

# Bridgewater Housing Association Ltd Strategy

**Approved by committee on** 26 August 2015  
**Review Date:** 26 August 2016  
**Ref:** Strategy 1: 2015  
Community Participation Strategy

## 1. Introduction

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

*The Association believes that community participation can benefit the service tenants receive, the development of the Association and indeed the wider community. Bridgewater's Board 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 Board. 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 a number of times 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 and other customers.*

**Hugh Cameron**

**Chairperson, Bridgewater Housing Association Ltd.**

## 2. Background

The Housing (Scotland) Act 2001 placed 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 rights to be consulted on a range of issues affecting the services they receive, and these are detailed in section 8 of this strategy.

Tenants are informed of their rights in their Scottish Secure Tenancy Agreement, and are invited to consider the level that they would wish to participate at, and the issues that they may have a special interest in, in editions of our newsletter *Bridgewater News*.

This process led to a list of interested tenants being compiled, and the creation of a small, short life working group to look at the Association's first strategy.

The Scottish Social Housing Charter, which came into effect from 1 April 2012, requires the Association to manage its business so that *tenants and*

*other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.*

### **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. Owner occupiers of factored properties will be encouraged to participate, generally through their involvement in any Residents Forum or meetings.

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 Association's Board. The Association endeavours to provide all tenants with information and options to be involved in consultation and participation events.

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 wished to address with the Association and our partners during the year.

From 2005/06 to 2009/10 the Tenants Forum and Residents Forum – which later became a combined Residents Forum - were consulted on

their priorities and compiled Action Plans for each year. Tenant attendance dissipated during 09/10, and new members have not come forward since that time.

The 2015 review of the strategy was subject to tenant consultation via our newsletter and website.

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 and service users being able to get involved in and influence the delivery of their housing and related services. The more that tenants/service users 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 and other customers
- 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
- Be involved in the setting of standards for maintenance and improvement work carried out in their homes
- Improve their level of satisfaction with their homes and neighbourhood

Often people will not participate because they don't realise what they could achieve. The Association believes that promoting the positive aspects of community 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 community 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 and 'Welcome to Your New Home' DVD
- 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 will be used as appropriate. Where required, written information will be made available in different languages and formats.

### **Tenant's Handbook and 'Welcome to Your New Home' DVD**

The tenant's handbook and DVD provide a wide range of essential and useful information for tenants. They include general information on the Association, rights and responsibilities of tenants, repairs and tenant participation.

The section on tenant participation 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 housing support service delivery; staffing updates; issues affecting the service such as Care Inspectorate inspections, as well as being a consultation and feedback mechanism for policy reviews.

### **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, our 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.

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.

### **Website**

Topical news items are highlighted in the 'latest articles' section of our website. This informs tenants and other customers of forthcoming events, telephone surveys and so on.

## **8. Consultation**

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

Tenants/owners 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/owners.

### **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 (where in place)
- Website
- Text messages

### **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.
- Service charge reviews
- Housing Support Service (sheltered tenants)

### **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/resident organisations on arrangements to monitor and review the strategy. An annual review by tenants, the residents forum, board 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.

A draft action plan for 14/15 is attached at **Appendix 3**.

## **11. ARC (Annual Return on the Charter)**

The Association requires to complete an ARC return to the Scottish Housing Regulator each year. This includes sections on tenant satisfaction:

- Percentage of tenants satisfied with the overall service provided by their landlord
- Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions
- Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes
- Percentage of tenants satisfied with the standard of their home when moving in
- Percentage of tenants satisfied with the quality of their home
- Percentage of tenants satisfied with the management of the neighbourhood they live in
- Percentage of tenants who feel the rent for their property represents value for money
- Percentage of factored owners satisfied with the factoring service they receive
- Percentage of tenants who have had repairs or maintenance carried out in the last 12 months and were satisfied with the repairs and maintenance service.

Our responses will be informed by our 3 yearly customer satisfaction surveys. The survey results will help inform the action plan within our Community Participation Strategy.

## **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.

We currently have no RTOs.

### **The Registration Process**

To register with Bridgewater Housing Association a group must complete a short registration form (see **Appendix 1**). If the group want 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 Board. 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 will maintain 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 reception
- Website

### **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/resident 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 and other stakeholders 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 any Tenants/Residents Forums priorities and will include sufficient time to provide information, consult tenants and other stakeholders, 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/residents 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 Scottish Social Housing Charter requires us to perform all aspects of our housing services so that *every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.*

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.

The Association has signed up to the Chartered Institute of Housing (CIH) Equality and Diversity Charter. This is a flexible framework which is designed to help organisations identify what outcomes a fair and accessible housing service can deliver.

Housing plays a fundamental role in everyone's life. Homes, and the communities in which they are located, directly influence access to key social and economic opportunities and affect wellbeing.

**Equality** means that the Association is striving for a better balance in opportunities, resources, and decision-making processes for staff, customers and communities. Being more aware of and proactive about the **diversity** of customers will ensure we provide the right services and meet the right needs and aspirations.

The charter includes a set of commitments which are underpinned by a range of outcomes – together, the commitments and outcomes provide a framework against which the Association can develop an action plan and assess where we are now and where we aspire to be. The charter consists of 2 core elements:

- **Who we are:** inclusive leadership and organisational culture
- **Who we serve:** involved and empowered customers in the communities where we work

By signing up to this charter, the Association has made a public commitment to deliver a fair and accessible housing service which is clearly focused on outcomes for tenants, communities and staff.

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaces previous anti-discrimination laws (such as the Race Relations Act 1976, Sex Discrimination Act 1975 and Disability Discrimination Act 1995) with a single Act. It sets out the different ways in which it is unlawful to treat someone,

### **Equal Opportunities in Tenants/Residents Groups**

Bridgewater will insist that tenants/residents 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 and other stakeholders to identify any barriers to participation. The Association will engage with tenants/residents groups and individual tenants to identify any barriers and ways to overcome them.

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

Organisation's name:

Contact address:

Organisation's area of operation and purpose:

Membership (provide brief details of how tenants / residents can become members):

What will be the arrangements for providing information and taking account of members' views? (provide brief details)

How will funds be managed?

How will the organisation ensure equal opportunities requirements are met?

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

## 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 affect 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?  
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**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 (where any)



**STEP 6**

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



**STEP 7**

Prepare Board report for approval



**STEP 8**

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



**STEP 9**

Review effectiveness of consultation process.



**STEP 10**

Update register of interested tenants

**DRAFT**

## Community Participation Strategy Action Plan 2015/16

**For consultation**

No.	Issue	Action	Date & Outcome
1	<b>Consult tenants on review of Community Participation Policy &amp; Strategy</b>	<ul style="list-style-type: none"> <li>• Consultation Article in Bridgewater News</li> <li>• Promote on Association's web site</li> <li>• Display poster in main office</li> <li>• Meet with sheltered tenants to discuss their priorities</li> <li>• Meet with Extra Care tenants to discuss their priorities</li> <li>• Survey visitors to the office</li> <li>• Compile leaflet on Community Consultation Policy &amp; Strategy</li> <li>• Consult community groups</li> </ul>	
2	<b>Explore opportunities for new tenants group/s</b>	<ul style="list-style-type: none"> <li>• Consultation Article in Bridgewater News</li> <li>• Promote on Association's web site</li> <li>• Display poster in main office</li> <li>• Meet with sheltered tenants to discuss their priorities</li> <li>• Meet with Extra Care tenants to discuss their priorities</li> <li>• Survey visitors to the office</li> </ul>	
3	<b>Compile list of interested tenants for consultation purposes</b>	<ul style="list-style-type: none"> <li>• Consultation Articles in Bridgewater News</li> <li>• Promote on Association's web site</li> <li>• Display poster in main office</li> <li>• Survey visitors to the office</li> <li>• Discuss at new tenancy visits</li> </ul>	
4	<b>Address areas of dissatisfaction identified in customer satisfaction survey; Atlas reports and complaints.</b>	<ul style="list-style-type: none"> <li>• Managers to identify service areas for improvement, and compile an action plan.</li> <li>• Action plan to be promoted in newsletters, along with progress reports.</li> <li>• Outcomes to be reported to any tenants groups</li> </ul>	



5	<b>Secure Volunteers for Mystery Shopping/Tenant Led Inspections &amp; Undertake Mystery Shopping along with partner RSLs</b>	<ul style="list-style-type: none"> <li>• Consultation Article in Bridgewater News</li> <li>• Promote on Association's web site</li> <li>• Display poster in main office</li> <li>• Invite participation from visitors to the office</li> <li>• Telephone customers to assess interest in volunteering</li> </ul>	
6	<b>Equality &amp; Diversity Charter Action Plan (CIH) - comply with the Charter to ensure a fair and accessible housing service</b>	<ul style="list-style-type: none"> <li>• Utilise the next Customer Satisfaction Survey to determine specific equalities needs and whether more needs to be done to meet those needs.</li> <li>• Develop a survey to be completed by 5<sup>th</sup> and sixth year school children to determine the housing services needs of young people.</li> <li>• Develop a poster in a range of different languages which states our commitment to equalities and diversity.</li> <li>• Seek to establish a Customer Scrutiny Panel which comprises people who represent the diversity of the communities which we serve.</li> <li>• Actively promote the work of ROAR (Reaching Older Adults in Renfrewshire)</li> </ul>	
7	<b>Engage with Impact Arts &amp; Community Council on Community Events</b>	<ul style="list-style-type: none"> <li>• Street Party at Barholm</li> <li>• Design &amp; install Buddy Bench in conjunction with local schools, and the community</li> <li>• Erskine Festival – BHA stall at Gala Day</li> </ul>	<ul style="list-style-type: none"> <li>• Saturday 30<sup>th</sup> May 2015</li> <li>• Saturday 15<sup>th</sup> August 2015</li> </ul>
8	<b>Improve Communication - roll out text messaging/set up a Facebook or Twitter page</b>	<ul style="list-style-type: none"> <li>• Promote in newsletter</li> <li>• Customer follow up exercise</li> <li>• Household survey</li> <li>• Implement through IT system</li> </ul>	
9	<b>Communicate Stock Improvement Programme</b>	<ul style="list-style-type: none"> <li>• Information to tenants and owners on progress &amp; forward planning.</li> </ul>	
10	<b>Review necessity for Tenants' Handbook</b>	<ul style="list-style-type: none"> <li>• Survey tenants on their preference for accessing information</li> <li>• Set up tenants working group</li> </ul>	
11	<b>Review of the Allocations Policy</b>	<ul style="list-style-type: none"> <li>• Consultation exercise in edition</li> </ul>	

		<p>of Bridgewater News</p> <ul style="list-style-type: none"><li>• Consult with % of housing applicants</li><li>• Consult with community groups</li></ul>	
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