

We also carry out phone surveys and postal surveys to find out how you experience the service – please provide your views. Your feedback is important – whether it is positive or negative – only by knowing what you think can we meet your expectations.

We have prize draw for all tenants who have responded to our surveys every 3 months – your chance to win interesting prizes or £50 worth of shopping vouchers!

Keeping you informed

We know that many of you just want to be kept informed about what is happening so we are committed to

- Publishing our newsletter, Glenburn News four times a year
- Producing an Annual Charter Report on our performance every autumn
- Developing and improving our website www.easthallpark.org.uk
- Keeping our Twitter and Facebook account up to date and relevant

Let us know what you think of how well we keep you informed and let us know what we can do to improve!

We have a Residents Engagement Strategy and a Tenant Participation Policy which explain the ways that we involve tenants and residents. You can find these on our website or you can ask for a copy from the office.

How to contact us

By phone 0141 781 2277 By email enquiries@easthallpark.org.uk
via Facebook or Twitter [#Easthallpark](https://twitter.com/Easthallpark) or calling in to the office at:
Glenburn Centre, 6 Glenburnie Place, Easterhouse, G34 9AN

Opening hours;

9 am – 5pm Monday/Tuesday/Thursday

9 am – 3pm Wednesday

9 am – 3.30pm Friday

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception at the above address.



GETTING INVOLVED

INFORMATION SHEET 26



Why get involved?

It is really important to us that residents get involved and have their say on the way we do things so that we can meet our goal of delivering excellent services.

By getting involved you can help us

- make sure our services are delivered well
- ensure that our rents represent value for money
- check we are performing well and delivering the outcomes set out in the Scottish Social Housing Charter

By getting involved you can

- be part of the community
- help make a difference

How can you get involved?

We offer a range of ways of getting involved and making your views known; from taking part in surveys which take only a few minutes to becoming a Management Committee member which requires more commitment. We aim to offer opportunities for everyone to have their say in what they are interested in, at a level they feel comfortable with.

Being a member of the Co-operative – what does that mean?

Easthall Park is a fully mutual housing co-operative. This means that all tenants must become shareholding members before they start their tenancy. A share costs £1 and gives you lifetime membership. Being a member gives you right to:

- attend our annual general meeting (AGM) and have your say on the Co-operative's finances, performance and plans for the future
- elect the Management Committee
- stand for election yourself!

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Being a management committee member- what does that mean?

Any shareholding tenant of the Co-operative can stand for election to the Committee. There are up to 15 members of the committee at any one time and they are elected to serve for up to 3 years before they need to step down or seek re-election. To stand for election you need to fill out a nomination form before the AGM. If there are more people who want to join the Committee then there will be an election and the person with the most votes will be elected.

The Committee normally meets ten times a year to take important business decisions, establish policy, set standards and monitor performance. Meetings generally are held on the last Wednesday of the month and last approximately two hours. Being a Committee Member is not as daunting as it sounds - you will be given full training and you will be given a warm welcome and great support from your fellow tenants. It is a voluntary role but you will be paid any out of pocket expenses i.e for extra childcare. If are interested in learning more please contact our Director for an informal chat.

You can find a current list of our committee members as well as minutes of meetings on our website.

It is important to understand that

- Committee Members do not have any access to any information about individual tenants. When situations are being considered by the Committee, reporting is anonymous and no individuals are identified.
- Responsibility for the day-to-day running of the Co-operative is delegated to the staff. Any enquiries you may have about the Co-operative or your tenancy should be directed to the appropriate member of staff.

Residents Panel

If you are interested in getting involved but do not feel you want the commitment of serving on the Management Committee, you may want to consider joining our Residents Panel – much less formal but just as valuable.

The aim of the Panel is to provide people with the opportunity to inform how we deliver our services.

The Panel is made up of residents of Easthall & Kildermorie who meet every couple of months to discuss a wide range of topics important to residents. No special skills or qualifications are necessary – everyone's view is important and worth listening to. Meetings are informal and everyone is encouraged to take an active and positive part. The members of the Residents Panel decide what they want to look at – issues like

- How is your rent is spent - is it value for money?
- How we deal with anti-social behaviour and neighbour nuisance
- How we deal with day to day repairs
- How we deal with complaints about our service

As well as this the Panel scrutinises the Co-operative's performance in delivering services and they help in the preparation of our Charter Report to tenants which we issue each year.

If you are interested in getting involved – even just occasionally – please speak to our Housing Manager or any other member of staff. Or complete and return form – see information sheet 8.

Consultation forum

Maybe you don't want to attend meetings at all but would like to give us your views from the comfort of your sofa. If so, please add your name to our list of tenants on our consultation forum – a group of tenants who give their comments on any changes we want to make to policy or service delivery - either by post (we pay the postage) or email, whatever suits you best. If you are on the list, we will send you information on proposed changes and seek your views – no pressure - you only need to reply if you are interested in the issue.

Rent Consultation

Everyone is interested in how much things cost- aren't they? Every year in December we consult tenants on our proposals for the annual increase in rents and factoring charges. Please respond and tell us what you think – the Management Committee will consider all feedback before making a final decision.

Surveys

We carry out full scale residents surveys every two years. We ask independent consultants to organise these for us and carry out face to face interviews with around 40% of our residents. We use the feedback from these surveys to improve the way we deliver our services. You can have a look at the results from this survey and the action plan we developed to the parts of the service where we thought we could do better on our website www.easthallpark.org.uk or by asking at the office.