



Name of Policy	Tenant Participation
Responsible Officer	Director
Date approved by Board	July 2024
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Section	Housing Services

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1. **Introduction**

Tenant participation is an important part of how we work. We are an Association founded on the ethos of improving the lives of our tenants and service users, and we consider these service users to be best placed to advise how they wish to see the services they receive shaped to meet their needs and expectations. Particularly we shall look to involve tenants in the shaping of:

- Services,
- Rent setting,
- Reviewing Performance,
- And policies directly impacting upon them.

The Scottish Housing Regulator requires Registered Social Landlords to:

- Have a tenant participation strategy which supports and enables tenants to participate.
- Consult on rent setting and significant changes to services.
- Provide evidence that they are taking reasonable steps to achieve tenant participation.
- Consult and agree how tenants and service users will be involved in self - assessment.
- Meaningfully and effectively involve tenants and service users in assessing performance and collecting of information for the Annual Review of the Charter Report which is published and distributed prior to 31st October.
- Ensure that tenants and service users are part of regular and continuous performance monitoring.

2. **Statutory Requirements**

The Housing (Scotland) Act 2001 is the main Act that sets out the requirements for participation, particularly: sections 53 and 54.

Tenants have the right to:

- Form independent representative associations.
- Access information about housing policies.
- Be consulted on issues that affect them.
- Participate in decisions that affect the services tenants receive and be given adequate time to fully consider proposals.

3. **Aims and Objectives**

Through tenant participation, we aim to:

- build and strengthen opportunities for tenants to be actively involved in our service delivery
- develop engagement opportunities and partnership working
- foster a positive engagement ethos
- strengthen and develop communication methods

4. Tenant/Resident Associations

Since 2001, Registered Social Landlords have been required to offer tenants and service users the opportunity to form a Registered Tenant Organisation (RTO).

As a small Association, we have historically noted a limited amount of interest in direct participation with those tenants that wish to be involved participating through the Management Committee. We will offer the opportunity for an RTO and support any tenants looking to develop this. A tenant organisation can appeal to Scottish Ministers if we refuse to accept an application for registration.

5. Principals

We:

- will involve tenants and sharing owners as partners in discussion of and decisions on matters affecting the community.
- will review the current level and source of resources available to promote tenant participation.
- will commit resources to promote effective tenant participation.
- will recognise the important role of independent advice.
- will recognise and respect the right of any RTOs to be independent of the Association.

6. Current Methods Of Participation

- Annual report and our performance
- Complaints
- Information leaflets and guides
- Tenants Survey
- Letters and telephone calls
- Newsletters and information bulletins
- Open days and exhibitions for passing on information
- Tenants handbook
- Texts and emails
- Website and twitter

7. Annual Rent Consultation

Each year we review our rents. The Management Committee receive the proposed annual budgets from the Director and the Finance Officer, and are required to consider what rent levels will be required to meet these budgets, including consideration for a healthy surplus. In considering this they may take consultation from an external financial consultant.

The Management Committee shall also look to involve tenants in this process and they will seek feedback from tenants on what any rent change may be. In doing so, they shall detail to tenants why the amount is being proposed and the services being impacted.

The Director shall collate the responses to these consultations and provide them for consideration to the Management Committee.

8. Tenants Survey

We shall look to collate information and feedback from all our tenants via our tenant's survey. The Annual Return of the Charter requires that we look to carry out such a survey every three years. The information supplied through this survey will help us shape services.

9. Investment Work

We shall seek input and feedback from tenants as part of any large-scale investment work and shall use this information to help us shape any future projects, this may include reviewing our designs, style, and consideration for the contractor for future projects.

10. Equality and Diversity

As a service provider and employer, we recognise the requirements of the Equality Act 2010, oppose any form of discrimination and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all of our actions ensure accessibility and reduce barriers to employment and the services we provide.