

Why Participate with your Landlord?

Why Set up a Tenants & Residents Association?

Easier access to information from your Landlord

Easier access to information from the Council and other public bodies

Representation of an individuals' case by the tenants association

Representation of the wishes of the area covered

Access to independent advice and support

Information sharing with other tenants & residents associations, Tenants Panel (reps. from all tenants associations) meets monthly in Inveraray

Representation locally (ie ACHA Area Committee, Council Area Development Group)

Fundraising and grant access abilities as a formal group

A recognised group of tenants that your Landlord (or others) can consult with

A recognised group to lobby for improvements or changes in local services

ie Council services, Police patrols, Bus routes, Dog Wardens etc)

To work in partnership with other recognised groups ie Elderly Forums, Neighbourhood Watch, Community Council

Affiliation to national organisations ie TPAS (Tenant Participation Advisory Service) or TIS (Tenants Information Service)

What Sort of Things Can We Participate In?

Satisfaction (or dissatisfaction) with ACHA services

Environmental issues

Estate Management (refuse disposal, landscaping, dogs, community safety, car parking etc)

Customer Relations (ie enquiries and complaints)

ACHA Policies (ie repairs & maintenance, rents, debt recovery)

Standards of ACHA Services (communication & information, performance monitoring)

Tenancy conditions & breaches of those conditions

New Services and proposals for future service delivery

PTO

What Resources and Support Can We Be Offered?

Help with getting started

ie constitution, registration, setting up a committee

Funding of all your running costs

ie stationary, phone calls, hire of premises for meetings etc

Training for committee members

Premises and facilities

Development Support

Help with information gathering and communication with
the wider community

Affiliation with national groups

TPAS & TIS affiliation fees can be paid for