



TENANT PARTICIPATION



We are committed to working with you to find ways of meeting your needs and improving the quality of the services that we provide and we feel that over the years we have developed a successful two-way flow of information which has helped us to improve our ways of working.

The Housing (Scotland) Act 2001 seeks to put such arrangements on a more formal basis, however, by placing a duty on landlords to prepare a strategy for promoting tenant participation in the development of proposals for the management of our stock and the provision of related services.



To this end we are currently working on a draft Tenant Participation Strategy. The draft document will be made available early in the New Year for all our tenants and other interested groups to make comment on and feedback their views. The final document will be prepared taking into account the feedback received.



COMMON HOUSING REGISTER



Along with the two local authorities and a number of housing associations operating in the north east, we have been discussing whether or not to participate in a Common Housing Register.

Last week the decision was taken to progress with the proposal which will see the use of one common application form covering most (if not all) of the social housing providers in the north-east.

This will mean that for the first time people will be able to apply direct to us for accommodation and will no longer require to apply via Aberdeenshire Council. We will operate our own Waiting List of people wishing to be housed by us - we currently allocate more than 50% of our vacancies to people nominated by the Council - and this should enable us to have greater control over who our properties are allocated to.

The new system is due to go live in May 2007 and we will advise applicants of any action they will require to take nearer the time.



Aberdeenshire *housing partnership*



Winter 2006



DEVELOPMENT



Tenants moved into their new homes in Oldmeldrum and Aboyne earlier in the summer and we are planning large developments at Fraserburgh, Huntly, Oldmeldrum all of which we hope to start on site by summer next year. We are also busy planning our first new project, of 12 houses, in Alford.

Looking ahead to Spring next year we are scheduled to complete our projects at Kingseat, near Newmachar and Upper Grange in Peterhead. If you are interested in an internal transfer, please contact your Housing Officer.

We are developing our website and in the future plan to have a section dedicated to our new developments.

We always ask new tenants what they think about their house six months or so after they have moved in. Tenants at Sett Road, Blackburn and St Clair Gardens, Newburgh were recently surveyed and were generally very pleased with their houses, but some concerns about the immediate environment were raised as were a feeling that some of the houses could benefit from more storage space. These points are considered for future developments.



PROPERTY SERVICES UPDATE



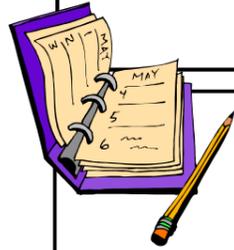
As part of the SHQS Delivery Plan AHP undertook to deliver several small capital works programmes throughout the financial year 2006/07. We also are delivering medical adaptation works as well as full refurbishment works to void properties.

The capital and cyclical works involve the following:

- A small kitchen replacement contract of 5 properties.
- A central heating replacement contract to 12 properties.
- A pilot programme for a small number of door replacements.
- A cyclical painterwork contract to the whole of AHP's property in the north/east corner of Aberdeenshire.

Balmoral Tanks - AHP have eventually come to an amicable agreement with Balmoral for the replacement of damaged oil tanks. Letters will be issued to all affected tenants. We would like to thank Stewart Milne, Pitkerro (Dundee) and Balmoral for their assistance in resolving this matter.

TENANT CONSULTATION POLICY



Tenants' views will be considered along with other stakeholders when decisions are taken about how we develop, our policies and how we deliver our services to tenants.

Our policy says:

- We will issue a policy newsletter about our new policies.
- We will send out draft policies to those tenants who have said they are interested in a particular topic.
- We will set up 3 tenant panels to look at repairs and improvements, rent setting and anti social behaviour.



We will provide feedback through our newsletters about the views and comments we get.

RECHARGEABLE REPAIRS POLICY



The Rechargeable Repairs Policy will assist AHP to meet the objectives of the Strategic Plan and Maintenance and Repairs Policy, aims and priorities. In particular, it will assist AHP to provide well-maintained houses for all tenants. This policy will also assist AHP to achieve Best Value in the use of its resources. The specific objectives of the Rechargeable Repair Policy are to give clear guidance on the circumstances which tenants will be recharged and the process of recharging for repairs.

Should you wish to receive a copy of the Rechargeable Repairs Policy or make comment on its content please do not hesitate to contact us by phone, e-mail or via our website.



DEVELOPMENT POLICY



The development of new houses is one of the most important activities AHP carries out. It is important to people who are in need of affordable housing for rent that we build good quality, energy efficient houses to a high standard. We also work to make sure the houses we build are designed for flexibility of use as peoples needs change over the years ahead.

Our policy sets out how we will go about identifying housing development opportunities, whether a project is viable (including what type of housing would best suit local needs and conditions, how much it will cost to build etc) and the overall design layout of the scheme. For example recent developments have included a range of housing types including flats for a range of needs. We also look carefully at the immediate environment in which our new houses are built as we know this is important to our communities.

Should you wish to receive a copy of the Development Policy or make comment on its content please do not hesitate to contact us by phone, e-mail or via our website.



HOUSING MANAGEMENT STRATEGY



Aberdeenshire Housing Partnership's strategic objective is to become one of the best social landlords in the North East of Scotland and our Housing Management Strategy identifies how we aim to achieve this. The document details specific objectives and outlines what we are currently doing and what we intend to do over the next couple of years to achieve these.

Should you wish to receive a copy of the Housing Management Strategy or make comment on its content please do not hesitate to contact us by phone, e-mail or via our website.



Should you wish to receive a copy of any of these draft policies, please tick the box on back page and return this page to us in the reply-paid envelope.

You comments on these documents are very welcome and allow us to improve our service to you.