

Sheltered Housing Forum

**involving
you**

tenant participation

representative

feedback

openness and accountability

meetings

consultation

housing services

friendly

setting the agenda

sharing information

respect

support

Scottish Social Housing Charter

your rights

information

communication

What is sheltered housing?

Sheltered housing is housing which has been designed for older people. The Council has nine sheltered housing complexes; five in Clydebank, two in Dumbarton and two in Alexandria/Vale of Leven.

Housing Services is responsible for providing a range of sheltered housing services, these include:

- **allocating each of the properties and providing tenants with their tenancy agreement**
- **dealing with neighbour nuisance or anti-social behaviour issues**
- **carrying out repairs and maintenance to homes**
- **carrying out improvements to homes**
- **rents**

Role and purpose of the Sheltered Housing Forum

The Sheltered Housing Forum is made up of tenant representatives from each of the Council's sheltered housing complexes. They meet regularly to discuss issues which are important to tenants who live in sheltered housing.

The Forum provides tenants with regular opportunities to meet staff from the Council and to influence decisions that affect the management of their homes and the delivery of services.

Through the Sheltered Housing Forum, tenant representatives and West Dunbartonshire Council staff work together to support the delivery of sheltered housing services which are responsive to the needs of tenants and service users.

Membership

Membership is open to all tenants of sheltered housing complexes owned and managed by West Dunbartonshire Council. Two representatives from each complex are invited to attend Forum meetings on behalf of their complex.

Members' objectives:

In representing the interests of all WDC sheltered housing tenants:

- to contribute towards the development and review of sheltered housing policy and services
- to contribute towards the development of new sheltered housing service standards
- to participate in the monitoring and review of standards and services provided to sheltered housing tenants
- to investigate scrutiny options which can be tailored to the services provided to the sheltered housing complexes
- to receive the same tenant participation updates as other WDC representative tenant groups

Meetings

The time and venue for meetings is flexible, and determined by tenant representatives. Venues for meetings rotate around each of the Sheltered Housing Complexes.

Being a representative

Representatives for each complex are not responsible for reporting repairs or raising day-to-day issues that are either dealt with by tenants themselves or are part of the Sheltered Housing Supervisor's remit.

Representatives can bring important issues to the Forum on behalf of their members however it should not be something which is normally dealt with at the complex.

Getting involved

If you would like to get involved in the Sheltered Housing Forum, please contact the Tenant Participation Section 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，製成其他語文或特大字體版本，也可製成錄音帶。

अनुसूच 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 ملے۔