

Methods (Inputs)	What we will do (Outputs)	Lead	Timescale	Expected Outcomes
Information and Communication				
<p>We will provide information to all tenants</p> <p>All information will be in plain English, easy to read and jargon free</p>	<p>We will use a range of ways to provide information including:</p> <ul style="list-style-type: none"> • Annual Report • Landlord Report • Performance Reports • Annual General Meeting (AGM) • Letters, emails, texts • Home visits and telephone calls • Website and social media • Public notices, office notice boards and reception • Newsletters, flyers, and leaflets • Using plain English • Using graphics rather than dense text where possible • Providing document summaries 	PHA	Ongoing	<p>Improved communication with tenants, owners, and service users</p> <p>Increased trust with tenants, owners, and service users</p> <p>4x newsletters per annum</p> <p>Annual reports (standard)</p> <p>Improved range of information provided</p> <p>Greater awareness of services being provided</p>
Consultation				
<p>Produce an annual consultation timetable</p> <p>Provide feedback on any consultation exercise</p>	<p>We will:</p> <ul style="list-style-type: none"> • Develop and agree a consultation timetable • Publicise this in the newsletter and circulate to ‘interested participants’ • Encourage awareness by publicising this information and detailing how people can get involved • Plan consultation exercises before carrying them out and ensure SMART outcomes • Circulate a report on the outcome of consultation exercises 	PHA	Ongoing	<p>Greater participation and involvement in policy reviews</p> <p>Evidence of tenant influence in their services</p> <p>Improved services</p>

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Working with tenants/owners to develop community participation				
Improving tenant/ owner/ service user involvement	<p>We will:</p> <ul style="list-style-type: none"> Promote and encourage membership of a Register of Interested Participants Promote and encourage membership of a tenants focus group Investigate opportunities for involving tenants in smaller geographical areas of interest Promote involvement at signups and tenant house inspections Arrange tenant events Provide digital avenues for participating Gather updated email and mobile numbers for tenants Carry out estate walkabouts / tenant led inspections 	PHA	Ongoing	<p>To secure a group of tenants who are keen to engage and provide input on a range of issues</p> <p>Evidence of an increase in tenants being involved in the work of the Association</p>
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Making sure that everyone can be involved				
Activities will be planned and every effort will be made to ensure that no one is excluded from participating	<p>We will:</p> <ul style="list-style-type: none"> Discuss and agree the target audience Carry out an assessment to identify who may be excluded Check premises for accessibility (wheelchair accessible, loop system etc.) Organise crèche/babysitting facilities where possible Ensure that newsletters include a translation panel and is available in minority languages (on request) Provide transport to events Run events out with normal working hours Facilitate for remote access 	PHA	Ongoing	<p>Evidence of the steps taken to include everyone</p> <p>Evidence of what worked well and what didn't</p>

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Review of Tenant Participation Strategy				
<p>Monitor the progress of the Action Plan</p> <p>Evaluate annually and report on actual outcomes</p>	<p>We will:</p> <ul style="list-style-type: none"> • Provide a progress report on the Action Plan to the Management Committee • Seek feedback on the Action Plan • Maintain a record of Tenant Participation activities 	PHA	Annually	Evidence of progress in meeting the targets set out in the Action Plan