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Policy:	Tenant Participation Strategy
Legal Requirements:	Housing (Scotland) Act 2014 Housing (Scotland) Act 2010 Housing (Scotland) Act 2001 Equality Act 2010
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Human Rights:	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.



Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of May.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 30th of May 2024.



Introduction

Yoker Housing Association Limited (hereinafter referred to as “the Association”) is a community-based housing association. The Association was established in 1979 and manages 651 homes within the Yoker area. The Association is committed to providing good quality affordable rented accommodation to those in the greatest housing need. The Association is also committed to ensuring effective consultation and participation with its tenants and tenant groups. By working in partnership with tenants, the Association aims to continuously improve the services that it delivers.

The Association recognises that tenants are at the heart of the organisation and encourages tenant participation throughout all aspects of its business. To ensure that its approach to tenant participation remains relevant, the Association continuously aims to develop its tenant participation methodology to ensure that this reflects tenant preferences and allows the Association to reach and engage with a wide range of customers.

Definition of Tenant Participation

The National Strategy for Tenant Participation – Partners in Participation (1999) describes Tenant Participation as being “about tenants taking part in decision making processes and influencing decisions about housing policies, housing conditions and housing (and related) services. It is a two-way process which involves the sharing of information, ideas and power. Its aim is to improve the standard of housing conditions and service”.

Tenant participation is about the Association genuinely caring about tenants opinions about the services. Tenant participation is also acting on tenant feedback and then providing tenants with feedback so they know how their comments have helped the Association provide better services.

Tenant participation is about making it easy for tenants to participate in and influence the Association's decisions at whatever level they feel comfortable. This could be through attending a one-off meeting, being involved with a residents group or returning a questionnaire or survey.

Aims and Objectives of the Strategy

The primary aim of the Strategy is to promote a clear culture of tenant involvement within the Association. By working with, and involving tenants in decision making, the Association aims to achieve both value for money and ongoing improvements to the services it provides. Arising from these overall aims, the objectives of the Tenant Participation Strategy are:

- To offer a wide range of options to allow tenants to influence the service they receive in a way that suits them;
- To encourage more tenants and services users to become involved with the Association in a way that suits them;
- To raise awareness of the opportunities for tenants to become involved;
- To improve customer satisfaction by enabling tenants to become involved; and
- To remove the barriers that may prevent people from becoming involved.

Legal Requirements

Housing (Scotland) Act 2001

The Housing (Scotland) Act 2001 (the Act) provides a legal framework for tenant participation in Scotland. All local authorities and Registered Social Landlords (RSLs) have a number of legal duties regarding tenant participation. The main sections of the Act that relate to tenant participation are:

Section 23 (The right to a tenancy agreement and information) - Tenants have a right to a written tenancy agreement and to receive information on:

- Their right to buy provisions; and
- Our complaints procedure.



Legal Requirements (continued)

If tenants request it, they must be provided with information about:

- The terms of their tenancy;
- Our tenant participation strategy;
- Our rent setting and other charges policies;
- Our allocations policy;
- Our repairs and maintenance policy; and
- The decision making process on housing related matters.

Section 53 (Tenant Participation) - This section requires local authorities and RSLs to have a tenant participation strategy. It also places a duty on them to maintain a register of tenants groups meeting certain criteria. It sets out the criteria for registration or removal from the register and the procedures to be followed in relation to registration and removal. It also provides a right of appeal for such groups in relation to registration and removal from the register.

Section 54 (Consultation with Tenants and Registered Tenant Organisations) - This section outlines the provision to enable both individual tenants and registered tenants groups to be consulted by the landlord on issues affecting them. It also requires the landlord to take account of representations by the tenants or tenants groups, within a reasonable time scale. In addition, it sets out the relevant policies to which this applies, such as our allocation policy or rent setting policy.

Housing (Scotland) Act 2010

The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter (SSHC). The SSHC set out the standards and outcomes which landlords should be delivering to all tenants. The Association has taken due consideration of the outcomes and standards within the SSCH in the development and implementation of this Strategy. The outcomes and standards that cover the remit of this Strategy 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 business 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.

The Scottish Housing Regulator (SHR) is the independent regulator of Registered Social Landlords (RSLs) and Local Authority housing services in Scotland. The SHR monitors and reports annually on the Association's performance in achieving the outcomes and standards in the Charter.

Housing (Scotland) Act 2014

The Housing (Scotland) Act 2014 introduced a legal obligation on RSLs to consult with housing applicants, tenants, registered tenant groups and other persons it deems fit prior to changing its rules governing the priority of the allocation of houses. The Act places an obligation on landlords to prepare and publish a report on the consultation.

The Association has also taken due consideration of the Scottish Governments "Guide to Successful Tenant Participation" document in the development and implementation of this strategy.



Next Steps Programme

The Association previously participated in the Scottish Government funded Next Steps Programme. As part of the programme the Association worked with the Tenant Information Service (TIS) with a view to further developing its tenant participation activities. Participation in the programme involved joint discussion workshops involving tenants, staff and Management Committee. During the sessions, the Association's approach to tenant participation was reviewed with a view to determining its effectiveness.

TIS collated the feedback received during the discussion sessions and developed an action plan for the Association to implement.

The action plan was presented to the Association's Management Committee meeting during 2020. Implementation of the action plan commenced during late 2020. By 31 March 2024, the action plan was fully implemented with the exception of the following item:

- Hosting of a tenant open day

This item is included within the action plan for this strategy and the Association has established a joint Management Committee / staff planning group with a view to hosting the open day during 2024 / 2025.

Review of the Strategy

The review of the Tenant Participation Strategy was originally highlighted to tenants in November 2023 and then within the Association's Winter Newsletter 2023. As part of the review process, the Association sought the views of tenants regarding the effectiveness of the previous strategy and areas that could be improved or developed.

In addition to the newsletter, the Association published details of the review on its website. As part of the review process, the Association sought feedback in relation to the following:

- How easy tenants find it to participate in and influence decision making;
- How tenants would like the Association to communicate and engage with them;
- The barriers that tenants face with regards to participation; and
- The aspects of the Strategy that need to be changed or developed.

Tenants were offered the opportunity to provide feedback on an individual basis or participate in staff / tenant groups where they could express their views collectively.

As part of the review the Association also considered:

- Tenant views and recommendations incorporated within the Next Steps Action Plan;
- Tenants views and feedback expressed through the Tenant Satisfaction Survey 2024; and
- Tenant views and feedback obtained by an independent consultant as part of the Association's voluntary options appraisal process that took place during April 2024.

Benefits of Tenant Participation

The Association recognises and values the benefits of participation to both tenants and staff. The Association aims to promote the benefits of participation and encourage all tenants to get involved.

The benefits of participation to tenants are:

- Improvements to the services that all tenants receive;
- Provides tenants with a better knowledge and understanding of the Associations processes;
- Empowers tenants to influence decision-making on changes to services;
- Improve the relationship between tenants and Association staff;
- Gives tenants the opportunity to scrutinise performance and processes;
- Helps tenants build confidence and develop new skills; and
- Allows tenants to have their say on the design of property improvement works.



Benefits of Tenant Participation (continued)

The benefits of participation to the Association are:

- Higher tenant satisfaction because we can design services to reflect customer priorities;
- Fewer tenant complaints because we listen and learn from feedback;
- Higher staff satisfaction because we get better feedback from tenants; and
- Higher quality services because tenants can hold us to account.

Tenant Satisfaction Survey 2024

The Association commissioned an independent tenant satisfaction survey during early 2024 in which feedback was gathered from tenants in relation to:

- The opportunities given to tenants to participate in the Association’s decision making processes;
- How well the Association keeps tenants informed about its services and decisions;
- How tenants would like to be communicated with; and
- Tenants interest in participating, how they would like to participate and barriers they face which prevents them from participating.

Opportunities to participate

The survey confirmed that 89.62% of tenants were either very or fairly satisfied with the opportunities given to them to participate in the Association’s decision making processes. This was a decrease compared to the last survey completed during 2021 when 98.84% stated that they were either very or fairly satisfied. Despite this decrease, the satisfaction levels remain above the Scottish average of 85.86%.

Keeping tenants informed about services and decisions

The survey confirmed that 91.92% of tenants thought the Association was either very or fairly good at keeping them informed about its services and decisions. This was a decrease compared to the last survey completed during 2021 when 96.51% of tenants stated that they were either very or fairly satisfied. Despite this decrease, the satisfaction levels remain above the Scottish average of 89.86%.

Newsletter

The Association publishes newsletters on an annual basis and uses this to provide information to tenants about its activities and plans for the future. The survey confirmed that 80.8% of tenants read the newsletter. The survey confirmed that the newsletter was more popular amongst tenants over the age of 55.

Communication methods

To determine the most appropriate methods of communication the Association asked tenants how they would like to be communicated with. The table below confirms that letter is the preferred method of communication for most tenants followed by email and then telephone. This compares to the 2021 survey in which letter (66%) and newsletter (51%) were identified as the most popular forms of communication.

Communication Method	Preferred Communication Method
Letter	38.8%
Email	34.2%
Telephone	29.2%
Text message	28.1%
Newsletter	18.1%
Website	2.3%
Other	1.9%



Tenant Satisfaction Survey 2024 (continued)

Communication methods

5 Analysis by age indicates that tenants of working age were more likely to prefer digital communication methods compared to those aged over 65. Telephone communication was more popular amongst older tenants while communication by letter remains a popular form of communication across all age groups.

Communication Method	16-34	35-54	55-64	65+
Letter	38%	35%	39%	47%
Email	36%	39%	37%	23%
Telephone	18%	29%	35%	34%
Text message	32%	30%	29%	21%
Newsletter	12%	24%	8%	21%
Website	4%	3%	2%	-
Other	2%	2%	2%	2%

10 Tenants interest in participation

Tenants were asked if they were aware of various ways in which they could become involved in the Association's decision-making processes. They were then asked if they were interested in participating in these ways.

15 The table below summarises the responses to each of these questions.

Participation Method	Tenants aware of this Method	Tenants interested in participating in this way
Participating in occasional focus groups	58.1%	5.8%
Providing views in surveys	55.0%	9.2%
Becoming a Committee Member of the Association	51.9%	8.1%
By taking part in consultation exercises on specific issues (e.g. rent consultation)	48.1%	6.2%
By establishing or joining a tenant group that reviews the Association's services, policies and activities	45.0%	6.2%
Being part of the Association's register of interested tenants (a list of tenants who want to be consulted on Association policies)	40.4%	3.5%
By getting involved in working scrutiny groups to review particular services (e.g. the repairs service)	33.8%	3.8%
By establishing or joining a joint tenant, staff and management committee group that reviews the Association's services, policies and activities	30.4%	4.2%
Not aware	22.3%	
Not interested in participating in any of the above		22.7%
Not interested in participating at all		62.3%

Awareness was highest in relation to participating in occasional focus groups (58.1%) and providing views using surveys (55.0%). Just over one in five tenants (22.7%) stated they were not aware of how they could get involved.

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Tenant Satisfaction Survey 2024 (continued)

In terms of interest, tenants preferred less proactive ways of getting involved. The most popular ways of getting involved are by providing their views using surveys (9.2%) and becoming a Committee Member of the Association (8.1%).

The least popular methods of getting involved are participating in joint tenant, staff and Management Committee groups (4.2%), scrutiny groups (3.8%) and being part of a register of interested tenants (3.5%).

Over six in ten tenants (62.3%) are not interested in participating at all while 22.7% are not interested in participating in any of the activities mentioned.

Barriers to participation

To determine potential barriers to participation, the survey asked tenants to identify what prevents them from participating. The most common reason for tenants not participating was lack of interest (31.9%). In addition to lack of interest, 8.1% of tenants confirmed that they were happy with ‘things as they are’.

The most common practical barriers identified were work commitments (22.3%), health issues (20.0%) and childcare commitments (7.7%).

Barrier to Participation	Percentage
Not interested	31.9%
Work commitments	22.3%
Health / disability issues	20.0%
Other	8.8%
Happy with things as they are	8.1%
Childcare commitments	7.7%
Nothing, I am already involved	3.5%
Not aware of any meetings / opportunities to participate	3.1%
Lack of confidence in speaking up	2.3%
Don't think I have anything to contribute	0.8%
Don't understand enough about work of the Association	0.8%
Don't think they listen anyway	0.8%

Key Findings

As part of the research, information collected from tenants was used to assess and monitor the Association's performance and customer satisfaction in relation to the Scottish Social Housing Charter (SSHC) key indicators.

The key findings from the survey confirm that in general, the Association's performance is above average. However, there has been a general decrease in satisfaction levels compared to the 2021 survey results. Despite this general decrease, the Association's satisfaction levels generally remain higher than the Scottish average reported to the Scottish Housing Regulator for the year ending 31 March 2023.

The key findings in relation to the charter indicators are:

- Overall satisfaction with the service provided by the Association is high with 88% of tenants being very or fairly satisfied.
- 92% of tenants stated that the Association was very or fairly good at keeping them informed about services and decisions.
- 90% of tenants were satisfied with the opportunities to participate in decision making processes.



Tenant Satisfaction Survey 2024 (continued)

- 79% of tenants who have used the repairs service in the last twelve months stated that they were satisfied with the repairs and maintenance services by the Association.
- 87% of tenants stated that they were very or fairly satisfied with the quality of their home.
- 85% of tenants stated that the rent for their accommodation and the service that the Association provides represents very or fairly good value for money.
- 83% of tenants were very or fairly satisfied with the Association's contribution to the management of the neighbourhood as a place to live.

Although the survey results generally illustrate above average levels of tenant satisfaction, there has been a significant decrease in satisfaction levels in relation to the charter indicator surrounding the Association's repairs and maintenance service. This is illustrated with 79.4% of tenants expressing satisfaction with the repairs service compared to the Scottish average of 88.0%. This result is also a significant decrease compared to the 2021 survey results in which 90.5% of tenants confirmed they were satisfied with the service.

Voluntary Options Appraisal

During April 2024 the Association commissioned a voluntary options appraisal to review the effectiveness of its governance arrangements. As part of this process an independent consultant engaged with tenants on both an individual basis and as part of small focus groups.

The aim of the exercise was to gain an understanding of how tenants view the Association. Feedback provided by the consultant confirm that tenants are satisfied with the Association as a landlord.

In relation to tenant participation, the options appraisal highlighted the following:

- The Association could be more proactive in providing updates regarding ongoing issues such as the planned maintenance programme;
- The newsletter is very popular and tenants would support the publication of more issues; and
- Some tenants showed support for thematic themed tenant meetings.

What we have Achieved

In the last three years, the Association has achieved the following outcomes with regards to tenant participation:

- Completion of an independent satisfaction survey during 2024;
- Completion of a voluntary options appraisal during 2024;
- Implementation of Scottish Government's Next Steps Programme Action Plan;
- 91.9% satisfaction levels from tenants in relation to the opportunities to participate in the Association's decision making process;
- 89.6% satisfaction levels from tenants in relation to how well the Association keeps tenants informed of its services and decisions;
- Ongoing promotion of membership to the Association;
- Hosting an open Management Committee meeting during 2024; and
- Hosting of series of tenant group sessions to examine recent planned maintenance contracts and allow tenants the opportunity to shape how future contracts are delivered.

To support these achievements, the Association continually looks to develop its participation opportunities for tenants and is open to assist and support tenants that are looking to become involved.



Keeping Tenants Informed

The Association provides tenants with a wide range of information and also keeps tenants informed of changes to its activities and services. The Association provides the following information to tenants:

- The setting of rent and service charges;
- Applying to the housing list;
- Exchanging homes between tenants;
- Transferring tenancies;
- Repairs and maintenance;
- Our Tenant Participation Strategy;
- Our policies; and
- Proposed development plans and maintenance contracts.

The Association uses the following methods to provide information to tenants:

- Post-tenancy visits;
- Letter;
- Newsletters;
- Information leaflets;
- Residents Handbook;
- Information sessions;
- Website;
- Annual General Meeting (AGM);
- Block meetings;
- Office open day;
- Exhibition notices;
- Performance reports; and
- Complaints Handling Procedure reports.

Consultation

The Association consults with tenants in relation to the services it provides and policy changes that are likely to affect them. In particular this will include:

- Significant changes to policy such as the allocation policy and proposals for tackling anti-social behaviour;
- Significant changes to tenancy agreements and conditions;
- Proposed rent increases;
- Significant changes to maintenance services and policies;
- Major regeneration works / new development proposals;
- Seeking feedback from tenants regarding gaps in service provision; and
- Seeking feedback from tenants with regards to their satisfaction with the services provided by the Association.

When consulting tenants the Association will use the following methods of participation that is based on the preferences identified by tenants during the most recent tenant satisfaction survey:

- Letter;
- Newsletters;
- Paper surveys;
- Online surveys;
- Website;
- Home visits;
- New tenant settling-in visit and survey; and
- Open days / information sessions.



Consultation (Continued)

The Association also consults with tenants using the following methods where it is considered appropriate or if tenants ask to be consulted in that manner:

- Focus Groups
- Tenant Groups

Encouraging Tenant Involvement

The Association continuously looks to encourage tenants to become involved in reviewing services and providing feedback. In addition to consultation, the Association looks to encourage tenant involvement in the following ways:

- Membership to the Association - Local people can become shareholders by purchasing a £1.00 share of the Association. Shareholders can attend and vote at our Annual General Meeting. New tenants are encouraged to become members of the Association at the start of their tenancy.
- Management Committee - Shareholders can stand for election to join the Management Committee. The Management Committee make all the important decisions about the way the Association operates. Shareholders who wish to become involved are encouraged to stand for election to the Management Committee.
- 'Open door policy' – The Association operates an open door policy where tenants and other customers can easily visit, speak to or make appointments with staff members.
- Complaints - The Association encourages tenants to complain and provide feedback if they are dissatisfied with any service that they receive from the Association.
- Promote and support tenant groups – The Association continuously promotes the benefits of tenant groups and publishes information on how tenants can establish a tenant group. The Association will support any tenants interested in establishing a tenant group.

Tenant Feedback

Providing feedback to tenants is one of the most important aspects of the participation process and encourages them to continue being involved or encourages other tenants to become involved in the future. The Association will provide tenants with feedback to demonstrate how their ideas and opinions have helped shape policy and service delivery. Where tenants' opinions have not helped shape policy and service delivery the Association will explain the reasons for this.

The Association will provide feedback to tenants using the following methods:

- Individual letters;
- Newsletters and information leaflets;
- Website;
- Performance reports;
- Complaint reports; and
- Follow-up meetings.

Registered Tenants Organisations (RTO)

The Association currently has no officially registered tenant organisations. The Association will fully support any group of residents who wish to establish a RTO. Information on how to set up a registered tenants organisation is detailed in Appendix 1.



Resources

The Association takes its commitment to tenant participation seriously and as such tenant participation is funded through the resources that are available to our Housing Services and Maintenance Departments. Our budgets cover the cost of:

- Writing, designing, printing and distributing newsletters and other information;
- Other information produced for tenants;
- Tenant satisfaction surveys and other ways of getting feedback;
- Training and support for tenants, staff, and committee members;
- Attendance at conferences and seminars;
- Miscellaneous activities to encourage tenant and other customer involvement;
- Staff involved in tenant participation activities;
- Providing creche facilities; and
- Support and assistance to new, developing and established tenant organisations.

Tenant Groups

The Association will provide support to new, developing and established tenant groups. Financial support includes:

- Printing;
- Stationery;
- Travelling expenses; and
- Contributing to the costs of providing tea and coffee for meetings and events.

In addition to financial support the Association will support tenants' groups with resources in kind which include:

- Providing meeting rooms;
- Putting together their tenants' newsletter and printing;
- Putting together and printing smaller items such as meeting notices and agendas; and
- Administrative support such as photocopying and booking meeting venues.

Training

The Association is committed to providing support and training to staff, Management Committee members and tenants to ensure that individuals have the necessary skills to allow them to participate effectively. To be able to fully participate in discussions and decisions on housing issues, tenants need to have access to information and support. To support tenants the Association is committed to provide the following support:

- Access to training opportunities;
- Access to suitable premise to deliver training;
- Access to information on Association policies and services;
- Attendance at seminars and conferences; and
- Support and advice to tenants who want to form a tenant organisation.



Equalities, Diversity and Inclusion

The Association is committed to equal opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association’s Equality & Diversity Policy.

In particular, the Association will not discriminate in relation to any of the protected characteristics defined by the Equality Act 2010. The protected characteristics are age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.

The Association recognises that it is important that every tenant is given the opportunity to participate. The Association also recognises that some groups are generally under-represented within mainstream participation structures. Such groups include tenants from ethnic communities, young people and tenants with support needs.

To encourage effective participation the Association is committed to removing barriers to participation. To achieve this the Association can:

- Make information available in appropriate formats such as Braille, audio and DVD;
- Make information available in different languages;
- Provide interpretation and translation;
- Host events in venues that are accessible to those with physical disabilities;
- Use information such as email to communicate with those who are housebound or experience mobility difficulties;
- Provide creche facilities;
- Make home visits to tenants who are housebound or those who feel isolated or lack confidence;
- Provide catering or tea and coffee during events;
- Host events at different times to accommodate full-time workers, shift workers; and
- Host events at times to avoid religious festivals or cultural events.

Action Plan

As part of this Strategy the Association has developed a two-part action plan. This action plan has been developed and also considers the outcomes following participation in the Next Steps Programme, tenant satisfaction survey, options appraisal and feedback received from tenants, either individually or collectively.

Part 1 of the action details key activities that the Association will undertake to encourage further participation from tenants and the promotion of alternative methods of tenant involvement.

Part 2 of the action plan highlights the key policies that tenants have found to be of most interest and importance to them. The action plan also details how the Association aims to encourage tenant involvement in the review of these policies and the timescales for review.

The Tenant Participation Strategy Action Plan for the period June 2024 to May 2027 is presented in Appendix 2.

Monitoring and Evaluation

Monitoring and evaluating tenant participation activity on a regular basis is important in identifying the activities that are working well and those which are not. In order to evaluate the effectiveness of this Strategy the Association will examine the following outcomes:

- Areas that tenants have influenced such as policies or service standards;
- The variety of tenant participation methods adopted;
- The levels of tenant satisfaction;
- The number of registered and non-registered groups and how this has changed over time;
- The numbers of tenants participating as a proportion of stock;
- The percentage of tenants responding to consultations; and
- Progress against the Tenant Participation Strategy Action Plan.

Progress and performance against the Action Plan will be reported to Management Committee on a quarterly basis. The level of consultation and response to individual topics such as the annual rent review will be routinely reported to Management Committee.



Appendix 1 - Registration of Tenant Organisations (RTO)

Sections 53 and 54 of the Housing (Scotland) Act 2001 place a statutory duty on the Association to consult with its tenants on policy changes, especially when these relate to the services we provide (for example, when these relate to housing management or repairs and maintenance). In addition to consultation with individuals, the Association also has a duty to consult with groups who represent tenants (Registered Tenant Organisations (RTOs)). This appendix outlines the registration process, obligations and rights of RTOs .

Registration Process

The Association keeps a register of tenant groups in its area which is open to public inspection at reasonable times. The Association is responsible for ensuring that registered groups meet the registration criteria. All groups wishing to become registered must provide the Association with:

- A copy of their constitution;
- A list of office bearer and committee members;
- A contact address for their correspondence which can be made public (this could be c/o the Association);
- A description of the area the group operates in; and
- Details of other landlords they are registered with or applying to become registered with.

There is a range of criteria that groups have to meet to become registered. Groups must have a written constitution that is available for inspection and which details:

- The group's objectives and area of operation;
- The group's membership criteria and procedure for applying for membership;
- How the committee operates (including how officer-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) are held;
- The group's procedures for amending its constitution;
- The group's commitment to promoting equal opportunities; and
- How the group intends to promote housing and housing related matters.

Groups must have a committee that:

- Is elected annually and committee members must be required to stand down after a certain period (this period should be included in the constitution);
- Consists of at least three members who can co-opt other members on; and
- Reaches decisions democratically (the decision making process should be included in the constitution).

Groups must operate within a defined area that includes the landlords stock and it must be open to all tenants within that area. The group must have proper accounting records showing income and expenditure, assets and liabilities. The constitution must require an annual audited financial statement to be presented at the Annual General Meeting.

Changes made by RTOs

If a tenant's organisation changes its constitution, office bearers, membership or area of operation, they are required to inform the Association. Where the changes mean that the registration criteria are still met, landlords will amend the register accordingly. The failure of a group to meet criteria for registration would constitute grounds for de-registration. Where a group no longer meets the registration criteria, the Association will provide support to help them meet the criteria again.

Rights of RTOs

The Association will work with any RTOs in a variety of ways. In addition to specific consultation with tenants as a whole, the Association will work with RTOs to identify policies that they both agree should be revised. The Association will also work with RTOs when reviewing existing services or proposing to introduce new services or housing standards. To ensure effective engagement with RTOs the Association will provide groups with information on the background to proposals and reviews and will also allow reasonable timescales for the RTO to consider the issues and give their own views and suggestions.



Appeals procedure

A tenant's organisation may appeal against the Association's decision:

- 5
- Not to register the organisation;
 - To remove the organisation from the register; or
 - Not to remove the organisation from the register.

10 A tenant's organisation should initially appeal to the Association and any appeal should be dealt with within three months of the appeal being made, or as otherwise agreed between the landlord and the RTO. Where the Association's internal appeals process has been exhausted an appeal can be presented to the Scottish Government for consideration.



Appendix 2 – Action Plan 2024 - 2027

Part 1 – Promoting Tenant Involvement

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During the lifetime of this Strategy (June 2024 to May 2027) the Association will actively promote tenant involvement in the delivery of housing and housing related services. To build upon existing activities and to promote further opportunities for tenants to participate the Association will undertake the following actions:

Activity	Outcome(s)	Timescale
Promotion membership to the Association: <ul style="list-style-type: none"> • Promote membership at tenancy sign-up. • Promote membership on the Association’s website. 	Increased uptake in membership. Increase attendance at the AGM. Increase interest in joining the Management Committee.	Ongoing
Host office open day	Provide information to tenants in relation to the Association’s activities and services. Provide an alternative forum to obtain tenant feedback in relation to the Association’s services. Strengthen relationships between tenants and staff.	Annually
Promote and support the development of tenant groups and scrutiny groups: <ul style="list-style-type: none"> • Promote the benefits of tenant groups and scrutiny activity on the Association’s website. • Promote the benefits of tenant groups and scrutiny activity through newsletters. • Use the Association’s planned maintenance programme to promote tenant scrutiny. • Support and assist interested tenants to establish tenant groups. • Support and assist interested tenants to establish a scrutiny framework. 	As identified with the options appraisal, provide tenants with the opportunity to work with their peers to examine particular service Support interested tenants to establish tenant groups. Receive collective feedback regarding the Association’s activities and services. Involve tenants to collectively assess existing services and shape future service provision. Increase levels of tenant involvement through the adoption of alternative participation methods.	Ongoing
Introduction of a programme of post-repair interviews to support the existing repair service satisfaction survey: <ul style="list-style-type: none"> • Telephone / visits to a sample of tenants on an ongoing basis to obtain feedback in relation to the Association’s reactive repair service. 	Increase engagement with tenants regarding the reactive repairs service. Early identification of issues following repair service that need to be addressed. Identify issues relating to contractor performance. Identify potential areas for improvements in relation to service delivery. Increased levels of satisfaction regarding the repair service.	Ongoing



POLICY STATEMENT

Part 2 – Policy Review

During the lifetime of this Strategy a number of key policies will be subject to review. These policies were previously identified by tenants involved in the Next Steps Programme as being of most interest and importance to them. The action plan details how the Association aims to encourage tenant involvement in the review of these policies and the time scales for review.

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Policy	Review Date	Review Period	Participation Methods
Housing Renewal Area Policy	August 2024	3 yearly	Website / Newsletter
Mutual Exchange Policy	August 2024	3 yearly	Website / Newsletter
Particular Needs Policy	August 2024	3 yearly	Website / Newsletter
Planned Maintenance Policy	August 2024	3 Yearly	Website / Newsletter
Procurement Policy	August 2024	3 yearly	Website / Newsletter
Tenant Mobility Policy	August 2024	3 yearly	Website / Newsletter
Arrears Management Policy	October 2024	3 Yearly	Website / Newsletter
Complaints Policy	October 2024	3 yearly	Website / Newsletter
Freedom of Information Policy	October 2024	Annually	Website / Newsletter
Estate Management Policy	November 2024	3 yearly	Website / Newsletter
Maintenance Policy	January 2025	Annually	Website / Newsletter
Minimum Lettable Standards Policy	January 2025	3 yearly	Website / Newsletter
Residents Handbook	January 2025	3 yearly	Website / Newsletter
Anti-social Behaviour & Neighbour Nuisance Policy	March 2025	3 yearly	Website / Newsletter
Gas Safety Management System	March 2025	3 yearly	Website / Newsletter
Harassment Policy	March 2025	3 yearly	Website / Newsletter
Rent Setting Policy	March 2025	Annually	Website / Newsletter / Tenant Survey
Repair Response Times & Categories Policy	March 2025	2 yearly	Website / Newsletter
Stage 3 Adaptation Policy	March 2025	3 yearly	Website / Newsletter
Housing Application Suspension & Cancellation Policy	April 2025	3 yearly	Website / Newsletter
Letting Policy	April 2025	3 yearly	Website / Newsletter / Customer Survey
Selection & Performance of Maintenance Contractors Policy	May 2025	Annually	Website / Newsletter
Electrical Safety Policy	June 2025	3 yearly	Website / Newsletter
Abandonment Policy	August 2025	3 yearly	Website / Newsletter
Void Management Policy	August 2025	3 yearly	Website / Newsletter
Allocations to Governing Body / Staff Members Policy	October 2025	4 yearly	Website / Newsletter
Assignment Policy	October 2025	3 yearly	Website / Newsletter
Freedom of Information Policy	October 2025	3 yearly	Website / Newsletter
Right to Compensation for Improvements Policy	October 2025	3 yearly	Website / Newsletter



POLICY STATEMENT

Joint Tenant Policy	October 2025	3 yearly	Website / Newsletter
Sub-letting Policy	October 2025	3 yearly	Website / Newsletter
Succession Policy	October 2025	3 yearly	Website / Newsletter
Legionella Policy	October 2025	2 yearly	Website / Newsletter
Maintenance Policy	January 2026	Annually	Website / Newsletter
Asbestos Management Policy	March 2026	3 yearly	Website / Newsletter
Decoration Allowance for Void Properties Policy	March 2026	3 yearly	Website / Newsletter
Reactive Repairs Policy	March 2026	2 yearly	Website / Newsletter
Rechargeable Repairs Policy	March 2026	2 yearly	Website / Newsletter
Rent Setting Policy	March 2026	Annually	Website / Newsletter / Tenant Survey
Domestic Abuse Policy	May 2026	3 yearly	Website / Newsletter
Selection & Performance of Maintenance Contractors Policy	May 2026	Annually	Website / Newsletter
Freedom of Information Policy	October 2026	Annually	Website / Newsletter
Lodger Policy	November 2026	3 yearly	Website / Newsletter
Maintenance Policy	January 2027	Annually	Website / Newsletter
Privacy Policy	March 2027	3 yearly	Website / Newsletter
Rent Setting Policy	March 2027	Annually	Website / Newsletter / Tenant Survey
Repair Response Times & Categories Policy	March 2027	2 yearly	Website / Newsletter
Pest Control Policy	May 2027	3 yearly	Website / Newsletter
Repair Standards to Unimproved Stock Policy	May 2027	3 yearly	Website / Newsletter
Selection & Performance of Maintenance Contractors Policy	May 2027	Annually	Website / Newsletter