

# Your guide to Getting Involved

## Putting People 1<sup>st</sup>

**This document describes the range of options available for you to participate and be involved with the Association and your local community.**

## How to Get Involved with Your Association

There are a number of ways for you to get involved in the work of the Association, the main ways being:

- ✓ Being a member of the Association
- ✓ Joining the Management Committee
- ✓ Joining the Resident and Customer Forum
- ✓ Taking part in satisfaction surveys
- ✓ Contacting us at the office when you want to know more

We are always looking for ways to have more residents and customers involvement, if you have any suggestions for getting involved or for improving our services please contact our office to let us know. We need your input to help us make sure our services meet the needs of our residents and customers. We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

## Become a Member of the Association

Membership is open to people with an interest in the Association, subject to the Association's rules, eligible members include:

- ✓ tenants;
- ✓ service users;
- ✓ persons who support the objects of the association;
- ✓ organisations who are sympathetic to the objects of the association.

You can apply for membership of the Association from the age of 16. When applying for membership you must complete and sign an application form and pay £1.00 (which will be returned to you if the application is not approved). All applications will be considered at the next Management Committee following receipt of your application and if membership is granted it will take effect immediately. Your name will then be entered in the Register of Members and your Share Certificate and a Rule Book issued to you.

Membership entitles you to:

- ✓ stand for election to the Management Committee;
- ✓ vote at general meetings of the Association on the election of the Management Committee;
- ✓ vote at general meetings of the Association on any other matters set out in the rule book.

## Management Committee

### Who can join the committee?

All members of the Association aged 18 or over are eligible to join the Management Committee.

Once you are a member you are eligible to be nominated for a place on the Management Committee or to vote in someone that you think would be a good Committee Member. The Association holds an Annual General Meeting each year and it is at this meeting that elections for the Management Committee are held.

### What if I miss being nominated at the annual general meeting?

You could fill a casual vacancy if someone leaves the Committee or fill a co-opted position.

### What if I am not eligible to become a member?

If you have an interest in joining the Management Committee because you have skills and knowledge which may help us, you could be co-opted on the Management Committee.

### How do I find out more?

We are keen to have tenants involved in the running of the Association, so if you feel you would be interested in joining the committee or giving us your views on policy issues, please use the contact details at the end of this document to get in touch.

## Resident and Customer Forum

The Association has an active Resident and Customer Forum and we would like to remind you that you would be more than welcome if you wish to get involved. The Association holds monthly meetings with our Resident and Customer Forum. Our customer forum play an essential role in the work of the Association and in ensuring that tenants' and customers' interests are kept at the heart of what we do. The Association is very grateful for the work undertaken by the forum and would like to thank them for everything they do. The forum are a great group of local people who would welcome anyone wanting to get involved.

The Forum is different from the Management Committee in its purpose and what it does. The Management Committee is the governing body of the Association and sets the strategy and policy for the work of the Association and employs staff to achieve these.

The Forum does not get directly involved in this work but looks instead at specific areas of work to see if there are ways to improve service provision for residents. Any suggestions it has are then notified to the Management Committee to consider. The Forum, therefore, is a very important part of the Association.

**All meetings are held on the first Wednesday of each month (excluding July and January) and start at 6.00 p.m.**

## Customer Consultation

We carry out a range of surveys to get feedback from residents to help highlight areas where service improvements can be made. The surveys also provide us with valuable insight into where our customers think we are performing well and how we can replicate this in areas where our customers think we are not performing as well.

We also require to carry out these surveys to meet our regulatory requirements and our Scottish Social Housing Charter obligations.

Types of surveys we carry out are:

- ✓ repair satisfaction returns
- ✓ rent increase consultations
- ✓ policy review consultations
- ✓ tenant and owner satisfaction surveys
- ✓ standard of home when moving in

**Although dissatisfaction levels are generally low we would still like to improve our performance.**

**We appreciate our customers' ongoing feedback, either through our consultations and surveys or by simply contacting us to give feedback on any matter.**

## Resident Satisfaction Survey

Every three years we carry out an independent resident satisfaction survey. The survey complies with guidance issued by the Scottish Housing Regulator. The survey covers a representative sample of our residents across all areas of the Association's geographical area.

Our Management Committee consider the survey results and ask for the input of The Resident and Customer Forum. Following this review, an Action Plan will be put in place to address any areas of concern.

Every year we publish performance information in our Annual Report which is issued to all our residents. The report details our performance and compares how we are performing in comparison to other similar local and national housing associations. The feedback that we collect from surveys is included in this report. Our performance results are also submitted every year to the Scottish Housing Regulator.

## Please let us know what you think

We always welcome feedback from our customers. If you would like any further information on getting involved, or any other matter, please simply contact us by:

- ✓ telephoning 0141 944 3891 to speak to a member of our team.
- ✓ texting us on 0741 834 7038 and a member of our team will call you back.
- ✓ emailing us at [mail@pineview.org.uk](mailto:mail@pineview.org.uk)
- ✓ use our Contact Us form on our website [www.pineview.org.uk/contact-us/](http://www.pineview.org.uk/contact-us/)
- ✓ find us on Facebook [www.facebook.com/pineviewhousing](http://www.facebook.com/pineviewhousing) or
- ✓ writing to us at Pineview Housing Association, 5 Rozelle Avenue, Glasgow G15 7QR.



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