

Tenant Participation Strategy Review Feedback Form: Summer 2010

Your feedback is important because it will help us to improve

1.

Were you able to attend the meeting on 31 May 2010 to help review the Tenant Participation Strategy action plan?

Yes (please go to question 1.a).

No (please go to question 2.)

1. a) What did you like about the meeting?

1. b) What should we do differently next time we are reviewing the Tenant Participation Strategy (Winter 2010)?

2.

When we next review the strategy, what times / days / venues would suit you best for a meeting?

Morning

Afternoon

Evening

Best days.....

Best venues.....

3.

Do you think meetings and questionnaires are the best ways to review the Strategy? Are there other methods we should consider?

4.

Please consider the enclosed Draft Tenant Participation Strategy action plan Review. Is there anything you think should be added or changed?

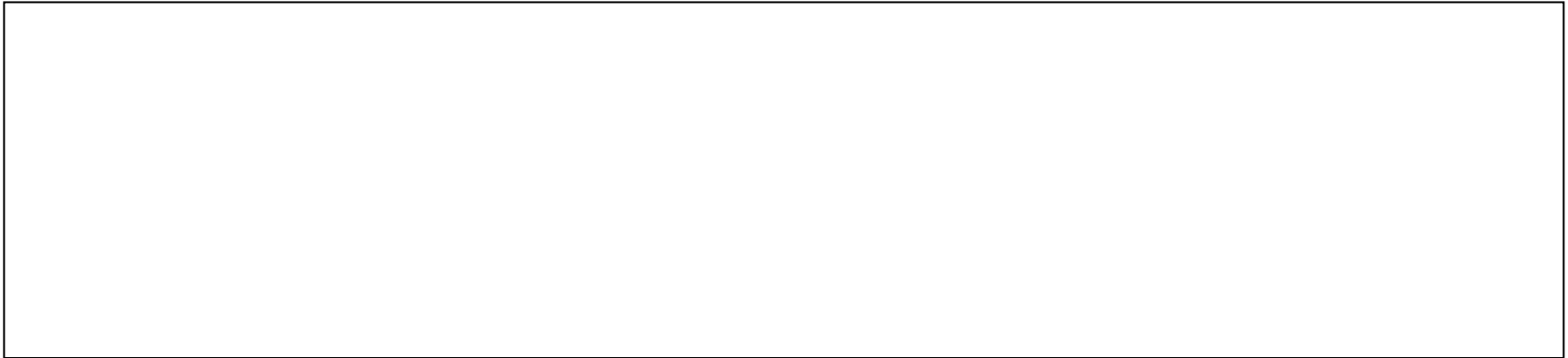
Please write your comments in the table below.

Aim	Progress against objectives by Summer 2010	Other things we could do to meet the objectives
Aim 1		
Aim 2		
Aim 3		
Aim 4		
Aim 5		
Aim 6		

5.

The Tenant Involvement Group came up with some ideas about how we could create more opportunities for tenants and service users to influence the quality of housing services.

These ideas are enclosed. Do you have any other ideas you would like to add?

A large, empty rectangular box with a thin black border, intended for the respondent to provide additional ideas or comments. The box is currently blank.

6.

The Group prioritised the following Service Areas in terms of creating more opportunities for involvement and consultation. The group's priorities are shown below, from highest to lowest.

Do you agree with the group? Yes No

If you answered No, please rank the Service Areas from 1 to 6, with 1 being the most important and 6 being the least important.

- Property Maintenance** (includes repairs, stock management, lifetime maintenance, adaptations)
- Housing Management** (includes access to housing, lettings, support for sustaining tenancies, void management, rents, anti social behaviour, estate management)
- Property Development** i.e. building new homes (includes development strategy, risk and Value for Money, physical quality)
- Homelessness** (includes homelessness strategy, partnerships, prevention, access, assessment, info & advice, appeals, quality of accommodation)
- Services for Owners** (including house sales, factoring, care & repair) (however, the group thought that owners' involvement should be considered in all service areas where appropriate, e.g. repairs to common parts, estate management, anti social behaviour)
- Services for Gypsies / Travellers** (includes site lettings, responsiveness to customer views and needs)

7.

We plan to publish the Tenant Participation Strategy Review findings after taking account of your feedback. How should we publicise it?

(Tick all that apply)

On the Council website

Tenants Newsletter - 'In the Neighbourhood'

Other (Please State)

8.

Your Details:

Your name

RTO (if applicable)

Your address

Thank you for taking the time to get involved. Your ideas will help improve housing services.

Please return this form by 31 July 2010 .

If you need more time to respond, please let us know and we will keep the consultation open longer.

To: Lorna Fleming, Service Development Officer, The Forum, Suite 4, Callendar Business Park, Falkirk FK1 1XR. Email tenant.participation@falkirk.gov.uk or telephone 01324 590780.