

2. A committee that:
 - Is elected at an AGM (after the 1st year)
 - Has at least 3 members
 - Can co-opt other people onto the committee during the year
 - Has elected office bearers
 - Can show that decisions are reached democratically and,
 - Promotes equal opportunities
3. A clearly defined area of operations that covers our housing stock
4. An open and fair Membership Policy.

How To Register

To register with us a group must complete and submit a short registration form along with a copy of the constitution.

In order to receive financial support all groups must be registered tenants organisations. However, we will support both formal and informal groups and both will receive staff support.

Appeals Procedure

If we decide

- Not to register the group or
- To Remove the group from our Register

The tenants' organisation can appeal against our decision:

We will make it clear why we have taken this decision and what the group needs to do about it.

If the group is unhappy about this, the Complaints Procedure should be used.

If this is not satisfactory the organisation can make a complaint to the Scottish Public Services Ombudsman.

Please see our leaflet 'Making a Complaint' for more information.

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Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213
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Tenant Participation & Consultation



Our commitment to Consultation and Participation

We are committed to

- Providing good information to you about your rights and responsibilities as our tenant
- Providing good information to you about what we do and how well we are doing it
- Telling you about our plans to change and develop
- Ask for your views and opinions, and take these into account, where we can

When we plan to make changes in the service, we provide to you, we will ask for your opinion on our plans before we decide. This can be in various ways including surveys, questionnaires or a focus group to meet and discuss a particular service. If you are registered on our tenant portal My Home we will sometimes ask you to complete a survey in the My Feedback area of your dashboard. You can also at any time night or day tell us your views or opinions by submitting the feedback form.

We will carry out short surveys during the year, asking for your views on our service. Please give us your views, if we ask you. Your views can help to improve our service.

We will tell you how well we are performing in terms of rent collection, letting houses and carrying out repairs. We will ask for your views on the standards we should set.

One of the most important ways that tenants can get participate is through being a member of a Registered Tenants Organisation (RTO). These are groups that are recognised by us, and that we give cash grants to each year. You can join an RTO if one covers your area. If not, you can set one up and we will help you.

Getting involved with Ochil View

There are a range of different ways you can become involved with Ochil View and participate in our decision making process:

- Give feedback on the service we provide to you. We record all feedback we receive and use this to help to improve service, wherever possible.
- Register on My Home tenant portal and go to My Feedback section of the dashboard here you will be able to complete a form to tell us your view or opinion. We will also put any current surveys here for you to complete easily and submit to us. My Home is available 24 hours a day, 365 days of the year.

- Visit our Facebook page and leave a comment there. If you're a Facebook user, search for Ochil View. You'll see our logo and a picture of Ochil House on our page.
- Attend meetings of your local Resident's Association or set up a new one where we will provide practical support, training and a start-up grant to meet any costs you incur.
- Attend any focus group meetings we may have to discuss service developments or policy changes.
- Become a member of Ochil View - any tenant can become a member and stand to be elected to the Management Committee at the AGM or if any vacancies arise during the year.
- Come on an estate walkabout with us - we'll tell you on Facebook and by text when one is happening in your area.
- Send you views by text to 07860 020 474

The Register

We keep a register of the Tenants Organisations we recognise. This register is available for inspection. The criteria for Registration are set out in the Housing (Scotland) Act 2001.

Criteria for Registration

To be eligible for registration the tenants' organisation must have the following:

1. A publicly available written constitution that sets out;
 - Its objectives and area of operation
 - How people can join the group
 - The way the committee operates
 - How people become committee members/office bearers
 - How the business of the group will be carried out
 - How decisions are made democratically
 - How funds will be managed
 - How public meetings will be organised
 - Details of the annual general meeting
 - How changes can be made to the constitution and
 - The groups commitment to equal opportunities