice relating to housing management, maintenance, improvement or demolition, which is likely to substantially affect all the Association's tenants or a group of them, Karin Housing Association Limited will write to the tenants concerned and invite them to make their views on these matters known to the Association within a specified period, generally 28 days, but shorter periods where the matter requires urgent decisions (see 4).
2. Where the Association is proposing to carry out works to a group of houses which will substantially affect a number of tenants, the Association will write to the tenants and if necessary convene a meeting to explain its proposals and give an opportunity to the tenants to express their views.
3. The Association undertakes to consider any comments or representatives within the specified period made by its tenants about any proposal which is the subject of consultation before taking any final decision on the matter.
4. Where works of an urgent nature are required or in an emergency, the Association reserves the right to take whatever action it deems necessary to deal with the emergency or urgent requirement without prior notice or consultation.
5. Tenants have a right to use the complaints procedure to raise any issue which affects them personally in accordance with the complaints procedure.
6. Tenants shall have the right of appeal against any decision by a member of staff of the Association under the complaints policy.

Tenant Participation

7. Karin is committed to full tenant participation and will assist in the setting up of the Karin Tenants' Association to enhance the participation of the residents in the work of Karin
8. All tenants are entitled to participate in the running of the Association by becoming shareholding members of the Association. However tenant

shareholding membership will be limited to 25% of the total membership to ensure that the Association remains independent and committed to the needs of the Somali and BME communities and future tenants.

9. The Association will hold periodic meetings with its tenants either as a group or on an area by area basis to discuss matters which concern them in their area and the services provided by the Association.
10. Karin Tenants' Association's Management Committee will be consulted on and discuss all issues of concern to tenants. Its recommendations will be fed into Karin's Management Board where the Association will be entitled to have up to two representatives as co-opted members.
11. The terms of reference of the Tenants' Association will include the following:
 - a) To discuss any matter which has been referred to it for consideration by either tenants, groups of tenants or by the Management Board.
 - b) To discuss specifically Karin's services and make recommendations.
 - c) To discuss repairs and maintenance and to make recommendations.
 - d) To discuss the information going out to tenants and to comment on the newsletter.
 - e) To deal with any major issues of complaints, neighbour nuisance or anti-social behaviour and make recommendations.
 - f) To receive reports on complaints which have been received from tenants and make recommendations.
 - g) To receive reports on satisfaction surveys.
 - h) To comment on housing management policies and any policy changes that are proposed.
12. The Association recognises that it might be difficult to get a functioning Tenants' Association in the near future and the difficulties tenants may have in participating. As an interim measure the Association will set up a Tenants' Forum composed of a representative group of tenants who are willing to act as a sounding board. The Forum will meet at least quarterly and discuss issues of concern to tenants, particularly maintenance, services and antisocial behaviour. Minutes of Forum meetings will be presented to the Board.

Communications

13. While Karin will continue to communicate with its tenants through a quarterly newsletter, it is envisaged that all communications with or between tenants will take place through the website which Karin will set up and will maintain for the benefit of and use by tenants. In future the website will be the main means of communication. Information to tenants can also be sent by email and tenants will be able to send emails to the Association and the Tenants' Association.

Satisfaction surveys

14. Karin will remain committed to remaining a community organisation influenced by its tenants and the black and minority ethnic community and acting at all times in the best interests of our current and future tenants.
15. Karin will hold a STATUS type satisfaction survey which will canvass all its tenants and their satisfaction level with the services they receive. The results of the survey will be reported to the Board and to tenants and will serve to improve our services.

Person Responsible for the review of this policy:
Date of this review:
Date Board approved:
Date next review is due:

Ibrahim Mohamoud
21st October 2008
21st October 2008
21st October 2011