

If you need any further information or would like to register your interest to get involved in any of the groups listed please contact our communications team: - communications@acha.co.uk or any of the undernoted offices.

Customer Service Centre

0800 028 2755

Bute

13-16 Longhill Crescent, Rothesay, Bute, PA20 0JT

e-mail: housing.bute@acha.co.uk

telephone 01546 605870

Cowal

Dolphin Hall, Manse Ave, Dunoon PA23 8DQ

e-mail: housing.cowal@acha.co.uk

telephone 01546 605950

Helensburgh & Lomond

Lamont House, 9-19 Stuckleckie Road, Helensburgh, G84 7NL

e-mail: housing.lomond@acha.co.uk

telephone 01546 605920

Islay

11 Flora Street, Bowmore, Isle of Islay, PA43 7JX

e-mail: housing.islay@acha.co.uk

telephone 01546 605890

Kintyre

Old Quay Head, Campbeltown PA28 6ED

e-mail: housing.kintyre@acha.co.uk

telephone 01546 605880

Mid Argyll

Dalriada House, Lochgilphead PA31 8JL

e-mail: housing.midargyll@acha.co.uk

telephone 01546 605800

Oban, Lorn and Isles

Glenshellach Business Park, Oban PA34 4RY

e-mail: housing.lorn@acha.co.uk

telephone 01546 605930



Tenant Participation

*How can I
get involved?*

This leaflet explains the ways you can get involved in the decision making process on matters affecting your home, community and the services we deliver to you.

Registered under the Co-operative and Community Benefit Societies Act 2014, Reg. No. 2661R(S)

Registered with the Scottish Housing Regulator as a Registered Social Landlord –RSL No. 360

Vat Registration Number: 155542607

Registered with the Scottish Government, Property Factor Registration Number PF000302



We aim to offer you as many opportunities as possible to allow you to participate formally or informally in ACHA's decision making processes. If you are interested in any of the groups or ways to get involved listed in this leaflet please contact your local ACHA office or our communications team.

Our **Tenant Participation Strategy 2016-2019** has been developed in partnership with service users and provides the framework for participation and involvement. The full document is available on our website www.acha.co.uk or you can request alternative formats of the document from any ACHA office

ACHA is a community led organisation directed by a voluntary **Board of Management** supported by **Area Committees**. The Board and Area Committees are the Governing Bodies of ACHA. There are a variety of ways to get involved with Association.

Membership Tenants and others in the community are encouraged to become a member of ACHA by completing a membership application form. Membership costs just £1 for life and gives you the right to vote on decisions at ACHA's Annual General Meetings (including elections). Application forms are available from any ACHA office or to download at www.acha.co.uk.

The Tenants Consultation Register is a group of tenants who have expressed an interest in being consulted on Policy or Service reviews. They asked their views by postal or e-mail questionnaire. This enables tenants who do not want to join a group or attend meetings, to still have an input into issues affecting tenants. Tenants in this group can choose to take part in as many or as few consultations as they like.

Registered Tenants Organisations (also known as Tenant Associations or RTO's)

Tenants Associations can help your community get better information, improve services to your community, organise social activities and increase local facilities. We are happy to help communities set up a tenants group and can help pay for running costs.

The Argyll Tenants Panel is comprised of representatives from Tenant and Residents Associations and some tenants who are on the Tenants Consultation Register. The Panel meets every two months in Mid Argyll. The Panel discusses issues affecting tenants including ACHA's policies and procedures and how ACHA performs as your landlord

Your Voice (tenant scrutiny panel) is a group of tenants who have been trained to scrutinise and comment on ACHA's Policies and Procedures. The panel make comments and recommendations on our services to the Board of Management.

Area Committees

ACHA has three Area Committees: Oban, Lorn & Isles, Mid Argyll & Kintyre and Helensburgh & Lomond. Area Committees are tenant led and deal with local housing issues..

Board of Management

The leadership, direction and control of ACHA is formally handled by the Board of Management. The Board is made up of local volunteers and is tenant led. The Board of Management makes sure that ACHA achieves its aims and objectives whilst operating within the law and good practice guidelines.