



Castlehill Housing Association

Tenant Participation



Catherine Coutts

Introduction



Participation Outcome

- Tenants Panel (CaRTO)
- Readers Group
- Scrutiny Panel
- Scheme walkabouts
- Information days
- Surveys
- Association Membership
- North East Tenants, Residents and Landlords Together (NETRALT)
- Moray Tenants Partnership (MTP)





Colin Stewart

Scrutiny



■ Scrutiny Panel

- Colin Stewart
- Pam Gat-Hall
- Celia Tremain



First Scrutiny Report Sheltered Allocation and Voids

Will this pleasure ever end?





- Report took 12 months to complete
- 20 recommendations
 - 6 implemented during the scrutiny exercise
 - 3 were being actioned at the time of the report going to print
 - 11 were still to be considered by the Housing Management Sub Committee

Report Front Cover

SHELTERED ALLOCATIONS AND VOIDS REPORT

Castlehill Scrutiny Panel



October 2016



What worked well and what challenges did we face?

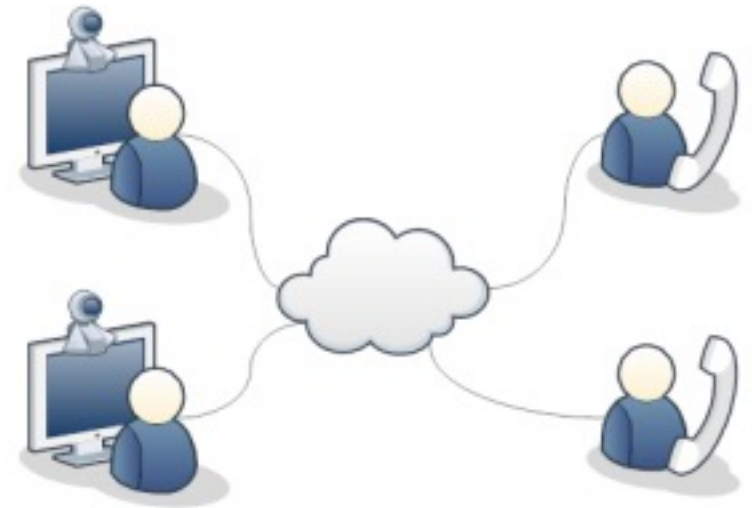
- Worked well
 - No obstacles or resentment
 - Working together, both tenants and landlord
 - Being able to get the information we asked for
- The Challenges
 - Keeping decent notes and putting the report together
 - One questions answer led to more questions
 - Commitment required
 - Arranging meetings



Benefits

- The benefits
 - Created an open and ongoing dialogue between tenants, staff and the Board
 - Opened our eyes to the obstacles the Landlord faces
 - Showed the Landlord how useful the tenants are in looking past the trees and seeing the wood.
 - Encouraged tenants to participate more
 - Member of NETRALT
 - Castlehill Tenants Panel now an RTO (Registered Tenants Organisation)
 - CaRTO
 - Joined Regional Networks
 - Castlehill Board of Directors

- Scrutiny has helped me not just within the housing sector but in other projects I volunteer for.
- Get involved at the beginning of an exercise
- Get a computer, get an email address, get online





Regional Networks

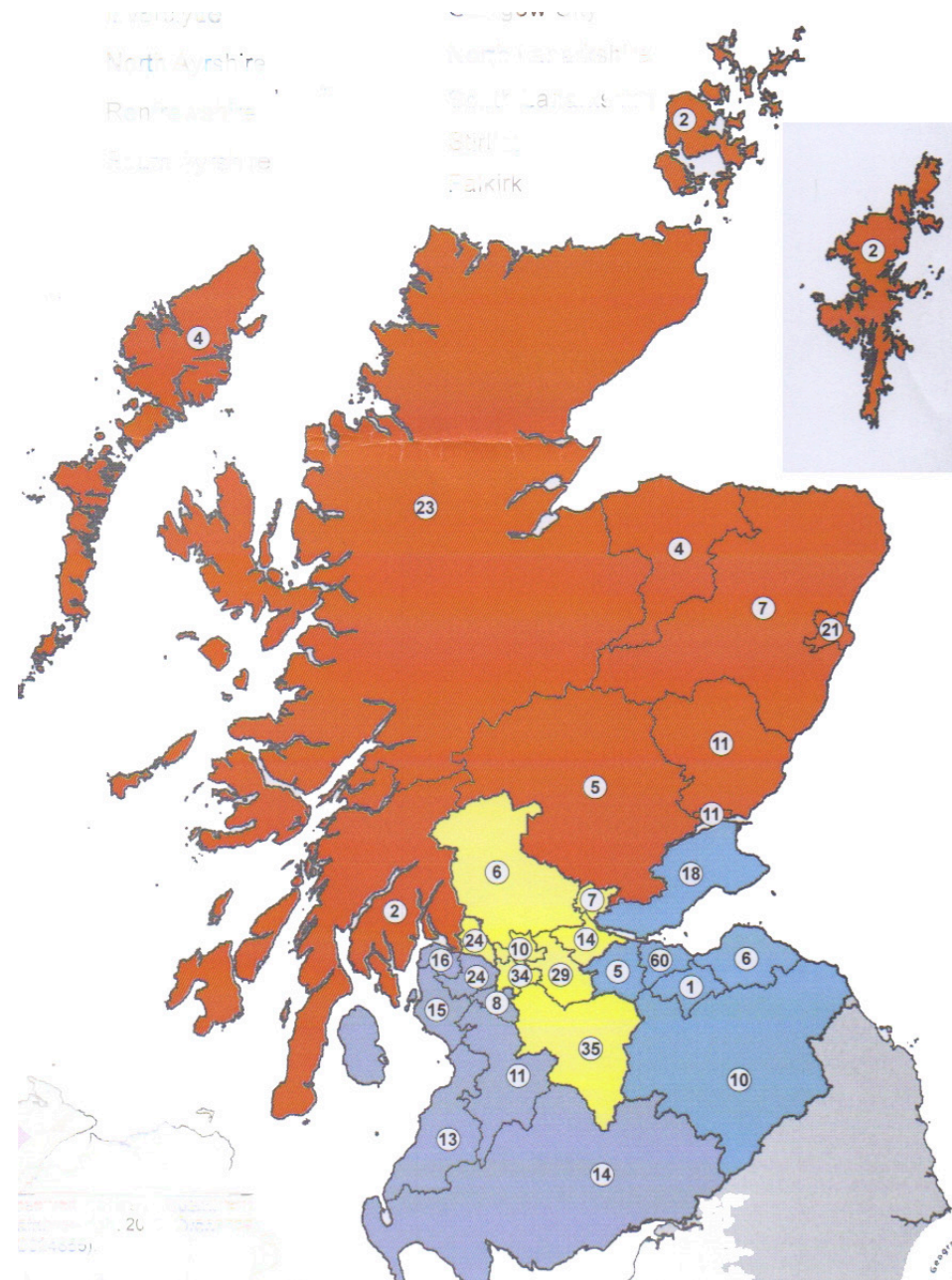
Proposed Restructuring

Region 1 – 92 (Red)

Region 2 – 100 (Blue)

Region 3 – 101 (Purple)

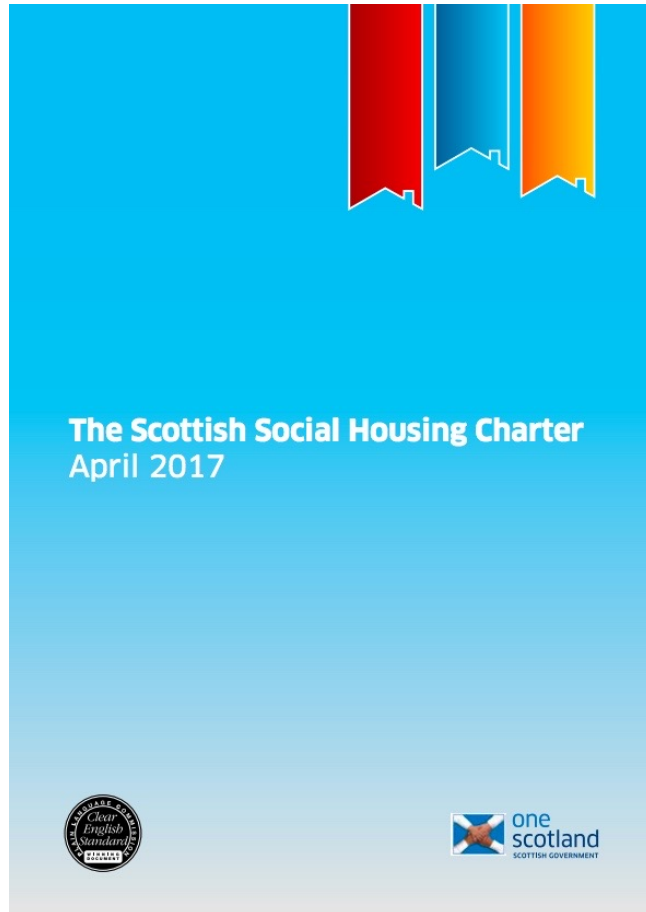
Region 4 - 159 (Yellow)





- Attending Meetings, Conferences, Training etc
- Cost to Landlords of sending tenants, let alone staff to conferences
- Location of majority of events
- Additional cost for travel and accommodation





“The Charter helps to improve the quality and value of the services that social landlords provide, and supports the Scottish Government’s long term aim of creating a safer and stronger Scotland.”



Alan Morrison

Tenant Participation



- Participation





Alan Morrison

- Participation
- Tenants Panels





Alan Morrison

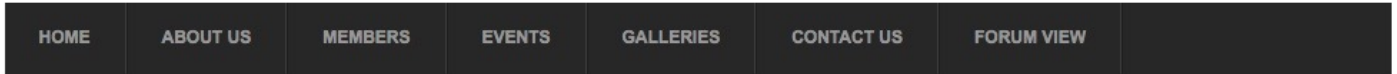
- Participation
- Tenants Panels
- Feedback





North East Tenants Residents
and Landlords Together

NETRALT



Welcome to NETRALT

North East Tenants, Residents and Landlords Together (NETRALT) is a group of tenants, residents and staff representatives from local authorities and registered social landlords to encourage tenant and resident engagement across the North East of Scotland. We share ideas and resources to help us develop tenant participation for both tenants and landlords.

NETRALT provides a platform to share best practice, to get best value and to encourage tenants and staff to work together more effectively.

- Participation
- Tenants Panels
- Feedback
- NETRALT

<h4>Upcoming Events</h4> <p>Changes to the Charter - Aberdeen Wed, 31-May-2017 - 10:00</p> <p>Changes to the Charter - Dumfries Wed, 07-Jun-2017 - 10:00</p> <p>Changes to the Charter - Inverness Thu, 15-Jun-2017 - 10:00</p> <p>NETRALT Meeting - June Thu, 22-Jun-2017 - 11:00</p> <p>Visit Blackwood - Dundee Tue, 27-Jun-2017 - 10:00</p>		<h4>Upcoming Meetings</h4> <p>NETRALT AGM May 2017 Thu, 11-May-2017 - 11:00</p> <p>NETRALT Meeting - May Thu, 11-May-2017 - 11:30</p> <p>NETRALT Meeting - June Thu, 22-Jun-2017 - 11:00</p> <p>NETRALT Meeting - September Thu, 14-Sep-2017 - 11:00</p> <p>NETRALT Meeting - October Thu, 26-Oct-2017 - 11:00</p>
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[Home](#) > [Aberdeenshire Housing Partnership](#) >

Wed, 31-May-2017 - 10:00



Changes to the Charter - Aberdeen

[Read more](#)

Awards Won

TPAS Scotland National Good Practice Award



Wed, 07-Jun-2017 - 10:00



Changes to the Charter - Dumfries



- Participation
- Tenants Panels
- Feedback
- NETRALT
- Scrutiny

SHELTERED ALLOCATIONS AND VOIDS REPORT

Castlehill Scrutiny Panel



October 2016



- Participation
- Tenants Panels
- Feedback
- NETRALT
- Scrutiny
- Rural





- Taking Part
- Tenants Panels
- Feedback
- NETRALT
- Scrutiny
- Rural
- Technology





Questions & Answers (with a twist)



Q&A

“BID”