

CHICHESTER GREYFRIARS HOUSING ASSOCIATION LIMITED

CONSULTATION POLICY

1. CHANGES TO THE TENANCY

The terms of an assured tenancy can only be altered by agreement, in writing, of both the tenant (resident) and the Association. Changes to the rent, service charge and support charge can be made by giving the tenant not less than one calendar month's notice in writing. The tenant has a right of appeal to a Rent Assessment Committee to have a market rent determined, details of the procedure are outlined in the notes accompanying the rent increase notice.

2. CHANGES IN HOUSING MANAGEMENT

Before making any significant changes in housing management the Association will write to each resident concerned informing them of the proposal and inviting comments within a reasonable time – normally 28 days. Housing management refers to management, maintenance, improvements and the provision of services or amenities.

The Association will take into consideration any comments or representations made within the specified period by its residents or a recognised residents' association before a final decision is reached. The Association reserves the right to vary its proposal in the light of comments received and this variation will not constitute a new proposal or require further consultation. Residents who were consulted on the proposal will be notified of the final decision.

Where works of an urgent nature are required, or in an emergency, the Association reserves the right to take the necessary action to deal with the emergency without prior notice.

3. GENERAL CONSULTATION

The Association, being small in size, is able to contact all residents within a short period of time, either personally or by letter. It is also willing to hold open meetings on items of major concern where further explanation of a proposal is required. Residents likely to be substantially affected by the proposal will be invited and given the opportunity to express their views.

The Association acknowledges the rights of its residents to form a residents' association and where there is sufficient interest from residents this will be encouraged. Any residents' association must be properly constituted and open to all residents of Chichester Greyfriars Housing Association and in this event it should also have the right to nominate the tenant representatives to the Board.

The Association welcomes tenant representatives on the Board thereby ensuring resident involvement in policy formation.

Board Approval 04/06/08