

Gardeen Housing Association



The Scottish Social Housing Charter

A Guide for Gardeen Housing Association tenants, owners and applicants.

What is the Scottish Social Housing Charter?

The Scottish Social Housing Charter came into effect on 1 April 2012 and a revised document was introduced with effect from 1 April 2017. This Charter booklet contains all the information you need to know about the Charter. There is an important role for tenants and other customers of the Association in taking a more active role in providing feedback on the services that we provide to you. This is to help us improve our service to you. Gardeen Housing Association has developed many ways to listen to your views including satisfaction surveys, suggestion forms, newsletters, website, Facebook, Twitter, email, public meetings and Annual General Meetings. In addition, the Management Committee of Gardeen Housing Association comprises of a majority of tenants who make decisions on the direction of the Association. The Charter will help us to take this work further and will help you to monitor the performance of the Association.

The Charter was developed as a result of the Housing (Scotland) Act 2010 which supports the Scottish Government's long term strategy for a "Safer, Stronger Scotland". The Charter sets the standards and outcomes that all Housing Associations should aim to achieve when providing services to tenants, owners and customers.

Gardeen Housing Association has a strong history of working closely with our tenants to deliver effective and efficient services to the Gardeen community. The Management Committee of Gardeen Housing Association is committed to listening to the views of tenants and improving service to tenants to provide value for money. Committee members will be monitoring closely our consultation with our customers and the implementation of the Scottish Housing Charter.

What is in the Charter?

The Charter contains a total of 16 outcomes and standards that all housing associations should aim to achieve. The Association's performance against the Charter will be self-assessed and reported annually to the Scottish Housing Regulator. Gardeen Housing Association will be measured against 14 of the 16 outcomes, as there are two outcomes that do not apply to us – homeless people and gypsies/travellers.

Charter Outcomes

The 14 outcomes that the Association will be measured against are:

1.	Equalities
2.	Communication
3.	Participation
4.	Quality of Housing
5.	Repairs Maintenance and Improvements
6.	Estate Management, Anti-social Behaviour, Neighbour Nuisance and Tenancy Disputes
7.8.9	Housing Options
10.	Access to Social Housing
11.	Tenancy Sustainment
13.	Value for Money
14.15	Rents and Service Charges

Your Views are important.....we want to hear from you.

You can tell us about the service we provide by giving us your feedback. We ask for your views when we have completed a repair, we ask for your views on our allocation process and we ask for your views when you have ended a tenancy with Gardeen Housing Association. You can also make a suggestion using our suggestion form or phone, email or text the Association with your views.

The resident satisfaction survey is held every three years by an external consultant and lets you tell us about our performance and how we can improve our service to you. We report to you on our performance in the quarterly newsletter and ask for your comments. We will be looking at more ways to receive your useful feedback including short surveys and telephone surveys.

What do we do with the feedback information you provide?

All the information you provide is treated in confidence and we will not publicise the individual information that you provide. We will use this information to improve the service that we provide and we will let you know the changes that we have made.

Resident Satisfaction Surveys

We carry out resident surveys every three years and will use feedback from the independent surveys to shape our service to you.

How will we report on the Charter?

As required by the Scottish Government, the Association will report on performance against the Charter in May of each year. . This report is called the Annual Return on the Charter (ARC). We will submit this to the Scottish Housing Regulator. The Scottish Housing Regulator will then provide an annual report on the performance of Gardeen Housing Association and we will make you aware of this report. This will be produced in August of each year and will also be available on the Regulator's website and Gardeen's website.

In addition to making the Regulator's report available, the Association will also produce its own annual Charter performance report. We will produce this in October each year based on your feedback.

Your role in the Scottish Housing Charter

The Scottish Housing Charter places a much greater emphasis on landlords and tenants working closely together to review and improve services. This means a much greater role for you to take part and have your say. We will be looking at new ways to allow you to give us your feedback.

This is to help us to put tenants at the centre of our activities. It is up to you to decide if you would like to get involved.

How to get more involved.

We would like you to decide how you wish to get more involved and have a say in our services and overall performance. We have set up a consultation register

Communication Methods

We use many ways to keep you up to date with the latest news from Gardeen Housing Association. We use our newsletters (your preferred method of communication as per tenant satisfaction survey), Facebook, our website, Twitter and you can always email or text us. We also welcome your telephone calls and visits to the office.

What are the benefits of getting involved?

You will have an opportunity to learn more about the Association's services and have a say in improving our performance. You will meet new people and you may want to get involved in other activities in your community. We can provide training and assistance with carer costs to allow you to take part in this new role for tenants and residents of Gardeen Housing Association. We can also provide assistance with employer costs if you need time away from work. The Management Committee of Gardeen Housing Association is keen to involve all tenants and residents in monitoring the Association's progress and performance against the Charter.

Your Involvement

We want to hear from you with your views. If you let us know what you think about our services then we can make changes. If you would like to find out more about the Charter or how you can become involved then please contact Roslyn Crawford, Director on 0141 771 9590 or email info@gardeen.org.uk. We look forward to hearing from you and thank you for taking the time to read this guide.