

CONSULTATION

We are committed to consulting you and other tenants when we are preparing to do improvements to houses and housing estates. When works are being planned you will be visited to be informed:

- *When the work will start*
- *When it will be completed*
- *What choices you have in the materials, colours and styles of improvements*

We will also consult you on any changes to our management and maintenance service such as rents, estate management, repairs and improvements.

TENANT REPRESENTATIVES

There are five tenant representatives on the Management Board of Eden Housing Association. These representatives can bring your views and concerns to all those responsible for running the Association. We aim to draw the representatives from all four quarters of the Eden District area. For details of your tenant representative please contact our office.

ELECTING YOUR TENANT REPRESENTATIVES

All tenants have had, and will continue to have, a right to nominate new tenant representatives to the Board as Members of the Association. The Tenants' Forum will co-ordinate the selection process.

EDEN HOUSING ASSOCIATION PARTICIPATION FORUM

The Eden Tenants Participation Forum has been operational since 1988. The Forum is made up of representatives from the Tenants' Associations as well as any tenants who may wish to come along to the regular meetings. You are very welcome to come to meetings of the Forum and you can find out when the next one is in your area by contacting our office.

A newsletter is produced by the Tenant's Forum, called 'Viewpoint', this is sent free of charge, four times a year to every Eden Housing Association tenant and former tenants who have purchased through the Right to Buy. 'Viewpoint' has a wide range of articles of interest, describing what the tenants and Association are doing, providing useful contacts and other information.

The 'Viewpoint' will incorporate questionnaires to enable you to express your views on our service.

The Tenants' Forum arrange for two representatives to attend the monthly Cumbria Tenants Forum meetings. Good practice and joint working procedures are discussed and encouraged at these meetings.

TENANTS' AND RESIDENTS' ASSOCIATIONS

A number of areas in which we have properties have their own Tenant's and Residents' Association groups. These are funded through Eden Housing Association. These groups meet regularly and they provide an ideal opportunity for tenants and residents to get together, get to know each other and act as a common voice in telling us their opinions.

If you would like to know more about the Tenant and Resident group in your area please contact our office. We can also help to set up groups if there isn't one in your area at the moment.

We also have 'Village Contacts' for those areas that are not currently represented by a Tenants and Residents group. This will allow the more remote rural areas to have a voice and voting rights at the Forum.

COMMUNITY DEVELOPMENT

Community Development is a range of practices we implement in our unique rural and rural market town area in order to improve local conditions and facilities. It allows people the opportunity to participate in public decision making and to achieve greater long term control over their circumstances.

Community Development has no boundaries and is not restricted to Eden Housing Association tenants and residents, as the activities undertaken may include all people within the specific Community.

We are committed to undertake community development activities, which will create and sustain safe, friendly and happy communities where everyone can have the chance to get involved, and where everyone shows respect for one another.

We will identify opportunities to promote and develop the Association's work with its customers and with the wider community. We will endeavour to work in partnership with other agencies such as the Police, Voluntary Groups, Youth and Community Service, Voluntary Action Cumbria, CVS and Parish Councils.

We will provide any assistance we can with activities such as summer trips, play areas, toy library, after school clubs, training, residents' groups, youth groups, community gardens, art clubs, food co-ops, community centres, gardening clubs, recycling, credit unions, sports facilities, sports equipment, Christmas parties, spring fayres, Britain in Bloom and community businesses.

We aim to encourage young people to become more active in the community. We will also provide assistance funding and completing appropriate funding application forms for Community Development activities.