

If you are interested in helping OVHA improve our services please complete this form and return it to our office.

Name: _____

Address: _____

Preferred method of contact:

Email: _____

Phone: _____

What Interests You?

- Membership of the Association
- Being on the Board
- Tenants and Residents Group
- Focus Groups
- Surveys & Questionnaires
- Bank of Interested Tenants

Please note down any areas that you are interested in eg. policy review, estate inspections, service development etc.



**Ore Valley
Housing Association**

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www.orevalleyha.org.uk

Tenant Participation
Ore Valley Housing Association

What Is Tenant Participation?

Tenant participation means tenants helping to make decisions about housing services and the way their homes are managed. It's a two way process which involves sharing information and ideas.

What is OVHA doing?

To encourage tenant participation we have developed our own tenant participation strategy which informs tenants about how to become involved in making decisions, how we will inform and involve tenants in future plans and how we will communicate and consult with tenants.

Why get involved?

We need you as our customer to provide us with important feedback on the services we provide for you. Your opinions can lead to improved services and a better local environment for our tenants.

How to get involved

Visit our website www.orevalleyha.org.uk to learn more about getting involved.

OVHA Membership

Anyone can become a member of OVHA. To become a member for life all you have to do is complete a membership form and pay a £1 fee. Once you are a member you can attend our AGM and stand for election to the OVHA Board.

The Board is made up of volunteers who have a keen interest in housing and the local community.

Focus Groups

OVHA would like to invite tenants to attend focus groups so that they can discuss specific issues with staff in an informal environment. The outcomes from these focus groups can then be used to develop and improve the service we are providing for tenants.

Tenants and Residents Groups

These groups are formally constituted and are registered with the Association.

If you would like further information about joining a group or attending one of their meetings; you can do so by contacting:

The Fife Federation of Tenants and Residents Associations, 9a Hunter Street, Kirkcaldy, Fife, KY1 1ED, 01592 641968.

Bank of Interested Tenants

This is a group of tenants who have expressed an interest in being involved in surveys or attending focus groups to help develop or review our policies. We will only contact tenants as the need arises and we will only contact them about subjects they have expressed an interest in.

Tenants Satisfaction Surveys

From time to time tenant's opinions are needed to find out if what we are doing is right. This can range from asking you to complete a repairs feedback form, a telephone survey, a survey on-line, to an informal face to face interview in your home to find out your views about the services we are providing.