

February 2015

Tenant Engagement



**SHETTLESTON
HOUSING
ASSOCIATION**



building communities
building futures



Tenant Engagement

We are dedicated to working with our tenants and other customers to improve our homes, services and the local community. The Association holds service user involvement at its heart, and we believe that tenant engagement is vital to delivering excellent and value for money services to our tenants.

We offer a wide range of ways for you to get in touch with us to **comment, compliment or complain**. These are listed below. You can also pop into the office to pick up a range of useful leaflets about other services that we can offer you, such as energy advice and money advice. You will also start receiving our quarterly newsletter in the post, called '*Shettleston Matters*'.

Telephone: 0141 763 0511
Email: sha@shettleston.co.uk
Website contact: www.shettleston.co.uk
Facebook: www.facebook.com/shettlestonHA
Twitter: www.twitter.com/shettlestonHA
Write to us: 65 Pettigrew Street, Shettleston,
Glasgow G32 7XR

How Well Did We Do? Feedback cards available from staff and via website



Tenant Engagement is a two-way process, involving the sharing of ideas and information to allow tenants to help us make decisions about the services that we provide. We want as many tenants as possible to get involved. Remember, how you choose to take part is entirely up to you, whether it is simply through giving us feedback on a service, or more formally by becoming a member of the Consultation Panel or the Management Committee.

There are also **community projects** that you can get involved in such as the Men's Shed project and the Shettleston Community Growing Project. Please contact us for more information, **or use the reply form below, indicating how you would like to take part, and we will get in touch with you:**

- ☐ **Join the Consultation Panel** to be kept up to date with what is going at the Association, and to be consulted each month on matters that affect tenants and residents. Panel members are consulted via a short postal or online survey, and are invited to any focus groups or consultation events run by the Association. This is the simplest way to make sure your opinions count.
- ☐ **Become a Member of the Association** for £1. Membership of the Association gives you the right to vote at our Annual General Meeting, and the right to stand for election to the Management Committee.
- ☐ **Join the Management Committee** to have a say in the strategic direction and priorities of the Association. Being a community-based landlord, tenants and residents on the Management Committee have the final say on important decisions, informed by the views of the community that they serve. You must be a member of the Association first to stand for election to the Management Committee.

Name: _____

Address: _____

Email: _____

Home tel: _____

Mobile tel: _____

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