

# Bridgewater Housing Association Ltd Strategy

<b>Approved by committee on</b>	26 March 2003 31 March 2004 25 May 2005 31 May 2006 30 May 2007 9 July 2008 30 September 2009
<b>Review Date:</b>	29 September 2010
<b>Ref:</b>	Strategy 1: 2009 Community Participation Strategy

## 1. Introduction

*Bridgewater Housing Association - our committee members, staff and customers – welcomed the opportunity in 2003 to publish our first Tenant Participation Strategy. We recognise and welcome the valuable contribution that our tenants and other customers can make to the services we deliver, and are committed to increasing tenant participation in all that we do.*

*The Association believes that tenant participation can benefit the service tenants receive, the development of the Association and indeed the wider community. Bridgewater's Committee of Management has tenant members who are involved in the management and decision making of the Association, and there are opportunities for any tenant who is interested to get involved with the Committee. The Association also recognises and will support any local tenant and resident groups who are working to improve their quality of life.*

*We have reviewed the Strategy annually since 2003 and will continue to review it on a regular basis to ensure that it reflects and responds to the changing needs and aspirations of our tenants. In our 2009 review we have renamed the strategy 'Community Participation Strategy' to reflect the participation of all of our customers and stakeholders.*

**Angela Westrop**

**Chairperson, Bridgewater Housing Association Ltd.**

## 2. Background

The Housing (Scotland) Act 2001 placed new duties and responsibilities on landlords to set out how they intend to consult with tenants, and to indicate the issues that tenants will be consulted on. At the same time tenants have new rights to be consulted on a range of issues affecting the services they receive, and this is detailed in section 8 of this strategy.

During 2002/03 tenants were reminded of these new rights through their sign up to the new Scottish Secure Tenancy Agreement, and through regular updates in 'Bridgewater News', and have been invited to consider

the level that they would wish to participate at, and the issues that they may have a special interest in.

This led to a list of interested tenants being compiled, and the creation of a small, short life working group to look at the strategy itself.

### **3. Aims and objectives**

The aim of this strategy is to ensure that tenants have the capacity to influence what the Association does in their name and that the Association is open to influence. Residents will be encouraged to participate, generally through their involvement in the Residents Forum.

Bridgewater Housing Association is committed to ensuring that there are ongoing opportunities for all tenants to participate in the design and delivery of their housing service. Tenants are encouraged to participate at different levels, from basic level quality control to making decisions at a strategic level on the Committee of Management. The Association endeavours to provide all tenants with information and the chance to be involved in consultation and participation.

The objectives of the Association's Community Participation Strategy are to:

- [ Raise awareness of opportunities to participate
- [ Ensure a tenant focused housing service
- [ Keep tenants informed
- [ Empowerment of tenants – through training, skills & control
- [ Improved efficiency and effectiveness
- [ Develop a stronger community

### **4. How the strategy was developed and who was involved**

The Association commissioned the Tenant Participation Advisory Service (TPAS) to draft the first Tenant Participation Strategy in 2003. TPAS were invited to do this work because of their expertise in this field. A representative attended the Association's public meeting in January 2003 and encouraged those tenants in attendance to form a short life working group to prepare and develop the strategy. A limited number of tenants volunteered and with the assistance of TPAS drafted the initial Strategy. The content of the strategy was then relayed to tenants generally through 'Bridgewater News'.

The Strategy was reviewed at a public meeting in January 2004 and no changes were recommended. It was, however, amended in March 2004 in light of the recommendations contained within the Communities Scotland publication 'Does your strategy document measure up'.

During 2004/05 a Tenants Forum was established which assisted with the review of the strategy for 2005/06. The Forum compiled an action plan of the issues they wish to address with the Association and our partners during the year.

From 2005/06 onwards, the Tenants Forum and Residents Forum – now a combined Residents Forum - have been consulted on their priorities and have compiled an Action Plan for each year. A copy of the Residents Forum Outcomes Report for 2008/09 is attached at Appendix 3, and a draft plan for 2009/10 can be viewed at Appendix 4.

Tenants and owners wishing to speak to a member of staff about tenant/resident participation issues are invited to contact their Housing Officer in the first instance.

## **5. The reason for a strategy and the benefits to tenant participation**

The reason for this Community Participation Strategy is to stress the importance of tenants being able to get involved in and influence the delivery of their housing and related services. The more that tenants get involved, make decisions, and understand the processes that Bridgewater has in place, the better our working relationship can be, increasing trust and satisfaction in the work that we do.

The Association acknowledges that tenant participation will allow tenants to:

- [ Influence Bridgewater's service delivery to suit the needs of the community
- [ Be involved in the development and review of policies and procedures
- [ Assist in communication with tenants
- [ Highlight problems with the Association's service provision
- [ Lobby various bodies on local issues
- [ Help communities to campaign for community facilities
- [ Fundraise
- [ Be involved in community safety issues
- [ Be involved in environmental improvements

Often people will not participate because they don't realise what they could achieve. The Association believes that promoting the positive aspects of tenant participation should attract more interest.

Tenants have nothing to fear if they challenge any of the Association's decisions. There may be times when we share different views on how issues should be approached and progressed, and where this happens, we will have to work together to reach an agreement

## **6. Links to other strategies and services**

Bridgewater has links to external agencies, for example, local police, community education, Housing & Property Services at Renfrewshire Council, the Scottish Government and so on. The Association will endeavour to maintain these links and draw upon the support of relevant agencies where applicable. In addition, we will make the most of opportunities to consult our customers and increase tenants' awareness of issues that have been raised. The Association recognises that this type of joined up approach to tenant participation has real benefits for those active in the community.

## 7. Keeping tenants informed

The Association acknowledges its legal obligation to explain how tenants will be kept informed.

Bridgewater Housing Association recognises that some tenants will be more interested in participating than others. For example, some may be content with the opportunity to comment on the quality of service by returning a questionnaire, while others may want to get involved in the overall management of the Association. However, before people decide whether or not they want to get involved, they need information. Consequently we are keen to receive comments from tenants on how this may be improved, as information is the cornerstone for the development of tenant participation. Tenants can request information by telephoning, writing, e-mailing or calling into the office.

At present the Association keeps tenants informed via a number of methods:

- a) Tenant's Handbook
- b) Newsletters – Bridgewater News and Sheltered Housing News
- c) Tenancy Agreement
- d) Letters
- e) Information leaflets (copies of full policies and procedures are available on request)
- f) The Association's website (please note that you can contact us and make comments by e-mail)

Other methods such as open days or open meetings (for example, on rent and service charge reviews) will be used as appropriate. **All our documents can be interpreted into different languages where necessary.**

### **Tenant's Handbook**

The tenant's handbook provides a wide range of essential and useful information for tenants. It includes general information on the Association, rights and responsibilities of tenants, repairs and tenant participation.

The section on tenant participation in the handbook explains that there are various opportunities for tenants to get involved in the management of their homes. It also states that support is available from the Association for any tenants who are interested in starting a tenants' group.

### **Bridgewater News**

The newsletter contains up to date information about the Association's performance, progress, events, news, including details of planned maintenance, the AGM and opportunities to get involved.

### **Sheltered Housing News**

This newsletter is for our sheltered housing tenants. It generally contains information on service delivery, staffing updates, issues affecting the service such as care commission inspections and so on.

### **Tenancy Agreement**

All tenants are provided with a copy of their tenancy agreement. This sets out the rights and responsibilities of tenants.

### **Policies and Procedures**

Tenants can request free of charge copies of any of our policies and procedures. Our aim is for our policies to be clear and concise. This includes, for example, complaints procedure, repairs and maintenance policy and allocations policy.

### **Open Meetings**

Bridgewater will hold open meetings to inform and consult tenants over major policy and housing management issues such as rent setting and the community participation strategy.

Bridgewater aims to ensure that meetings are held in venues that are suitable for everyone, at suitable times and will be publicised in a way that all tenants can understand.

## **8. Consultation**

Bridgewater regularly consults with tenants to obtain feedback on the service and to make sure that tenants have the chance to have their views heard. The Association aims to consult tenants at the earliest stage possible. That means that tenants will have the chance to have their views heard in the policy-making stages as well as in the policy implementation stage.

Tenants who have a particular issue, concern or problem that they would like to raise with the Association can either do so themselves directly, or through their local tenants group where one is available. Bridgewater will respond fairly to issues raised by individual tenants.

### **How Bridgewater will consult with tenants**

In accordance with the Housing (Scotland) Act 2001 the Association is legally obliged to:

- [ Set out how it intends to consult with tenants
- [ Indicate the issues that tenants will be consulted on

In order to consult with as many tenants as possible Bridgewater will use a number of techniques including:

- [ Local meetings
- [ Tenants' groups
- [ Home visits where requested
- [ Surveys
- [ Telephone surveys
- [ Use of random samples to target tenants
- [ Register of interested tenants
- [ Exit interviews
- [ Residents forum

### **Issues that we will consult tenants on**

The Association aims to continue consulting with tenants on issues such as:

- [ Repairs & Maintenance
- [ Housing management (allocations, estate management, tenancy agreements, tenant participation & services)
- [ Modernisation and new build – including appointment of design teams where possible
- [ Rent setting
- [ Service quality
- [ Complaints procedures
- [ Any proposals relating to the transfer of ownership or management of the Association's stock.

### **Openness / Accountability**

Access to board meetings can be arranged provided that there is at least 7 working days notice prior to the meeting taking place. Meetings are held monthly. Visiting tenants will be observers only.

## **9. Giving tenants feedback**

Bridgewater recognises that one of the most important areas in the participation process is giving tenants feedback. It is essential that tenants know how their opinions and contributions have helped shape policy and service delivery.

In order to achieve the best possible satisfaction in these circumstances, tenants will be asked how they wish to receive information from the Association. Examples include:

- [ Individual letters
- [ Newsletters and information leaflets
- [ Open days

- [ Bridgewater's web site
- [ Text messages.

## **10. How the strategy will be monitored and reviewed**

Bridgewater will consult with tenants and any tenant/residents organisations on arrangements to monitor and review the strategy. An annual review by tenants, the residents forum, committee members and staff will be considered in order to monitor whether we are actually achieving the objectives of our strategy, and consideration will be given to including examples of how and on what issues tenants will be involved, and also what the outcomes have been. This should provide a template for continuous improvement.

## **11. Performance Standards**

Communities Scotland (now part of the Scottish Government) had agreed national Performance Standards which landlords will be assessed against. One of these relates to tenant participation. Guiding Standard 2.2 states that:

'We have published and are implementing a sound strategy for encouraging and supporting tenants, residents and service users to participate effectively in all areas of our work. We support tenants who take an active interest in managing their homes'.

During an inspection by the Scottish Housing Regulator, Bridgewater will require to demonstrate how we are meeting this performance standard through developing the Community Participation Strategy and putting it into practice.

## **12. Working with registered tenant organisations (RTOs)**

The Housing (Scotland) Act 2001 gives tenant organisations who register with their landlords a recognised role in the tenant participation process.

### **Register of Tenants Organisations**

Bridgewater will keep an up to date register of local tenants and residents groups that are registered with the Association. The information contained in this register is available on request either by calling in to the Office during office hours or, if this is not suitable, by written request.

### **The Registration Process**

To register with Bridgewater Housing Association a group must complete a short registration form (see appendix 1). If the group wants to register, a copy of their constitution must be included with the registration form.

### **Why register?**

Registering a group is a good way to help promote its existence to local people. The Association acknowledges its legal obligation to recognise and consult registered tenants groups. The Association will make an

annual contribution to the group's funds providing the following criteria are satisfied:

- [ Groups have an agreed constitution, containing an equal opportunities statement
- [ There are elected office bearers
- [ Minutes of meetings are available for inspection
- [ Accounts are audited on an annual basis
- [ Groups hold open meetings that are advertised and accessible to all

### **Refused registration**

If the Association refuses entry on to the register or removes a group from the register, the group can firstly appeal to the Management Committee. If, following this process the group is still not satisfied, the group can then apply to the relevant Scottish Minister who may confirm or overturn the decision.

### **Register of actively interested tenants**

Bridgewater recognises that joining a tenants group does not suit all tenants. Bridgewater has a register of actively interested tenants who have indicated that they would like to be consulted over issues that may affect them.

### **Promoting the register**

Bridgewater will actively encourage the use of this service through the usual channels to maximise feedback from tenants. In particular the Association will publicise this service through:

- [ Bridgewater News
- [ Housing Officers
- [ Posters in the office foyer

### **Responding to representations made by groups**

The Association will attend on request any meetings held by a Registered Tenants Organisation provided 7 working days notice has been given.

### **Criteria for groups**

Bridgewater recognises and seeks to support both formally constituted tenants organisations as well as more informal groups that have perhaps emerged in response to a particular issue. However in order to receive any support and resources, all groups must have open memberships and comply with Bridgewater's Equality & Diversity Policy.

### **Negotiating**

The Association will discuss with individual tenants and tenant groups any issues relating to Bridgewater's service delivery.

### **13. Resources and Support for Tenants Groups**

Bridgewater will provide appropriate support for new and existing groups including the following:

- [ Guidance and support for starting new groups
- [ Providing or hiring meeting rooms
- [ Assist groups with the production of promotional material and photocopying papers for meetings.
- [ Staff will attend meetings when invited ( with 7 days notice)

The Association will endeavour to keep groups up to date with housing issues affecting their area.

### **14. Time to communicate**

Bridgewater acknowledges the need to plan and to devote time to consulting tenants on all of our activities so that tenants can have a real opportunity to influence the Association's service and performance, and will involve tenants and RTOs in setting acceptable timescales for consultation.

This will include producing an annual action plan in 'Bridgewater News' which sets out the Association's priorities for the year ahead. This will reflect Bridgewater's, and our Tenants/Residents Forums priorities and will include sufficient time to provide information, consult tenants, and give them feedback.

Bridgewater has prepared a 10 point plan for policy and procedure review and this is attached at Appendix 2.

### **15. Training**

Bridgewater recognises the value of training for both tenants and staff. Training can be arranged for new and existing groups either in house or by an outside agency. Bridgewater is a member of the Tenant Participation Advisory Service (TPAS) and can access discounted rates for tenant and staff training.

Tenants groups should notify their Housing Officer if they feel the need for particular training. Groups will be notified of any training opportunities provided either directly or indirectly by the Association.

## **16. Equality and Diversity**

The Housing (Scotland) Act 2001 places a duty on Bridgewater to assess the needs of equalities groups living in its area.

The Association operates an Equality and Diversity Policy which covers a range of situations such as racial equality, disability and age. This, together with our Equality and Diversity Strategy, has the overarching aim of mainstreaming equality in all that we do. The Community Participation Strategy complements the Equality and Diversity Policy.

Bridgewater is committed to the prevention, elimination or regulation of discrimination between persons on the grounds of sex or marital status, or racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or other personal attributes, including beliefs or opinions such as religious beliefs or political opinions.

### **Race**

Bridgewater HA is committed to achieving racial equality. We recognise our duties under the Race Relations Acts and related Codes of Practice, and undertake to strive for racial equality in service provision and employment, and to promote good relations between all racial groups and organisations wherever the Association is able to exert any influence.

### **Religion**

The Employment Equality (Religion or Belief) Regulations 2003 took effect on 2 December 2003 and the Association is aware that religion or belief is defined as being any religion, religious belief or similar philosophical belief. It does not include political belief. As well as the more familiar religions such as Christianity, Hinduism, Buddhism, Judaism, Sikhism and Islam. It will also include the more "alternative" beliefs such as Rastafarianism. This is different from the race discrimination legislation which protects people from suffering discrimination on the grounds of their race, nationality, colour or ethnic origins.

### **Gender**

Bridgewater Housing Association is committed to achieving gender equality. We recognise our duties under the Sex Discrimination and Equal Pay legislation and codes of practices and undertake to strive for gender equality in service provision and employment. (This includes trans-gender equality, which is also covered under the Sex Discrimination Act).

### **Disability**

The Association is committed to achieving disability equality by eliminating both unlawful discrimination on the grounds of disability and

the disadvantage experienced by people with a disability, wherever reasonably possible. We recognise that people with a disability are disadvantaged both by an environment and by social attitudes, which reflect principally the needs of non-disabled people. We further recognise that improvements in the operation of our services can reduce this disadvantage.

### **Age**

The Association is committed to opposing unjustified age discrimination. We recognise that age discrimination can affect all age groups and both genders; that age is no indicator of effectiveness in most work activities; that employment decisions should not be based on age alone; (with the current exception of retirement age, which, for the Association is 65) and that services should be sensitive to the needs of all age groups. We will value people regardless of their age. We will seek to ensure that our employment policies are relevant and fair to all age groups. We will work to create an environment where people are judged on their talent, skills and experience, rather than on misconceptions and prejudices about age.

### **Equal Opportunities in Tenants Groups**

Bridgewater will insist tenants groups adopt an inclusive approach towards involving minority groups in the community. The Association will offer training on race, gender and disability equality issues to tenants groups. Tenants and Residents groups who act in a discriminatory or offensive way towards minority groups could be subject to some or all of the following sanctions:

- [ Withdrawal of funding
- [ Withdrawal of support in kind e.g. use of premises
- [ Removal from register of tenants organisations

### **Identifying any barriers to participation**

As part of this strategy the Association is keen to consult with tenants to identify any barriers to participation. The Association will engage with tenants groups and individual tenants to identify any barriers and ways to overcome them.

## Appendix 1

### Pro forma for Application to become registered as a Registered Tenants Organisation (RTO)

Organisation's name:  Contact address:
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Organisation's area of operation and purpose:
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Membership (provide brief details of how tenants / residents can become members):
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What will be the arrangements for providing information and taking account of members' views? (provide brief details)
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How will funds be managed?
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How will the organisation ensure equal opportunities requirements are met?
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Please send the completed application form to:

Housing Services Manager  
Bridgewater Housing Association Ltd  
1<sup>st</sup> Floor, Bridgewater Shopping Centre  
Erskine PA8 7AA

Bridgewater Housing Association is a recognised Scottish Charity No. SC 035819

## Tenant Participation Action Plan

### Introduction

The Association's Operations Committee approved our first Tenant Participation Strategy on 26 March 2003. The aim of the strategy is to ensure that tenants have the capacity to influence what the Association does in its name, and that the Association is open to influence.

We are committed to ensuring that there are ongoing opportunities for all tenants to participate in the design and delivery of their housing service, and consequently we will endeavour to provide all tenants with information and the chance to be involved in consultation and participation.

The purpose of this action plan is to ensure that this commitment is delivered.

### Consultation

The Association will aim to consult tenants at the earliest stage possible about its services. This means that tenants will have the chance to have their views heard in the policy-making stages as well as in the policy implementation stage.

### Action Plan

This 10 point plan applies to existing policy and procedures in addition to any new ones which may be introduced throughout the year.

#### **STEP 1**

Time-table Policy/Procedure Review a year in advance

Also consider new policies/procedures which may be introduced during the year



#### **STEP 2**

Check if the policy/procedure is about:

- Repairs & Maintenance – will the proposals significantly affects tenants?
- Housing Management (allocations, estate management, tenancy agreements, tenant participation, services) – will the proposals significantly affect tenants?
- Community Participation Strategy – are any changes being introduced?
- Modernisation and new build – are there any proposals?
- Rent Setting & Charges for Housing Support Services – what will the changes be?

Service Quality – will there be any changes to performance standards or targets?

Complaints procedures – will there be any changes?

Transfer of ownership or management of the Association's stock – any changes?



**STEP 3**

If yes to any of the above, plan 3 months for tenant consultation into the review period, prior to report going to Committee for approval



**STEP 4**

Provide tenants with comprehensive information in an accessible form, and give reasonable time to express views. Ensure that equal opportunities are complied with.



**STEP 5**

Tenant consultation will take the form of a number of techniques in order to consult with as many tenants as possible. Arrange all/a combination of the following:

- Hold a public meeting
- Consult with Tenants Groups (where any)
- Visit individual tenants (where this is requested)
- Carry our surveys
- Carry out telephone surveys
- Use random samples to target tenants
- Hold a register of interested tenants
- Hold exit interviews
- Consult with the Residents Forum



**STEP 6**

Once the consultation period has been completed, ensure that any view have been taken into account before making a final decision.



**STEP 7**

Prepare Committee report for approval



**STEP 8**

Inform tenants generally of the outcome of the consultation process, eg in next issue of 'Bridgewater News'



**STEP 9**

Review effectiveness of consultation process.



**STEP 10**

Update register of interested tenants



## Residents Forum Action Plan 2008/09 Outcomes Report

No.	Issue	Action	Date & Outcome
1	<b>Improve communications</b>	<ul style="list-style-type: none"> <li>[ Issue annual owner occupiers newsletter</li> <li>[ Continue working group</li> <li>[ Encourage further membership of the Residents Forum &amp; target areas where low membership               <ul style="list-style-type: none"> <li>o display posters in reception area of office &amp; other public areas</li> <li>o promote work of the Forum in owners newsletter - include article on Forum member (Bobby Bogle - photo);</li> <li>o Promote the forum in letter accompanying accounts and other large mail drops.</li> </ul> </li> <li>[ Continue working group for 'Bridgewater News' (Helen, Heather &amp; Aileen)</li> </ul>	<ul style="list-style-type: none"> <li>[ Not achieved</li> <li>[ Not achieved</li> <li>[ On-going</li> <li>[ Not achieved</li> <li>[ On-going</li> <li>[ On-going</li> </ul>
2	<b>Formal Group Structure</b>	<ul style="list-style-type: none"> <li>[ Consider becoming a constituted group</li> <li>[ Become a constituted group</li> </ul>	<ul style="list-style-type: none"> <li>[ Achieved</li> <li>[ Forum do not wish to pursue</li> </ul>
3	<b>Have a say in decision making</b>	<ul style="list-style-type: none"> <li>[ Promote tenant/resident participation policy and strategy to owners generally</li> <li>[ Consult/Promote in Bridgewater News</li> </ul>	<ul style="list-style-type: none"> <li>[ December Newsletter – not achieved</li> <li>[ Achieved &amp; on-going</li> </ul>

4	<b>Address areas of dissatisfaction in common areas</b>	<ul style="list-style-type: none"> <li>[ Continue resident led inspections for estate management</li> <li>[ Compile inspectors reports on findings &amp; report back to Forum</li> <li>[ Include articles in owners &amp; tenants newsletters</li> </ul>	<ul style="list-style-type: none"> <li>[ Achieved &amp; on-going</li> <li>[ Achieved &amp; on-going.</li> <li>[ Not achieved</li> </ul>
5	<b>Review Tenant Participation Policy and Strategy</b>	<ul style="list-style-type: none"> <li>[ Compile Joint Action Plan</li> <li>[ Leaflet for customers</li> </ul>	<ul style="list-style-type: none"> <li>[ Draft agreed</li> <li>[ Carry forward to 2009/10</li> </ul>
6	<b>Include wider action activity in communications &amp; publicise better</b>  <b>Promote BHA &amp; its role within the community</b>	<ul style="list-style-type: none"> <li>[ Publicise in both newsletters</li> <li>[ Publicise in newsletters</li> </ul>	<ul style="list-style-type: none"> <li>[ Achieved for Bridgewater news only</li> <li>[ Achieved for Bridgewater News only</li> </ul>
7	<b>Engage with partners and local community about issues affecting the community as a whole</b>	<ul style="list-style-type: none"> <li>[ Monitor incidences of antisocial behaviour</li> <li>[ New build programme</li> <li>[ Engage with local schools etc about litter - investigate project</li> <li>[ General community issues</li> </ul>	<ul style="list-style-type: none"> <li>[ No issues of significance to report</li> <li>[ Quarterly updates to the Forum &amp; . news letter articles approved.</li> <li>[ Achieved - representatives from Park Mains High &amp; Environmental Services attended Nov 08 meeting.</li> <li>[ Achieved - Local Councillor attended Feb 09 meeting.</li> </ul>
8	<b>Tenant Led Inspections</b>	<ul style="list-style-type: none"> <li>[ Engage in rolling review</li> </ul>	<ul style="list-style-type: none"> <li>[ Not achieved – carried forward to 2009/10 for FLAIR project.</li> </ul>
9	<b>Stock Improvement Programme</b>	<ul style="list-style-type: none"> <li>[ Information to tenants and owners on progress &amp; forward planning.</li> </ul>	<ul style="list-style-type: none"> <li>[ Tenants Conference in January 09.</li> <li>[ Carry forward to 09/10 as stock condition survey being undertaken then.</li> </ul>



**Community Participation Strategy  
Residents Forum  
2009/10 Draft Action Plan**

No.	Issue	Action	Date & Outcome
1	<b>Improve communications</b>	<ul style="list-style-type: none"> <li>[ Issue annual owner occupiers newsletter &amp; promote work of the Forum</li> <li>[ Continue working group</li> <li>[ Encourage further membership of the Residents Forum &amp; seek opportunities to increase membership</li> <li>[ Continue working group for Bridgewater News</li> </ul>	<ul style="list-style-type: none"> <li>[ March 2010</li> <li>[ January/February</li> <li>[ Continue</li> <li>[ On-going</li> </ul>
2	<b>Formal Group Structure</b>	<ul style="list-style-type: none"> <li>[ Consider becoming a constituted group</li> </ul>	<ul style="list-style-type: none"> <li>[ March 10</li> </ul>
3	<b>Have a say in decision making</b>	<ul style="list-style-type: none"> <li>[ Promote community participation policy and strategy to owners generally</li> <li>[ Consult/promote in Bridgewater News</li> </ul>	<ul style="list-style-type: none"> <li>[ March 10</li> <li>[ December 09</li> </ul>
4	<b>Address areas of dissatisfaction in common areas</b>	<ul style="list-style-type: none"> <li>[ Continue resident led inspections for estate management</li> <li>[ Compile inspectors reports on findings and report back to Forum</li> <li>[ Include articles in owners and tenants newsletters.</li> </ul>	<ul style="list-style-type: none"> <li>[ Quarterly</li> <li>[ Quarterly</li> <li>[ March 10</li> </ul>
5	<b>Review Tenant Participation Policy and Strategy</b>	<ul style="list-style-type: none"> <li>[ Compile Joint Action Plan</li> <li>[ Review quarterly</li> <li>[ Leaflet for customers</li> <li>[ Newsletter articles</li> </ul>	<ul style="list-style-type: none"> <li>[ Draft agreed Feb 09</li> <li>[ On-going</li> <li>[ February 10</li> <li>[ March 10 owners</li> </ul>

			newsletter [ December 09 issue of Bridgewater News.
6	<b>Include wider action activity in communications &amp; publicise better</b>  <b>Promote BHA &amp; its role within the community</b>	[ Publicise in both newsletters  [ Publicise in newsletters	[ March 10  [ On-going in Bridgewater News & March 10 for owners newsletter
7	<b>Engage with partners and local community about issues affecting the community as a whole</b>	[ Monitor incidences of antisocial behaviour  [ New build programme  [ On-going liaison with partners	[ Verbal updates to Forum where relevant  [ Quarterly updates to the Forum. Newsletters articles. Where developments, to wider community.  [ Community Wardens attended May meeting. MP attended August meeting. Police invited to November meeting.
8	<b>Undertake 3<sup>rd</sup> phase of Resident Led Inspections</b>	[ Undertake in conjunction with FLAIR	[ March 2010
9	<b>Stock Improvement Programme</b>	[ Information to tenants and owners on progress and forward planning.	[ March 10
10	<b>Renew Tenant's Handbook</b>	[ Tenants Working Group to reconvene [ Issue of new handbook	[ January 10  [ March 10
11	<b>Set re-let standard for empty properties</b>	[ Convene Tenants Working Group [ Agree re-let standard [ Introduce Tenant Led Inspections for empty properties	[ January 10  [ February 10 [ March 10

