

Interested Tenants Register

**involving
you**

tenant participation

no obligation

feedback

openness and accountability

housing services

consultation

easy to use

partnership

sharing information

respect

open to all

Scottish Social Housing Charter

your rights

information

communication

Interested Tenants Register

Housing and Community Safety Services is committed to involving tenants in the work that we do. This is because we believe that listening to what our customers say helps us to deliver services that people want and to make improvements where they are needed. We already consult with tenants and residents' associations from across West Dunbartonshire. However, we know that not everyone is, or wants to be, a member of a group. Our interested tenants register allows us to offer tenants an opportunity to get involved on an individual basis.

What is the interested tenants register?

The interested tenants register is simply a list of tenants who have expressed an interest in housing issues and who have a willingness to be consulted periodically.

What are the advantages of being a member?

For the Council the main advantage is that we can tap into a wider group of tenants who are interested and willing to share their views and opinions with us. This ensures that we have an additional means of gaining valid feedback from tenants about our services and that individual tenants are given an opportunity to share their views. For tenants joining the register there are a number of other benefits:

- **the opportunity to directly influence housing services**
- **improve your knowledge of housing services**
- **participate in training**
- **meet like minded people**

Who can become a member?

Only tenants of West Dunbartonshire Council can become members of the register. This is because we are seeking views on services which are provided to

our tenants. Membership is on a voluntary basis and you can become a member by providing us with your contact details and areas of interest. If you no longer wish to be a member you can contact us and ask us to remove your name from the register. It's that simple.

What is expected of members?

We may send you a survey or invite you to participate in group discussions or attend events. However you are not under any obligation; you are free to pick and choose depending on your interest and free time. If you do choose to take part we will invite you to attend consultation events and conferences from time to time. We do not pay you to attend these events but we do reimburse expenses such as travel or childcare.

How can I find out more?

If you would like to add your name to the register or would like to speak to someone about the interested tenants register please contact us using the details on the back of this leaflet.

'Housing Info'

If you would like to be kept up-to-date with housing news or events, you can sign up to our free text messaging service: **'Housing Info'**.

The service sends text messages featuring relevant, up-to-date information to Council tenants of West Dunbartonshire about housing services and events. If you are a West Dunbartonshire Council tenant, call **01389 737743** or email us at: **housingnews@west-dunbarton.gov.uk** to sign up to the scheme. You only need to give us your name, address and contact mobile number.

It won't cost you anything to receive text messages from us and you can contact us anytime if you wish to stop receiving messages from the service.

Contact details

Tenant Participation

Housing Strategy & Development
Housing, Environmental and Economic Development
Council Offices
Garshake Road
Dumbarton
G82 3PU
Tel: 01389 737702
or
Tel: 01389 737743
Email: housingnews@west-dunbarton.gov.uk

Other formats

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

Please contact:
Corporate Communications
Council Offices
Garshake Road
Dumbarton G82 3PU
Tel: 01389 737000

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुसोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है।
ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی منسوخ ہے۔