



Dumfries & Galloway
Housing Partnership

Working with our Tenants

www.dghp.org.uk



FREEPHONE 0800 011 3447

0345 606 3447

GETTING INVOLVED WITH DGHP

INVOLVING TENANTS IN SHAPING HOUSING SERVICES

SOMETHING FOR EVERYONE

ABOUT THIS LEAFLET

This leaflet sits alongside Dumfries and Galloway Housing Partnership's Community Participation Strategy.

The strategy document is more in-depth and gives a lot of detail, and our tenants believed that this leaflet would summarise the main points (with the strategy available on request). The full strategy is available by calling our Customer Service Centre on Freephone 0800 011 3447 or by visiting www.dghp.org.uk

SOMETHING FOR EVERYONE

At Dumfries and Galloway Housing Partnership (DGHP) we pride ourselves on offering as many opportunities as possible for tenants and residents to engage in housing related activities. Our Community Participation team are responsible for supporting these opportunities and work together with tenants, residents and communities across Dumfries and Galloway.

All staff at DGHP believe that working with our tenants is not only the right way - but the best way. Our tenants really are at the heart of everything we do.

Community Participation is all about engaging with our tenants and customers - and more importantly getting people involved - if and when they want to. This covers a huge amount of things such as getting tenants involved with

events in their local community, taking part in surveys, being part of a working group or a small committee - the possibilities are endless.

We value each and every one of our tenants and want them to be involved in shaping DGHP - now and in the future.

We believe that DGHP provides "something for everyone" when it comes to Community Participation. Whether you'd like to give just five minutes each month through armchair surveys or whether you'd like to join a committee meeting every couple of months - we have something for you.

There are many different groups, including the independent tenant movement (e.g Tenants and Residents Associations (TARAs) and the Federation), DGHP's District Management Committees and the Board of Management. They all have one goal - to work for a better future for DGHP's tenants.

It is more important than ever that our tenants' voices are heard - with more external challenges facing the economy in the shape of welfare benefit changes.

DGHP is fully committed to continuing to work alongside the new Scottish Social Housing Charter. This brings a great opportunity for tenants to have an active and meaningful role in the performance management of DGHP.

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OUR AIMS

DGHP welcomes the views of tenants and appreciates everyone who gets involved or takes the time to tell us what they think. This allows the organisation to make improvements to the services it provides and get excellent value for money.

We are committed to ensuring our tenants have a real say in how DGHP operates and provide various opportunities for tenants to be involved. Our tenants help to influence decisions that affect their homes and communities and can make a real difference!

Since DGHP was set up in 2003, we have endorsed the principles of Community Participation, first developed by the Regulator. These include:

- Nurturing trust between our company and our tenants
- Recognising that Community Participation is a continuous and evolving process of sharing information, ideas and power
- Ensuring that everyone is able to contribute to the agenda
- Ensuring that decision making is made in an open, clear and accountable manner

The full list is available in our Community Participation Strategy, available on request by calling Freephone 0800 011 3447 or visiting our website www.dghp.org.uk

COMMUNITY AND TENANT INVOLVEMENT

There are many ways to get involved, ranging from helping out for as little as a couple of minutes at home for surveys to more regular involvement. Some of our activities include:

DISCUSSION GROUPS

Occasionally we ask tenants to come along and meet with DGHP staff to give their views on a particular matter such as repairs, maintenance and rent increases.

INTERESTED TENANTS LIST

You can join our bank of 'interested tenants' who we contact about various topics, including allocations, anti-social behaviour, arrears, grounds maintenance and many more. You can choose what level of involvement you would like, e.g. by text, phone call, website survey or home visit etc as well as choosing how often you would like to be contacted.

MYSTERY SHOPPERS

At times, DGHP will also recruit tenants to perform 'mystery shopping' to look at the service tenants receive from our area offices and Customer Service Centre.

SURVEYS

DGHP carries out surveys where our tenants are asked for their opinion on a specific matter. Surveys can be carried out by a face-to-face questionnaire or by telephone.

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WORKING GROUPS

Groups are varied and consist of tenants working alongside DGHP staff on projects such as helping to develop strategies and also arranging events like the regional tenants' conference or working on our tenant newsletter.

DISTRICT MANAGEMENT COMMITTEES (DMCS)

These are made up of tenants from four areas of the region: Annandale and Eskdale; Nithsdale; Stewartry and Wigton. Each group is responsible for monitoring performance and making recommendations to DGHP's Board of Management.

BOARD OF MANAGEMENT

This is the ultimate decision-making body within DGHP and consists of tenants and independent members. The decisions made by the Board are for the benefit of DGHP and its tenants.

SCRUTINY PANEL

Five tenant members currently sit on a Scrutiny Panel, which was originally formed in 2013. Working with TPAS Scotland the panel has already scrutinised the housing application form as well as DGHP's repairs service, where they looked specifically at communications, appointments, cancelled and rescheduled jobs. As a result of their work DGHP put in place a joint project board to take the repairs service to the next level as well as the creation of the post of Customer Resolutions Co-ordinator to look at

complaints specifically about repairs.

TENANTS AND RESIDENTS ASSOCIATIONS (TARAS)

Tenants and other residents of a particular area are given the opportunity to form a group that helps to deal with local issues and improve the community in which they live. Most groups meet once a month at a time suitable to each individual TARA.

DGHP's Community Participation team help with this process by providing advice, support and training as well as financial assistance to help with running costs. TARAs are community groups run by tenants and other residents within their own area - they are **not** run by DGHP. Representatives from the TARAs make up the Dumfries and Galloway Federation of Tenants and Residents.

TENANT MEMBERSHIP

Our membership policy allows every DGHP tenant to apply for membership to the organisation. Members are placed on our consultation register and may be offered the opportunity to take part in a survey or discussion group. Tenant members are also invited to elect tenants and independent members onto the Board.

REGIONAL NETWORKS

Regional networks were set up in 2007 as a means to allow Registered Tenant Organisations

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to engage with the Scottish Government on issues of national policy. The area network covering Dumfries and Galloway is 'Region 3'.

FOCUSING ON YOUNG PEOPLE

We do a lot of work with younger people - from primary school age right through to college leavers. This can involve a wide range of things from "preparing for a new home" workshops and youth conferences. We are also looking at the possibility of piloting a youth panel.

SHELTERED HOUSING

At DGHP we are extremely proud of our sheltered housing and we love working with the tenants who live there. We often hold community-style events within the communal areas of our sheltered housing complexes and these can really help improve the lives of those living there.

DIGITAL INVOLVEMENT

The company website - www.dghp.org.uk - was developed with tenants and contains a vast amount of information on the organisation. There is also the self-service portal where tenants can pay their rent, report a repair and view your position on the housing list.

Social media is another simple way of engaging with our tenants. DGHP has its' own Twitter account at www.twitter.com/dghp-hq and a Facebook page at www.facebook.com/teamdghp

This is a simple and quick way to get in touch with us at DGHP and allows us to have two-way engagement with customers who prefer this means of communication.

PRIORITIES

Each year, with tenants, DGHP identifies priorities for Community Participation and this allows us to make sure we are meeting the needs of our customers across the region.

TRAINING

We provide a diverse and wide-ranging training programme that can be accessed by our Board, DMCs, members of the local TARAs and also the Federation.

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EQUALITY

DGHP's core values include being fair and equitable, respecting diversity and treating everyone with courtesy and respect. We do not discriminate on the grounds of age, beliefs, opinions, disability, language, race, sex or marital status, gender re-assignment or sexual orientation.

HOW TO GET INVOLVED

DGHP recognises the importance of tenant participation and has a dedicated team to help tenants get involved with the company and the wider community. The team can make this easy for tenants by not only providing advice and support but by helping with such things as arranging transport, ensuring venues have disabled access where possible, providing care or creche facilities and helping with administration

costs. Call us on 0800 011 3447 or visit our website www.dghp.org.uk for more.

SCOTTISH SOCIAL HOUSING CHARTER

The introduction of both the new independent Scottish Housing Regulator and the Scottish Social Housing Charter have introduced some of the biggest changes in a decade to the way in which Registered Social Landlords manage and monitor their performance.

A huge importance is placed on tenants being involved, with a clear expectation for monitoring the delivery of services and assessing how the company achieves the Charter's outcomes and standards. **More information on this is available in the full Community Participation Strategy, available by calling 0800 011 3447 or visiting www.dghp.org.uk**



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MEASURING OUR SUCCESS

DGHP's area action plans are set out on an annual basis outlining the activities we will undertake, and how we will measure our success through the SMART objectives.

SMART objectives are – Specific, Measurable, Achievable, Realistic and Time-scaled. In a nutshell what this means is that, as an organisation, when we are measuring the success of our activities we must ensure they meet all of these objectives.

In January every year, the Federation and the DMCs carry out an assessment of each of their action plans, marking each activity taking into account various things, before making a decision on whether the event will be run again. At this stage new event ideas are also discussed.

In addition DGHP is delighted to be accredited by Tenant Participation Advisory Service Scotland (TPAS). This is a real badge of honour and shows we have been formally recognised by a leading professional body.

OUR PROMISE TO YOU

We pride ourselves on the fact that Community Participation is so embedded within the company that the whole ethos of involving

tenants is supported by all our colleagues. Our entire Community Participation strategy focuses on 5 key themes:

- Consultation
- Participation
- Communication
- Education
- Diversity

These are the back bone of the entire strategy - everything we do relates back to these key themes. We recognise that life is tough for many tenants - we live in a low wage area with higher than average unemployment - and everything we do must be focused on providing opportunities for tenants, residents and communities to make the most of difficult times.

Through informal and formal discussions with our tenants, we further developed the themes identified by the Federation and the DMCs into our stated aims and objectives of our strategy. These are available for viewing in the full strategy available online at www.dghp.org.uk or by calling Freephone 0800 011 3447

COMPLAINTS

Any complaints in relation to the strategy will be dealt with through the normal DGHPs complaints handling process. Contact us on Freephone 0800 011 3447 for more information.

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MAKE A DIFFERENCE

ALTERNATIVE FORMATS

This publication is also available on tape, in Braille, large print and community languages. For information contact DGHP's Customer Service Centre on:

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FREEPHONE 0800 011 3447

EMAIL customerservice@dghp.org.uk

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CANTONESE

本印刷品有錄音帶、凸字、大字印刷與社區其他語文版本可供索取，如欲獲取更多資訊，請通過以下方式聯絡 DGHP 客戶服務中心：致電 0800 011 3447 或發送電子郵件 customerservice@dghp.org.uk

POLISH

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ARABIC

تتوفر هذه النشرة على شريط، بطريقة بريـل، لغات التواصل والطباعة الكبيرة للحصول على المزيد من المعلومات، اتصل بمركز خدمة عملاء DGHP على الرقم 0800 011 3447 أو بالبريد الإلكتروني: customerservice@dghp.org.uk

BENGALI

এই প্রকাশনাটি টেপে, ব্রেইলে, বড় ছাপার অক্ষরে এবং কমিউনিটির ভাষায় পাওয়া যায়। আরো তথ্যের জন্য DGHP-এর গ্রাহক সেবা কেন্দ্রে যোগাযোগ করুন 0800 011 3447 নম্বরে বা ইমেল করুন এই ঠিকানা: customerservice@dghp.org.uk

URDU

یہ اشاعت ٹیب، بریل، بڑے پرنٹ اور کمیونٹی کی زبانوں میں دستیاب ہے۔ مزید معلومات کے لئے DGHP کے کسٹمر سروس سنٹر سے 0800 011 3447 پر رابطہ کریں یا customerservice@dghp.org.uk پر ای میل کریں۔

FOR FURTHER INFORMATION, PLEASE CONTACT:

DGHP Customer Service Centre

0800 011 3447 (freephone)

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email us: customerservice@dghp.org.uk

or visit our website: www.dghp.org.uk



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