



Getting involved

We are committed to giving you good quality information that is easy to understand. We also want to involve you in decisions that may affect your home, your neighbourhood or the services we provide.

Your right to information and consultation

Under the Housing (Scotland) Act 2001, all tenants are entitled to take an active part in the way their housing is managed. This means that we must:

- Give you certain information
- Develop a strategy for tenant participation
- Allow tenant groups to register with us and become Registered Tenant Organisations (RTOs)
- Consult you and any RTOs on anything affecting your tenancy.

What information will I get from you?

We send you information about our performance, updates on our activities and details on how you can participate.

We use a variety of methods including online, email, letter and postcards.

Can I get information on your policies?

We will give you information either directly or on our website:

- The terms of your tenancy
- Policies about housing, repairs and participation
- Participation Strategy and action plan
- Complaints procedure
- Performance.

Consulting and involving you

We will consult you on things that may affect your tenancy. We must consult you for example if we are changing:

- Housing, repairs or maintenance services if the changes are likely to affect you
- Rent and service charges
- Performance standards in housing, repairs and maintenance
- Participation strategy.



Why should I get more involved?

Your participation has advantages for you and for us. For you, getting involved means that you can:

- Help to improve your local community
- Tell us what you do and don't like and the changes you would like to see
- Meet neighbours and other tenants
- Develop your own skills, confidence and knowledge
- Use your experience for applying for jobs and volunteering.

Your involvement helps us identify where we are doing things right and, more importantly, where we need to make changes. We can't improve without your feedback. We regularly ask for customer feedback on services in telephone and doorstep surveys. If you are asked to take part in survey we appreciate your time and feedback.

Ways to get involved?

There are many ways to get involved:

Scrutiny Focus Panel

Customers work with us as a type of 'inspector' to check our services work effectively and how they meet the Scottish Social Housing Charter. You will have the opportunity to quiz all levels of staff and carry out inspections. Your findings and recommendations will then go to the Board Members of Castle Rock Edinvar. If you would like to take part, please let us know at scrutiny@castlerockedinvar.co.uk.

Older Persons Forum

A group of tenant representatives from retirement living developments that to help create an environment that increases a positive lifestyle for older people. They meet to discuss important issues and provide information and help on older people services.

Talkback

For tenants interested in communication and to help us deliver customer focussed publications and help ensure that information for tenants is relevant, effective and easy to follow.

Tenants' and residents' associations and registered tenants' organisations

These are local groups that reflect the interests of people who live close to each other. They hold regular meetings to hear views, discuss common concerns and find solutions to problems. Ask us whether your area has an association already and to put you in touch if it does. If it doesn't, we can help you to set one up.

Community membership

Community members are invited to attend the Annual General Meetings, receive copies of the accounts, and have the opportunity to ask questions to the Chair. To apply for membership, you need to send in a completed application form and £1 membership fee.

Application forms are available from the Business Support Officer who can be contacted on **0131 657 0600**.

The Board will consider your application at its next meeting. We will return your money if your application is not approved. If your application is approved you will be issued with a share certificate.

I want to get involved, what do I do next?



Contact us on **0131 657 0600** or email customer@castlerockedinvar.co.uk

