

TENANT CONSULTATION and PARTICIPATION POLICY

1.0 INTRODUCTION

1.1 Our aim is to ensure that all of our tenants are as well-informed about our activities as possible and that they have the opportunity to be as involved as they wish to be in our decision-making processes.

1.2 We are therefore committed to promoting Tenant Participation in the development and provision of our housing services. Tenant participation can be defined in several ways and we have chosen to define it as follows:

“Tenant participation is about tenants influencing the decisions that we take about housing policies and services. It is a two-way process involving the sharing of information, ideas and plans. It gives an opportunity to empower tenants and makes us more accountable for our actions.”

1.4 We recognise that ‘participation’, or ‘taking part’, will mean different things to different people – ranging from simply providing the information that tenants need about our services in a way that can be easily understood, to tenants sharing in the management and control of our activities through being a member of our Management Committee.

1.5 This policy describes our general arrangements for promoting tenant consultation and participation. It is supported by a more detailed Tenant Participation Strategy.

1.6 This policy complies with Performance Standard GS2.2 and with Chapter 12 of the SFHA publication “Raising Standards” entitled ‘Tenant Participation’.

2.0 TENANT PARTICIPATION STRATEGY

2.1 To ensure that our commitment to tenant participation and consultation is implemented in practical, relevant ways the Management Committee have established a Tenant Participation Working Group (TPWG) to oversee our tenant participation plans and activities.

2.2 The TPWG have produced a Tenant Participation Strategy (Appendix 1) which has been approved by the Management Committee and which describes how we will implement this policy.

2.3 The TPWG will review and update the Strategy each year with full consultation being carried out with our tenants on a two-yearly cycle. The Strategy will be published in our newsletter *Almond View* and copies will be available to anyone who asks for one.

2.4 The Strategy describes the action we propose to take under the following headings:

- keeping tenants informed - through providing good quality, accurate, up to date and easily understood information, regular newsletters etc.
- providing a variety of ways for tenants to make their views known to us – from major tenant satisfaction surveys to individual meetings and discussions
- consulting with tenants on a range of relevant issues, through a variety of techniques
- raising awareness of the opportunities for tenants to participate in our activities
- encouraging the setting up of groups focussing on specific issues, or general Tenants or Residents Groups, and supporting them in practical ways
- providing training opportunities for tenants interested in becoming more involved in our activities
- promoting membership of the Association and encouraging tenants to stand for election to the Management Committee.

3.0 MONITORING AND REVIEW

- 3.1 The Management Committee will monitor the implementation of this policy through receiving reports and recommendations from the Tenant Participation Working Group, and through approving the Tenant Participation Strategy following each annual review.
- 3.2 The Head of Policy & Development is responsible for ensuring that this policy and the Strategy supporting it are implemented by staff and Committee Members as appropriate.
- 3.3 The Head of Policy & Development will ensure that this policy is reviewed by the Management Committee at least every five years.

FIRST APPROVED IN	JULY 1995
VERSION 3.0 APPROVED IN	MAY 2006
NEXT REVIEW DUE BY	MAY 2011
COMPLIES WITH	Performance Standard GS2.2 and Chapter 12 of 'Raising Standards'

almond HOUSING ASSOCIATION



**TENANT
PARTICIPATION
STRATEGY**

Review 2004

Almond Housing Association

Tenant Participation Strategy

Contents

SUMMARY

	<i>Page</i>
<u>Introduction to Strategy</u>	1 - 2
<u>Aims & Objectives</u>	3
<u>Keeping Tenants Informed</u>	3 - 4
<u>Getting your Views Heard</u>	5
<u>Consultation with Tenants</u>	5 - 6
<u>Participation in what?</u>	7 - 8
<u>Why Participate: The Benefits</u>	8
<u>Register of Tenants Organisations</u>	9
<u>Tenant Participation Sub Group</u>	10
<u>Consultation Register</u>	10
<u>Responding to Representations from Tenants Groups</u>	11
<u>Negotiating and Complaints</u>	11
<u>Resources and Support for Tenants Groups</u>	12
<u>Equal Opportunities</u>	13
<u>Implementing the Strategy</u>	14
<u>Additional Information</u>	14
REGISTRATION CRITERIA (APPENDIX A)	15 - 17
Form for Consultation Register (Appendix B)	18

SUMMARY

'Working Together with Tenants': A Strategy for Tenant Participation

The Aim of this strategy is to ensure tenants are able to influence housing decisions and that the Association is open to influence. The following is a summary of the key features of the strategy:

Keeping Tenants Informed

What we do now:

- We currently keep tenants informed with Almond View Newsletters, Open Days, Posters, and Personal Letters. Tenants can also refer to their Tenancy Agreement for further information.
- Ensure that all information is available in different Languages and Formats when required.

How we will improve:

- A new tenants handbook is being prepared for tenants. The handbook will serve as a comprehensive, user friendly guide to Almond Housing Association.
- All tenants will soon receive a new tenancy agreement outlining their new improved rights following a recent change in Housing Law.
- More open days and information 'road shows' - We will hold open days to inform tenants of any changes that may affect them.

HOW DID WE DO Handbook complete
 New Tenancy Agreement signed by tenants
 Held conference instead of open days

Consulting with Tenants

At present we use a variety of methods, such as:

- Hold Open Tenants Meetings on general and specific meetings
- Carry out Tenant Satisfaction Surveys and Random Samples
- Work with local tenants groups

How we will improve:

- Make home visits where required
- Introduce a consultation register. This is to ensure that all interested tenants are always given the opportunity to have their say over any proposed changes to the service they receive
- Rent Increases: - Annually give tenants the opportunity to be consulted over rent increases
- Policy Review. We will publish a list of all policies and procedures that are due to be reviewed each year. This is to ensure that tenants get the opportunity to shape and influence the way we work.

HOW DID WE DO Continued to make home visits where required
 Introduced a consultation register and gave further opportunities for tenants to
 either remove themselves from the register or be added
 Consulted on the annual rent increase
 Published the list of policies due for review

ALMOND TENANT PARTICIPATION STRATEGY

Introduction

Tenant Participation is about sharing ideas, information and power. It is about tenants being empowered and being given the chance to make decisions about their homes and their communities.

The Association currently has a tenant participation policy. The development of this strategy is intended to build on the Association's policy and to ensure that it is put into action. The strategy is intended to ensure that there are opportunities for Almond tenants to participate in the management of their own homes. It is therefore of paramount importance that the development and ongoing review of this strategy is influenced by tenants.

It is important that the strategy is seen as a working document as it will need to change in response to different circumstances, ideas and developments. The Association is also keen to stress that the actual process of developing the tenant participation strategy is equally as important as the final document.

The Housing (Scotland) Act 2001 has enhanced the individual and collective rights of tenants. This strategy is intended to ensure that Almond not only meets, but surpasses the new statutory minimum created by the Act.

Developing this strategy with tenants

Almond involved as many tenants as possible in the development of this strategy to make sure that it reflected the commitment to tenant participation that local people would expect from their local housing Association.

How we intend to engage with tenants

Almond will try a wide variety of ways to make contact with tenants. We recently commissioned a market research company to carry out a survey to find out how tenants would like to be consulted. There was a limited response but the most popular choice was small area meetings, with some interest in focus and working groups. This survey has put us in contact with a number of Almond tenants who are interested in finding out about opportunities for tenant participation.

What type of things the strategy should include

There are some things that we are legally obliged to include such as how we intend to keep tenants informed, how we intend to consult tenants and how we intend to take account of tenants views. These are the type of things that are best decided by tenants, because whatever methods are adopted must suit them. The Association also has to explain what type of resources and support are available for tenant participation.

We are always keen to hear what other things you would like to see included in the strategy. Let us know if you think anything has been left out or should be changed.

Developing a strategy - the legal position

The Housing (Scotland) Act 2001 states that all local authorities and Registered Social Landlords must prepare a strategy for tenant participation.

Almond's approach to tenant participation is intended not only to meet the new legal duties, but also to surpass them, providing genuine opportunities for tenant involvement.

THE STRATEGY

Aim

The aim of this strategy is to ensure that tenants have the capacity to influence and that the Association is open to influence. Almond is committed to ensuring that there are ongoing opportunities for all tenants to participate in the design and delivery of their housing service. Tenants are encouraged to participate at different levels, from basic level quality control to making decisions at a strategic level on the Board of Management. The Association endeavours to provide all tenants with information and the chance to be involved in consultation and participation.

Objectives

The Association recognises that facilitating real tenant involvement is the only way to meet the following objectives: -

- Raise awareness of opportunities to participate
- Maintain a tenant and customer focused housing service
- Keep tenants informed
- Empowerment of tenants - Training, skills & control
- Improved efficiency and effectiveness of the Association
- Develop stronger communities

Keeping tenants informed

The Association is legally obliged to explain how tenants will be kept informed.

Almond recognises that some tenants will be more interested in participating than others. For example some may be content with the opportunity to comment on the quality of service by returning a questionnaire, while others may want to get involved in the overall management of the Association. However, before people decide whether or not they want to get involved, they need information.

Almond's aims to provide tenants with good quality, accurate, up to date and easily understood information. However we are keen to receive comments from tenants on how it may be developed, as information is the cornerstone for the development of tenant participation. Tenants can request information by telephoning, writing or calling into the office.

At present the Association keeps tenants informed via a number of methods:

- A) Tenants Handbook
- B) Almond View Newsletter
- C) Tenancy Agreement
- D) Letters
- E) Policies and Procedures
- F) Open days for passing on information

All our documents can be interpreted into different languages when necessary.

Tenants Handbook

The tenant's handbook provides a wide range of essential and useful information for tenants. It includes general information on the Association, rights and responsibilities of tenants, repairs and tenant participation.

The section on tenant participation in the handbook explains that there are various opportunities for tenants to get involved in the management of their homes. It also states that support is available from the Association for any tenants who are interested in starting a tenants group.

Almond View Newsletter

The newsletter contains up to date information about the Association's progress, including details of planned maintenance, new and reviewed policies, the Association's AGM and opportunities to get involved.

Tenancy Agreement

All tenants are provided with a copy of their tenancy agreement. This sets out the rights and responsibilities of tenants and the Association.

Policies and Procedures

Tenants can request to see any of our Estate Management policies and procedures which we make sure are written clearly and concisely. This includes; complaints procedure, repairs and maintenance policy and allocations policy.

Open Days

Almond will hold open days to inform and consult tenants over major policy and housing management issues such as rent setting and the tenant participation strategy.

Getting your views heard

Tenants who have a particular issue, concern or problem that they would like to raise with the Association can either do so themselves directly, or through their local tenants group. Almond now has a legal duty to respond to issues raised by an individual tenant.

At a basic level the Association will when appropriate provide a suggestion slip with every newsletter seeking views and comments on issues relating to services that tenants receive. Furthermore, Almond has started a Consultation Register (see appendix B). This means that tenants can choose to be consulted over housing issues without having to join a tenants group. However, if you are interested in starting a tenants group you can register with Almond (see appendix A). There are also opportunities as an individual tenant to become involved in the Association's management committee.

Consultation with Tenants

Almond regularly consults with tenants to obtain feedback on the service and to make sure that tenants have the chance to have their views heard. The Association aims to consult tenants at the earliest stage possible, to ensure tenants are involved in the policy *making* stage rather than the policy *implementation* stage.

How Almond will consult with tenants

In accordance with the Housing (Scotland) Act 2001 the Association is legally obliged to: -

- Set out how it intends to consult with tenants
- Indicate the issues that tenants will be consulted on

In order to consult with as many tenants as possible Almond will use a number of techniques including: -

- Meetings
- Visit tenant groups
- Home visits where requested
- Surveys
- Telephone surveys
- Use of random samples to target tenants
- Consultation Register

We recognise that not all tenants will want to be involved in consultation. In areas where this is known to be the case Almond will survey a minimum of 10% of tenants.

Issues that we will consult tenants on

The Association aims to continue consulting with tenants on issues such as:-

- Repairs & Maintenance
- Housing management (allocations, estate management, tenancy agreements, tenant participation & services)
- Modernisation and new build - including appointment of design teams where possible.
- Rent setting
- Service quality
- Complaints procedures
- Any proposals relating to the transfer of ownership or management of the Association's stock.
- Wider Action.

Housing staff are currently promoting the opportunities to participate whilst out on home visits.

Participation in What?

Almond Housing Association believes that tenant participation can benefit the service tenants receive, the development of the Association and the wider community. Almond's Management Committee has tenant members who are involved in the management and decision making of the Association. The Association also recognises and supports local tenant and resident groups who are working to improve their quality of life.

Issues for participation

Tenants can participate in the review and development of the following policies and procedures: -

- Estate management
- Neighbour Relations
- Environment
- Complaints
- Allocations
- Communication & Information
- Repairs
- Rents and Services Charges
- Measuring Performance
- Tenancy agreements
- Community Issues
- Everyday Customer Service

Raising Awareness of the opportunities to participate

The Housing (Scotland) Act 2001 requires Almond to consult with tenants over the development of its tenant participation strategy.

As part of the process of developing this strategy the Association actively involved tenants and it is Almond's aim to continuously involve and promote tenant involvement in both Almond and the wider community.

Tenants can participate in the running of the Association and the development of the local community in the following ways: -

- The Management Committee
- Issue specific, working groups
- Local Tenants & Residents groups - we can provide contact details of groups in your area and information on starting your own group.
- At an individual level through the register of actively interested tenants

Why Participate? The Benefits of Groups

In order to stimulate interest in setting up community groups Almond will be proactive in promoting the benefits of collective action in tenant and community groups. Particular benefits include: -

- Influence Almond's service delivery to suit the needs of your community
- Involvement in the development and review of policies and procedures
- Assisting in communication with tenants
- Highlighting problems with the Associations service provision
- Lobbying various bodies on local issues
- Support communities in campaign for community facilities
- Fundraising
- Community safety
- Environmental improvements

Often people will not participate because they don't realise what they could achieve. Promoting the positive aspects of tenant participation should attract more interest.

Identifying any barriers to participation

As part of this strategy the Association is keen to consult with tenants to identify any barriers to participation. The Association will engage with tenants groups and individual tenants to identify any barriers and ways to over come them.

Almond has promoted the benefits of participating in a local group through the Almond view newsletter. Almond are keen to hear from tenants how effective this method has been and how it could be improved to suit them.

Register of Tenants Organisations

As a requirement of the Housing (Scotland) Act 2001 Almond keeps an up to date register of local tenants and residents groups that are registered with Almond. The information contained in this register is available on request either by calling in to the Office during office hours or, if this is not suitable, by written request.

How do we register?

To register with Almond a group must complete a short registration form. If the group has a constitution a copy should be included with the registration form.

Criteria for groups

Almond recognises and seeks to support formally constituted tenants organisations as well as more informal groups that have perhaps emerged in response to a particular issue. Informal groups will receive support 'in kind' for example staff support to get started or help with photocopying. In order to receive any financial support or resources all groups must have open memberships and comply with Almond's equal opportunities policy.

Groups applying for registration with Almond must meet the legal standards as set out by the Housing (Scotland) Act 2001. Full details of registration criteria and the process for registration are set out in Appendix A to this document. This information can also be requested by phoning or calling into the office.

Why register?

Registering a group is a good way to help promote its existence to local people. Also, once a group is registered with Almond the Association will make an annual contribution of up to £200 to the group's funds providing certain criteria are satisfied e.g.: -

- Groups have an agreed constitution, containing an equal opportunities statement
- There are elected office bearers
- Minutes of meetings are available for inspection
- Accounts are audited on an annual basis
- Groups hold open meetings that are advertised and accessible to all

Refused registration

If the Association refuses entry on to the register or removes a group from the register, the group can firstly appeal to the tenant participation Sub-Committee. If the group is not satisfied by the outcome of this, they can then appeal to the Housing Association's Management Committee.

If, following this process the group is still not satisfied, the group can then apply to the relevant Scottish Minister who may confirm or overturn the decision. It is also possible

to apply to Communities Scotland's Registration & Inspection division.

The Tenant Participation Sub Group

Almond has a Tenant Participation Sub-Committee made up of 4 members from the Management Committee. Any member of a registered tenants organisation, with the consent of their group, can meet with this group to discuss any issue that relates to one of the areas outlined above.

If the issue or problem cannot be resolved with the Sub-Committee, the group may then choose to have a representative raise the issue at a Committee meeting.

One suggestion on how this could work is that access to monthly Committee meetings be arranged providing there is at least two weeks notice prior to the meeting taking place, an invited tenant representative would only be able to attend a designated part of the meeting. Visiting tenants to Committee meetings will not have any voting rights.

Consultation Register

Almond recognises that joining a tenants group does not suit all tenants. Almond has created a Consultation Register of tenants who have indicated that they would like to be consulted over issues that may affect them.

Getting your name on the register

Simply write or phone the Association to request a Consultation Register form (see appendix B). The form allows you the opportunity to indicate the types of issues you want your landlord to consult you over.

Promoting this service

Almond will actively encourage the use of this service through the usual channels to maximise feedback from tenants. In particular the Association will publicise this service through: -

- The Almond View newsletter
- Housing officers
- Posters in the office foyer

Responding to Representations from Tenant's Groups

The Association also has a new legal duty to respond to any issues or concerns raised by a registered tenants group. The Association will endeavour to attend on request any meetings held by a Registered Tenants Organisation provided that two weeks notice has been given. Some issues may be resolved through the provision of information whilst others may need a lot more time and consideration before they can be resolved.

Negotiating & Complaints

The Association is prepared to discuss with individual tenants and tenant groups, any issue relating to Almond's service delivery.

Complaints

At the moment if you have a complaint to make to the Association you can either do it verbally or in writing. The procedure works as follows: -

- 1) Complaints will initially be dealt with by the appropriate manager in the Association and a decision will be reached.
- 2) If there is no satisfaction with this decision you can approach the Chief Executive and ask that your complaint be reconsidered.
- 3) If you are not satisfied with this decision you can appeal the decision and the management committee will then consider it.

The Proposal for dealing with complaints relating to tenant participation is as follows:

Follow steps 1 and 2 then 4 and 5, step six relates to both instances

- 4) If there is still no resolution, an issue or problem related to tenant participation can then be taken to the Tenant Participation Sub Group. The Sub Group consists of 4 members of the board of management.
- 5) If you are not satisfied with this decision you can appeal the decision and the management committee will then consider it.
- 6) The Housing Association Ombudsman can be approached if the individual or group feels that the above process has failed to resolve their issue or problem. **The Ombudsman will only consider a complaint if the above complaints procedure has been followed first.**

Resources and Support for Tenants Groups

Almond will provide appropriate support for new and existing groups including the following: -

- Guidance and support for starting new groups
- Meeting rooms
- Assist groups with the production of promotional material and photocopying papers for meetings.
- Staff will attend meetings when invited (Minimum Two Weeks Notice)

The Association will endeavour to keep groups up to date with housing issues affecting their area.

Encourage and Support New Groups

Almond is committed to supporting the formation of tenants groups in areas where there is little or no representation. The Association's newsletter and handbook provide tenants with a constant message that support is available. Housing officers will also promote the support available for new groups to tenants new to the Association. Similarly, existing groups will be encouraged to use their expertise to encourage those who are interested in setting up new groups.

Training

Almond recognises the value of training for both tenants and staff. Training can be arranged for new and existing groups either in house or by an outside agency. Almond is a member of the Tenant Participation Advisory Service (TPAS) and can access discounted rates for tenant and staff training.

In order to help drive tenant participation forward training for staff and board members has been arranged by Almond. The training covered the following:-

- The concept of tenant participation
- The benefits of tenant participation
- The barriers to participation
- Different ways of participating
- Tenant Participation and the Housing Scotland Act.

Equal Opportunities

Tenants groups should notify their Housing Officer if they feel the need for particular training. Groups will be notified of any training opportunities provided either directly or indirectly by the Association.

Equal Opportunities

The Association operates an Equal Opportunities policy which covers a range of situations such as employment, access to housing and disability issues.

Membership of the Association and the governing body

Almond will endeavour to ensure that its membership in both general terms and on the board of management reflects the profile of the community in which the Association works.

Almond is committed to keeping pace with changes in the demographic profile of the community using a number of methods: -

- Census reports
- Local Authority statistics
- Localised surveys carried out periodically by Almond

Accessibility

Almond aims to ensure that meetings are held in venues that are suitable for everyone, at suitable times and will be publicised in a way that all tenants can understand.

Equal Opportunities in Tenants Groups

Almond will encourage tenants groups to adopt an inclusive approach towards involving minority groups in the community.

The Association will offer training on race, gender and disability equality issues to tenants groups.

Tenants and Residents groups who act in a discriminatory or offensive way towards minority groups could be subject to some or all of the following sanctions:

- Withdrawal of funding
- Withdrawal of support in kind e.g. use of premises
- Removal from register of tenants organisations

Implementing the Strategy

Almond would like to continue to involve tenants in as many areas of the Associations work as possible. It is hoped that through the involvement of tenants in the development of the participation strategy, the strategy facilitates opportunities for tenant participation in all areas of Almond's services.

Additional Information

Nothing to fear if you challenge the Association

The Association will not take any action against a tenant that would affect the tenancy. Tenants have certain rights which means they are protected by law, making it illegal for an Association to inconvenience a tenant who has been involved in challenging the Association on any of the issues mentioned previously.

New rights for tenants

The Housing (Scotland) Act 2001 means that tenants will soon have more legal rights, including rights to succession, repairs, assignation and information. There are also new legal duties on the landlord that mean landlords have to take account of the views of their tenants.

Partnership Working

Almond has links to external agencies e.g. local police, community education etc. The Association will endeavour to maintain these links and draw upon the support of relevant agencies where applicable. The Association recognises that this type of joined up approach to tenant participation has real benefits for those active in their communities.

Appendix A

CRITERIA FOR REGISTRATION WITH ALMOND HOUSING ASSOCIATION

1) Constitution

Groups must have a written constitution available for inspection by the public that sets out -

- (a) its objects and its area of operation;
- (b) its membership criteria and procedure for application for membership;
- (c) the operation of its committee;
- (d) its procedure for election of its committee and office bearers;
- (e) how its business is conducted, including delegation of powers;
- (f) how its decisions are reached;
- (g) how its funds are managed;
- (h) its procedures for meetings of members including the annual general meeting; its procedure for amending its constitution; and
- (i) its commitment to the promotion of equal opportunities and tenants' housing and related interests in relation to the registering landlord.

2) Committee

1. The group must have a committee, the members of which are elected at an annual general meeting of the applicant. Members of the committee must be required to stand down after a period specified in the applicant's constitution.
2. The committee must consist of at least three members who may co-opt other members on to the committee during the course of a year; and
3. The committee procedures set out in the constitution of the applicant must require that the decisions of the committee are reached democratically.

3) Area of operation

The group must operate:

- (a) within a defined area, which includes housing stock owned or managed by any local authority or registered social landlord with whom it is seeking to register; or
- (b) a local community; or
- (c) at a national level, if the applicant is seeking to register with a registered social landlord that operates across Scotland.

4) Membership policy

Membership of the group must be open to all those tenants of the landlord to whom application has been made who are tenants-

- (a) under a Scottish secure tenancy or a short Scottish secure tenancy; and
- (b) of a house situated within the applicant body's defined area of operation.

5) Accounting

Groups must maintain proper and timely accounting records. Its constitution must require that an annual financial statement is prepared showing income and expenditure and a statement of assets and liabilities. The statement should be independently validated by a body agreed with the registering organisation and be presented at its annual general meeting.

6) Consultation and representation

Groups must be able to demonstrate to the landlord their commitment to representing the interests of its members and its ability to represent the views of its members who are tenants of the landlord with whom it is seeking to register.

PROCEDURE FOR APPLICATION FOR REGISTRATION

1. An application for registration in the register shall be in writing.
2. A separate application shall be sent by the applicant to each landlord with whom the applicant wishes to register, accompanied by the following:-
 - (a) a copy of the applicant's constitution;
 - (b) a list of its office bearers and their contact details;
 - (c) details of other landlords with whom the applicant has registered or is seeking to register;
 - (d) a description of its area of operation; and
3. An applicant for registration which satisfies the criteria described above shall be registered by the landlord as a registered tenant organisation.
4. The landlord will notify the applicant in writing whether or not registration has been granted and, if it is so granted, the effective date of registration.
5. If the application for registration is refused, the landlord will notify the applicant in writing of the reason for refusal and of their right of appeal.

PROCEDURE FOR REMOVAL FROM A REGISTER

1. If it appears to a landlord that a body which is a registered tenant organisation satisfies the criteria for removal from the register, the landlord may, whether or not on the application of the registered tenant organisation and after giving the body written notice specifying the reasons for and the effective date of removal, remove it from its register.
2. In the case of a body that appears to a landlord to have ceased to exist, or not to operate, notice under paragraph (1) above is deemed to be given to the body if it is served at the address last known to the landlord to be the principal place of business of the body.
3. A registered tenant organisation may make a written application to a landlord to be removed from the register and the landlord will reply to that organisation in writing either accepting or refusing that application.

I wish to be put on the Consultation Register for Individual Tenants

Name: _____

Address: _____

Telephone Number: _____

PLEASE RETURN IN PRE-PAID ENVELOPE PROVIDED