



Dalmuir Park
Housing Association

SPECIAL NEWSLETTER

NOVEMBER
2010

Community Consultation

Welcome to our special newsletter on **Community Consultation**. As part of our commitment to improve our services to you we are holding a series of events to provide residents with the opportunity to give your views on how the Association operates and suggest improvements in the way we deliver these services. The first of these events will be held on **Tuesday 23rd November 2010** in the Dalmuir Library between 1.30pm and 7pm. This will be followed by a similar event on **Saturday 27th November 2010** between 10am and 1pm. They will take the form of an open day where a range of staff will be present to talk to tenants.



This Newsletter contains a questionnaire which you can complete and return to the office, or bring with you to one of the Open Days. Responses will remain confidential although your name and address will be helpful as we will also enter any completed forms into a draw for a £50 Voucher for a store of your choice.

CUSTOMER SATISFACTION

Customer Satisfaction levels are one of the most important measures of our performance. No matter how well we think the Association performs, your view is far more important, as this will be based on your own experience of our services. As our services become wider-ranging and develop into new areas, it is important that we ensure that our tenants continually monitor any changes in levels of service and are invited to comment on your experiences and your ideas for improvement..



Can you help us further improve our services to you?

CUSTOMER SURVEYS

We operate a continuous monitoring system when analysing tenant satisfaction involving four “mini-surveys” each year, and conducted at your home by an independent surveyor. This practice allows us to build up an accurate and reliable picture of customer satisfaction with the Association and our services, with every tenant allowed the opportunity to comment. We also obtain feedback from you on repairs carried out on your home by ensuring that a sample of completed repairs are subject to survey to help us analyse the performance of repairs contractors.

Do you feel that you have been adequately consulted about the DPHA Services you have received?



CUSTOMER COMMUNICATION

Our main method of informing tenants is through our Newsletter which also serves to on occasion invite feedback and involvement, and always promotes membership of the Association. We always devote part of our AGM Meeting to Tenant Consultation and feedback, and we consult owners on a regular basis over any planned and essential major repairs. We have only recently commenced a regular meeting programme with both sheltered housing complexes at Nairn and Shaftsbury Street.

Do you feel that you are well-informed of the activities of DPHA?



COMMUNITY REPRESENTATION

We annually elect, at our AGM, a Management Committee to oversee the work of the Association and to ensure that we are doing our best for the tenants and the community. We currently operate with 8 Committee Members, and we need more.

Perhaps you would consider joining the Management Committee?

We would also like to establish a Tenants Group, perhaps a little less formal than the Management Committee.

Would you consider joining a newly established Tenants Group to get your views across to the Association?



COMMUNITY DEVELOPMENT

We have always believed that housing development and management goes hand in hand with community development and we have a proud history of providing over the years a wide range of projects and activities which involve individuals and strengthen the community, but we are always looking for more ideas from you, and looking at various ways to fund these ideas. Previous successes include the Nairn Street Moon Garden, the Lanes Lighting and refurbishment, the Soccer Sixes, the Senior Citizens Dance and Outings, Hanging Flower Baskets, DOSCG and much more. New ideas so far involve the Dalmuir Square and the C.E. Centre.



What is your priority project which you think will further improve Dalmuir?



COMMUNITY CONSULTATION QUESTIONNAIRE

1. Which method of consultation would you prefer?

Fill in a questionnaire form

Have a surveyor call at your home

Attend a tenants meeting

Attend a major tenant conference

Other.....



2. How often do you feel that consultation should take place?

3 Monthly

6 Monthly

Annually

3. What issues would you like more information on?

This could cover:-

• Allocations

• Rents

• Maintenance

• Customer Service

• Complaints

• Factoring

• Environmental issues

• Anti social behaviour

• Our future development programme

• Potential acquisition of local Council Stock

• Potential new community improvement projects

Any other issues (please specify).....



4. What information do you feel is possibly missing from DPHA communications? Is there any other way we can improve?.....

5. Would you like to join a tenants' organisation? Yes No

6. What are the main issues of concern for you as a resident?.....

We look forward to meeting you. We also intend to hold a further meeting in February 2011 and thereafter have two tenants meetings per year to confirm our continuing commitment to resident consultation. If you are unable to attend through illness or disability we can arrange to have a member of staff visit your home. The Dalmuir Library is wheelchair accessible. If you require a translation service or a copy of the consultation information for the hard of hearing or visually impaired we can also do our best to accommodate you. Please do not hesitate to let us know your requirements.