



## **Provanhall Housing Association Limited**

### **POLICY**

#### **Tenant Participation Strategy**

**AUTHOR**  
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<b>DRAFTED</b>	<b>APPROVED</b>	<b>NEXT REVIEW</b>
<b>March 2024</b>	<b>April 2024</b>	<b>April 2027</b>

On request, the Association can provide services for an interpreter, preferred method communication for those with hearing impairments and translation of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. These can be obtained by contacting the Association's offices

## **1. Introduction**

Provanhall Housing Association (PHA) is a community based not-for-profit organisation located in the Provanhall area of Easterhouse. The Association is run by an elected and voluntary Management Committee. Policies of the Association are agreed and approved by the Management Committee with the implementation of these policies the responsibility of staff.

The purpose of this strategy is to outline how we will develop tenant and community participation in Provanhall and sets out how we will encourage tenants and service users to take an active part in decisions affecting services, policies, procedures, and practices.

## **2. Policy Context**

Provanhall Housing Association like all Housing Associations and Housing Co-Ops (Registered Social Landlords) and Local Authorities in Scotland are required by law to have a Tenant Participation Strategy in place and fully involve tenants in this process.

## **3. Policy Objectives**

The objectives of the Tenant Participation Strategy are:

- To encourage tenant/owner involvement in all aspects of the Association's operations
- To encourage tenants to get involved at a level that suits them
- To provide tenants and tenant/owner with opportunities to influence the delivery of services and scrutinise performance
- To ensure that opportunities are accessible and delivered in way that promotes inclusion
- To ensure tenants are kept informed about the Association's work
- To comply with all of the relevant legislation and regulatory framework

## **4. Legislation and Best Practice**

The Association's Tenant Participation Strategy should be considered alongside relevant legislation, guidance, and best practice, particularly the current editions of:

- Housing (Scotland) 2001 Act
- Housing (Scotland) 2010 Act
- National Standards for Community Engagement

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified a number of key indicators relevant to Tenant Participation by which it will measure landlord performance, including the following:

## Charter Outcomes

- Equalities

*Social landlords perform all aspects of their housing services so that: “every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.”*

- Communication

*Social landlords manage their businesses so that: “tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.”*

- Participation

*Social landlords manage their businesses so that: “tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with.”*

- Value for money

*Social landlords manage all aspects of their businesses so that: “tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay”*

## Charter Indicators

- *Keeping tenants informed*
- *Opportunities to participate*

## **5. Equal Opportunities**

Provanhall Housing Association is an equal opportunities organisation. The Association’s Equality and Diversity Policy seeks to ensure that all suppliers are treated equally. This policy will not unfairly discriminate against any suppliers, individual, or group of persons dealt with under the policy on the grounds of:

- Race, ethnicity, national or social origin.
- Disability including physical, learning or mental health.
- Gender or marital status.
- Sexuality or sexual orientation.
- Religion, religious beliefs or opinions such as political opinions.
- Age, appearance or financial status.

Provanhall Housing Association wishes to ensure there are no barriers in accessing its services. Relevant documents can be translated into a range of languages or formats on request. We will also make available translation services for those who

wish more detailed information and to assist those who wish to make personal enquiries.

For anyone with visual or hearing problems, documents can also, on request, be made available in larger print, on tape, in Braille or on any other format required.

All suppliers will be required to accept the association's Equalities Policy or to have developed policies of their own which are acceptable to PHA.

Any complaints received in relation to breach of this policy will be addressed via the Association's Complaints Policy.

*(Cross reference: Equality and Diversity Policy, Complaints Policy)*

## **6. Complaints**

The Association has a Complaints Policy and procedure which explains how tenants or suppliers who are dissatisfied with the operation of any service Provanhall Housing Association provides may make a formal complaint to the Association. This policy also includes an appeals process.

*(Cross reference: Complaints Policy)*

## **7. Delegated Authority**

The overall control of the Housing Services function rests with the Management Committee. However, delegated authority for monitoring and evaluating the performance of the development function has been passed to the Housing Services sub-committee.

*(Cross reference: Standing Orders)*

## **8. Responsibilities**

The Association's Director has overall responsibility for overseeing the implementation of the Tenant Participation Strategy. However, the Housing Services Manager is responsible for operational duties and tasks associated with ensuring the strategy is successfully delivered.

## **9. The Benefits of Participation and Engagement**

Effective participation and engagement can lead to:

- Improved service delivery
- Better communication
- Better outcomes for tenant/owners/service users
- Value for money
- Best practice
- Collaborative working
- Tenants/owners/service users influencing decisions

- Increasing tenant satisfaction
- Identifying actions for improvements in relation to services, performance, neighbourhood and the community

## **10. Community Development Activities**

We are a community-based Association and are involved in a range of activities to improve the lives of residents in the area. We work collaboratively with the following partners:

- Easterhouse Housing and Regeneration Alliance
- Connect Community Trust
- Glasgow City Council
- Glasgow Health and Social Care Partnership
- Platform@The Bridge
- Fair Start
- The Wise Group
- Trussell Trust
- Fuel Bank Foundation

We do this by:

- Participating in projects
- Supporting staff to get involved
- Supporting tenants/owners/service users to become involved in activities
- Providing financial support
- Supporting bids and applying for funding
- Providing access to use of our office space and facilities
- Sharing information and communications regarding activities
- Partnership working

## **11. Keeping Tenants Informed**

We will use a range of methods to keep our tenants informed and make sure that information:

- Is clearly written in plain language avoiding or explaining any jargon
- Is in a format or language that is easily understandable to the user
- Details where further information can be received
- Is provided within an adequate timescale

We will provide information in the following ways:

- Annual Report, Landlord Report and Performance Reports
- Annual General Meeting (AGM)
- Letters, emails, and texts
- Home visits and telephone calls
- Website and social media

- Public notices, office notice boards and reception
- Newsletters, flyers, and leaflets
- Tenant Handbook
- Customer satisfaction surveys
- Complaints reporting

We will provide copies of following publicly available documents:

- Business Plan
- Annual Report
- Landlord Report
- Policies
- Procedures
- Annual Accounts
- Tenant Satisfaction Survey Results
- Minutes
- Newsletters

### Translation Services

We are members of “Happy to Translate” and are able to access interpreting services if required.

## **12. Consultation**

We aim to carry out ongoing consultation with tenants regarding major changes to our services and policies such as:

- Our performance
- Policy and procedure reviews
- Rent increase proposals
- Service delivery
- Any other housing issues

Every three years we also arrange independent tenant and owner satisfaction surveys. These surveys help us to understand our tenants’ priorities and allows us to reflect their changing needs and expectation in what we do and how we do it.

Our main methods of consultation are:

- Satisfaction surveys and feedback questionnaires
- Community events and public meetings
- Staff/tenant meetings
- Open days
- Home visits and telephone calls
- Letters, emails, and texts
- Website and social media
- Newsletter

- Focus/working groups

### Consultation Timetable

As part of our consultation timetable, we will publish a list of policies that are to be reviewed in the coming year.

### **13. Feedback**

We recognise that feedback is a two-way process. We are committed to making sure that we listen to the opinions and ideas of our tenants and they know how their contribution has shaped policy and service delivery. By doing this we will hopefully encourage tenants/ to continue to be involved or get involved in future consultation.

We will provide feedback to tenants/owners/service users using the following methods:

- Individual letters
- Newsletters
- Reports
- Text message and email
- Website and social media
- Information leaflets
- Meetings with tenants/owners/service users
- Directly to interested parties
- At the Annual General Meeting (AGM)

### **14. Participation**

We will encourage any tenant/owner or shared owner to participate to make sure that we reflect the needs of our customers and ensure continuous improvement in regard to services and standards. We will do this by:

- Setting up focus/working groups to oversee particular projects until its completion. The group would vary in composition depending on the subject under consideration but would be open to any tenant/owner/shared owner affected by the project.
- Working with active groups operating in the Provanhall area
- Offering advice, assistance, and guidance to any individuals wishing to set up a group
- Attending meetings or having a representative on the board of any tenant or community group operating in the area
- Developing an 'interested participants' list to use during particular projects
- Investigating different methods of engagement with tenants
- Complying with relevant legislation should a tenants group be set up

## **15. Control**

The ultimate form of participation is control. This can be achieved by being involved in the Management Committee of the Association. The Management Committee has final decision-making powers regarding how the Association is run and managed (in regard to the legal and regulatory framework for Housing Associations).

In this respect, we will encourage control in the following ways:

- Encourage tenants/owners/service users to become members of the Association
- Encourage tenants/owners/service users to join the Management Committee
- Offer a range of informal ways to take part in the Management Committee with agreement from the Director
- Offer training to anyone who wishes to join or become involved with the Management Committee

## **16. Resources and Training**

Our aim is to see as many tenants as possible become involved in the activities of the Association and we will set a budget each year to make sure that tenants do not have to meet any costs. We are also happy to consider covering expenses for travel and/or carer costs to attend consultation meetings.

The Tenant Participation budget pays for the following:

- Staff time
- Production of the newsletter
- Costs to provide refreshments at consultation meetings
- Venue hire
- Carer costs
- Administration (mailing, photocopying, leaflet production etc.)
- Costs for tenant(s) attendance at seminars or conferences
- Training to assist tenants to develop their knowledge and skills about the work of the Association
- Consultation/policy reviews
- Supporting tenant involvement
- Translation services
- Raffles/incentives
- Any other overheads

## **17. Social and Digital Inclusion**

We aim to make sure that as many people as possible have the opportunity to become involved in tenant participation. When planning consultation and engagement activities we will consider who may be excluded from taking part and implement methods to allow them to participate.



We will use the following methods to achieve this:

- Meetings will be held at times most suitable to the majority of tenants/owners/service users
- Access to staff can be in the evenings by prior engagement
- Policies, procedures, information and projects which specifically affect young people will be presented in a youth friendly format
- Crèche facilities will be made available at all public meetings if requested and where possible
- We will offer translation services if required and where possible
- We will offer remote attendance to events via online platforms
- Transport will be provided to any meeting or event

### **18. Policy Review**

The Policy and related procedures will be reviewed 3 years from the date of approval, or earlier should the need arise to reflect changing circumstances or changes in legislation or good practice standards. The next review will take place in **April 2027**.

### **19. Cross reference: Documents**

- Equality and Diversity Policy
- Standing Orders
- Complaints Policy
- Consultation Timetable

## **Appendix 1**

### **Registered Tenants Organisations (RTOs)**

In accordance with legislation the Association will hold a copy of all Registered Tenants Organisations (RTOs). A copy is available on request.

The Association will register a Tenant's Organisation if the group has the following:

- Written constitution which sets out its main objectives and area of operation
- Its membership and procedure for applying for membership
- How the Committee operates including how office bearers are elected
- How its business is conducted
- How its decisions are reached
- How its funds are managed
- How meetings including the Annual General Meeting (AGM) are organised
- Its procedures for amending its constitution
- Its commitment to promoting equal opportunities

The Association will review the register in March each year.

The Association will provide Registered Tenants Organisations with assistance and support through attendance at meetings and the AGM. We will also provide guidance via staff, management, and the Management Committee where required.

The Association will consult with Registered Tenants Organisations where there are major changes to policy which affects the services provided to tenants/owners/service users.

The Association will produce an Annual Plan in regard to what policies and issues Registered Tenants Organisations will be consulted on.