



*your choice
your community
get involved...*



**Take
Part**



We believe that effective tenant participation is central to Caledonia Housing Association's aim to deliver excellent, value-for-money customer services to our tenants.

General Contact

WE OFFER a range of simple ways for customers to raise concerns and receive timely feedback. These include calling our Customer Services Team, or dropping us a line by letter or email. For more personal contact, you can visit our office, arrange a home visit, or attend tenant/staff meetings, surgeries or events. Information, including our complaints procedure, is readily available through a variety of sources: we provide leaflets, tenant and sharing owner handbooks, newsletters, Caledonia's website and social network sites.

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Local Issues & Service Delivery



Registered Tenants Organisations/Resident Groups
Caledonia holds a list of registered tenants associations which details the name of the association, the area it covers, a contact address and a time table of the meetings. A tenants organisation cannot be registered unless it has a written constitution which is accessible to existing and prospective members, Caledonia staff and the general public. However we will consult with and offer advice and support to all registered and non-registered resident and tenant groups.



Sheltered Stakeholders Meetings

It is essential that we effectively communicate and consult with our sheltered tenants and their relatives/carers on a regular basis, tenant, their families, carers and staff meet and talk about issues affecting their scheme, service delivery, information and activities or wider local issues. Where appropriate, we may invite amenity tenants (accommodation for 50 years plus) living close by.



Neighbourhood Forums

Many of the issues or problems facing our tenants may be impacting on the surrounding neighbourhood as well. Staff will ensure that our residents are made aware of all the local meetings currently available. Similarly, we can set up our own neighbourhood forum to tackle any unaddressed local issues of concern, and invite appropriate partners and residents to meet with us.



Policy Development and Review

We will support, assist and consult with registered tenants organisations and resident and tenant groups, in an appropriate and timely manner. We will also regularly advertise and actively encourage tenants and residents to take part in focus groups or survey panels. The information we obtain from these consultation events and surveys will be presented to the Tenant Scrutiny Panel for discussion and further action.

Tenant Scrutiny Panel

When tenants or residents want to become even more involved and are prepared to make a commitment to study, we will actively encourage and support them to complete the Chartered Institute of Housing Level 2 Certificate in Housing. With this qualification, individuals will be invited to join the Tenant Scrutiny Panel.

The Panel will have several key roles within the participation process:

- to act as a challenge to the Association in discussions to assess and act on the feedback from the group events and surveys, and through these discussions ensure that the Association's responses reflect our customers' priorities and understanding of service delivery
- to review the annual tenant participation action plan
- to act as the Editorial Panel for the Annual Tenant Participation Newsletter

Our Tenant Participation Officers will actively encourage and support customers to get involved; individuals can participate at any level, and should always feel comfortable with their commitment. For further information, please contact us on: 0800 678 1228.

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