

Policy Review 2022



RESIDENT CONSULTATION



We are reviewing some policies this year. See overleaf for the list we propose to look at.

If you would like a copy of any of these documents, or would like to discuss any matter relating to policy review, please contact **Roslyn or Lyndsay** on **0141 771 9590** or email info@gardeen.org.uk



We are reviewing a number of **Governance Policies**
(*Governance refers to the decisions made by the Management Committee about the Association and the work it carries out*)

We are reviewing a number of **Property Services Policies**
(*Property Services is the department that deals with all aspects of your tenancy, including repairs*)

Please see a list of the policies we are currently reviewing overleaf and help us by getting involved.

Check us out on Facebook and Twitter @gardeenh and online at www.gardeen.org.uk or text: 07418341619. You can also download the Gardeen App.

If you would like more information or to be added to our Consultation Register please contact a member of staff at our office.

POLICY CATEGORY	POLICY TITLE
Property Services	Bankruptcy
Property Services	Stage 3 Adaptations
Property Services	Subletting and Lodgers/Assignment/Succession
Property Services	Pet Policy
Property Services	Procurement
Property Services	Customer Engagement Strategy
Property Services	Domestic Abuse
Property Services	Tenancy Sustainment Policy
Property Services	Unacceptable Actions Policy

POLICY CATEGORY	POLICY TITLE
Governance	Whistleblowing
Governance	Equality and Diversity

Why is it important to review policies?

Outdated policies can leave an organisation at risk. Regularly reviewing policies and procedures keeps our organisation up to date with legislation, regulations, technology, and best practices. Policy review ensures that our policies are consistent and effective.

National Panel of Service Users

The National Panel was established as a way for the Scottish Housing Regulator (SHR) to engage with tenants and other users of social landlords' services. The SHR uses the National Panel to gauge priorities and experiences, and help to shape its focus in its role as regulator of social landlords.

The Scottish Housing Regulator has been recruiting new independent volunteer tenant advisors to help the Regulator make sure that they focus on the things that matter most. For more information visit www.housingregulator.gov.scot/for-tenants/how-we-involve-tenants-and-service-users.

