



Policy:	Tenant Participation
Organisational	
Approval:	July 2020
Review Date:	March 2023
Code:	OG 08

Contents		Page
1.	Introduction	3
2.	The Reasons for the Strategy	3
3.	Aims and Objectives	4
4.	Links to Community Development Activities of the Association	4
5.	Keeping Tenants Informed	6
6.	Consultation and Feedback	7
7.	Participation	8
8.	Control	
9.	Resources, support and training	9
10.	Involving Everyone	10
11.	Monitoring and Review	10
12.	Equalities	11
13.	Notifiable Events	11
Appendices		
	Registered Tenants Organisation	12
	Tenant and Community Participation Action Plan	13

1. Introduction

We have developed our tenant and community participation strategy following on from the outcomes from our Tenant Satisfaction Survey from 2019, a consultation meeting held in 2020, and our regulatory and legal requirements. It outlines how we will develop tenant and community participation in Provanhall.

This strategy sets out how we will encourage tenants/owners, residents, applicants, shared owners and any other service users to take an active part in decisions affecting their housing services and our policies, procedures and practices.

2. The Reasons for the Strategy

Legislation

Provanhall Housing Association like all Housing Associations and Housing Co-ops (Registered Social Landlords) and local authorities in Scotland, is required by law to have a Tenant Participation Strategy in place and fully involve tenants in this process.

The Housing (Scotland) 2001 Act (The Act) provides the legal framework for Tenant Participation including a range of duties for housing associations and local authorities as follows:

- Developing and implementing a tenant participation strategy
- Setting up arrangements for registering tenants groups as “Registered Tenants Organisations”
- Informing and consulting with individual tenants and tenants’ organisations on a range of housing issues.

Regulation

The Act also asked Ministers to consult on and then set the outcomes that social landlords should achieve. The Scottish Social Housing Charter is the document that contains these outcomes.

The outcomes required under the Charter in relation to Tenant Participation are:

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

- tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

The Regulator will use the Charter as the starting point for assessing a landlord's performance. It will publish performance reports, and will be able to set performance improvement targets, if required.

3. Aims and objectives

In developing this strategy we have set out the following aims and objectives:

- To encourage tenant involvement in all aspects of the Association's operations
- To encourage tenants to get involved at a level that suits them
- To set out an Action Plan to assist participation to be carried out
- To ensure tenants are kept informed about the Association's work
- To comply with all of the relevant legislation and regulatory framework.

4. Links to community development activities of the Association

We are a community based Association and as such are involved in a range of activities to improve the community life of the area. As this is a key part of our work it is essential that it forms part of this strategy. We are jointly working with:

- Easterhouse Housing and Regeneration Alliance
- Connect Community Trust
- Thriving Places
- Glasgow City Council
- Platform@The Bridge

- Flat Pack meals
- Fare
- Re-Connect Glasgow

We do this by:

- Providing staff time to participate in projects.
- Supporting tenants/owners to take part in wider activities
- Report on the outcomes in the Provanhall Post
- Providing financial support
- Supporting bids for funding
- Providing access to and use of our office space
- Sharing communications on on-going activities
- Partnership working

5. Keeping Tenants Informed

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

- Clearly written in plain language avoiding or, if necessary, explaining any jargon words
- In a form useful to the reader e.g. drawings, photographs, diagrams, models, samples, leaflets
- Details where further information can be received and contact name and number
- Is provided in adequate time for the person to make use of
- Is available in any format or language required – we will actively seek out needs in this respect.

We will provide information in the following ways:

Direct letters	Twitter
Telephone calls	At the office
E mail	Close Meetings
Home Visits	Annual Reports
Text messages	Newsletters
Website	Flyers and leaflets
Customer Satisfaction Action Plans	Tenants Handbook
Public Notices	Local Events e.g. Easterhouse carnival
Annual Tenant participation/consultation timetable	Landlord report
Information on Complaints	

Provide copies of all publicly available documents:-

- | | |
|--------------|----------------------------|
| - Policies | - publicity materials |
| - Procedures | - internal Management Plan |
| - Accounts | - Risk Strategy |
| - Minutes | |

We will also work jointly with other community groups by including their information into newsletters or flyers where appropriate, at no charge.

Translation Services

We are now members of “Happy to Translate” and are able to access interpreting services if required. We also have Google translate and browse aloud on our website.

6. Consultation and Feedback

In keeping with housing legislation we aim to carry out ongoing consultation with tenants regarding major changes to our services or policies. We will use the following methods:

- Staff meetings with relevant individuals and/or groups e.g. tenants meetings/owners meetings.
- Close meetings
- Public meetings to consult on policy
- By establishing short term working groups to take part in policy reviews. The group would vary in arrangements depending on the subject of the policy review.
- Focus Group meetings – We would hold a number of one off Focus Group meetings to gather tenants opinion on policy/service development
- Working groups to take forward individual projects/initiatives.

- Text surveys
- Newsletter surveys

We will provide feedback to tenants/owners etc. on the outcome of the consultation by:

- Individual letters
- Articles in the “Provanhall Post”
- Produce reports & summary reports
- Information Leaflets
- Open meetings
- Meeting with tenants & residents etc.
- On the Website
- Directly to interested tenants and those who took part in the consultation
- At the AGM

Consultation Timetable

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

7. Participation

We will encourage any tenant/owner or shared owner etc. to become involved in our operation’s to make sure that we reflect the needs of our customers and to make sure of improvements to our services and standards. We will do this by:

- Setting up steering groups or working groups to oversee particular projects, events or services until completion of the project. 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, event or service.
- Working with any group active in Provanhall at a level appropriate to the type and scale of group, level of activity for a length of its existence
- Offering advice, assistance, guidance to any tenants wishing to set up a group
- Attending meetings or having a representative on the board of any tenants or community group operating within the area.

- Developing an “Interested Tenants” List to use during particular projects, events
- Investigating different ways of reaching tenants
- Complying with the legislation should a tenants group be set up

8. 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. (With regards to the legal and regulatory framework for housing associations) We will encourage control in the following ways:

- Encourage tenants/Owners to become involved members of the Association
- Encourage tenants/owners 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 get involved in the Management Committee

9. Resources, support and training

Our aim is to see as many tenants as possible involved in the activities of the Association and we will set a budget every year to make sure that tenants do not have to meet the cost to get involved.

We are also happy to consider out of pocket expenses to attend review or consultation meetings such as travel expenses and/or carer costs

Money from the budget pays for:

- Staff time
- Production of our newsletter
- Costs to provide refreshments at review or consultation meetings
- Travel expenses for tenants to attend review or consultation meetings
- Venue hire
- Carer costs
- Administration (Mailings and photocopying)
- Costs for tenant(s) attendance at appropriate seminars and conferences
- Training to assist in developing skills and knowledge about the work of the Association
- Consultations/Policy Reviews
- Supporting tenant involvement
- Translation services (if required)
- Raffles/Incentives
- Overheads

10. Involving Everyone and Digital Inclusion

In carrying out our work we aim to make sure that as many people as possible are involved. In planning for tenant and community participation we will look at who may be excluded from taking part and plan ways to include them. This may be disabled people, young people, working households and/or families.

We will do so by using the following methods:-

- Meetings will be held at times most suitable to the majority of Tenants, and others
- Access to staff can be in the evenings by prior arrangement
- 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, where possible.
- We will offer translation services if possible
- We will offer remote attendance to all events via platforms such as Zoom.
- Transport will be provided to any meeting or event.

11. Reviewing the Tenant and Community Participation Strategy & Action Plan

The effectiveness of our Tenant and Community Participation Strategy will be monitored through progress of the Action Plan. The Action Plan will be updated annually and will be a flexible document. The Strategy will be reviewed every three years.

The Tenant and Community Participation Strategy Action Plan

The tenant and community participation strategy Action Plan has been developed to show how we are going to work together with our tenants and community representatives to improve tenant participation. It will cover each individual financial year.

The Management Committee will receive annual reports on the progress of the Action Plan and annual outcomes will be reviewed at the end of April each year.

12. Equalities

The Association will have regard to its Equality and Diversity policy in the execution of this strategy,

13. Notifiable Events

Anything that arises from the execution of this policy that would be deemed a notifiable event, will be reported to the Management Committee and the Scottish Housing Regulator and will be monitored by the Management Committee.

Appendix 1 – Registered Tenants Organisation

Registered Tenants Organisation (RTOs)

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

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

- 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 AGM are organised,
- Its procedures for amending its constitution,
- Its commitment to promoting equal opportunities.

The Association will review the Register in March of each year

The Association will provide RTOs with assistance and support through attendance at meetings and AGM's and guidance from staff and Committee when required.

The Association will consult with RTOs where there are major changes in the Policy which affects the service provided to tenants

The Association will produce an Annual Plan as what Policies and issues RTOs will be consulted on.

Please see separate document on website

Tenant Participation Action Plan 2020.