

Interim Tenant Participation Framework

1. Introduction/Background

- 1.1 The Housing (Scotland) Act 2001 gives all tenants the right to be consulted about any proposals to make changes to any policies, procedures or service standards in relation to housing management and repairs and maintenance issues.
- 1.2 Good practice guidance also encourages housing providers to involve tenants and other service users as widely as possible in the developing services and making decisions that affect service provision.
- 1.3 Finally, there is an expectation that landlords will include tenants in arrangements for monitoring performance ('Tenant Scrutiny').
- 1.4 Whilst Manor Estates has always taken a positive approach to involving tenants, efforts have met with only limited success. Nonetheless, we remain committed to complying with legislative requirements, good practice and the requirements of the Scottish Social Housing Charter in respect of tenant involvement. The purpose of this Framework, therefore, is to:
 - Review our approach to tenant participation;
 - Outline a number of alternative proposals to the more traditional methods of participation that have been tried in the past; and
 - Seek tenant involvement in developing and implementing proposals for tenant participation.
- 1.5 It is also our intention to create opportunities for owners in mixed tenure estates to become involved and participate in the work of the Association.
- 1.6 The dispersed location of the Association's housing stock and the diversity of our client groups present some particular challenges in respect of tenant participation. We hope to address these through development of a range of different, innovative and non-traditional methods to encourage as many tenants as possible to be involved in our work.
- 1.7 **In view of the limited active tenant involvement currently in place, the initial document will be a framework only, the intention being to achieve a greater level of tenant participation in developing and implementing proposals further.**

2. Aims and Objectives

2.1 The aim of this Framework is to ensure that all tenants (and owners) are given the opportunity to participate effectively in the work of the Association, leading to increased levels of tenant satisfaction and improved services.

2.2 Key objectives that will assist us to achieve this aim are as follows:

- **We will provide all tenants with good quality information about the Association and the services we provide;**
- **We will regularly assess tenant satisfaction with the services we provide;**
- **We will promote membership of the Association to all tenants;**
- **We will seek to increase responses to tenant consultation activities; and**
- **We will investigate and promote the use of on-line participation – this could include the website, Facebook, Twitter and other social media.**

3. Proposed Activities

3.1 In view of the limited tenant involvement at the moment, it is proposed to develop a series of activities, designed to encourage wider participation on an incremental basis. If this is successful, we would expect these tenants to help shape development of a more detailed Tenant Participation Strategy that would define our approach in future years.

3.2 The proposed activities are detailed in Appendix 1.

4. Monitoring

4.1 The Housing Manager will monitor progress on each of the activities and report to Management Committee on a quarterly basis.

Carolyn Hughes
Housing Manager

January 2017

Issue	Method	Outcome	Timescale	Lead
Promote Tenant Participation Framework	<ul style="list-style-type: none"> ▪ Include supplement in Spring Newsletter outlining framework and inviting direct contact from interested tenants 	<ul style="list-style-type: none"> ▪ Raise tenant awareness of the framework ▪ Tenants aware they may be contacted directly ▪ Identify interested tenants 	March/April 2017	HM
Review quarterly Tenant Newsletter	<ul style="list-style-type: none"> ▪ Deeplake survey within 1 week of next newsletter being issued ▪ Survey to include question re further involvement in reviewing the newsletter ▪ Establish if there is any interest in setting up editorial panel 	<ul style="list-style-type: none"> ▪ Newsletter reflects information tenants want to see included 	April/May 2017	HM
Review Tenant Information Pack issued to new tenants	<ul style="list-style-type: none"> ▪ Target new tenants (last 12 months) ▪ Working group (min 5 to 6 members) to carry out desk-top review ▪ Postal/telephone/Survey Monkey 	<ul style="list-style-type: none"> ▪ Improved standard of information for new tenants ▪ Potential that tenants involved may be encouraged to work with us on other issues 	May/June 2017	SHO
Tenant satisfaction survey	<ul style="list-style-type: none"> ▪ Report to Management Committee February 2017 to include proposed action plan which will prioritise areas of greatest concern and include proposals for more regular monitoring of satisfaction in key areas. 	<ul style="list-style-type: none"> ▪ Detailed action plan in place to address issues that require attention – actions below re informing tenants of this could seek interest from tenants in monitoring progress on the action plan 	Feb 2017	HM
Review Tenants Forum	<ul style="list-style-type: none"> ▪ March meeting to consider existing format/remit together with this framework 	<ul style="list-style-type: none"> ▪ Establish if there is merit in continuing with forum as it is currently or if members would prefer to take part in alternative 	March 2017	HM

Issue	Method	Outcome	Timescale	Lead
		groups we are hoping to establish		
Publicise outcomes of tenant satisfaction survey	<ul style="list-style-type: none"> ▪ Headline results to be included in Spring Newsletter ▪ Programme of local newsletters to include information regarding planned maintenance and any local issues of concern identified in the survey ▪ Seek interest from tenants in forming short-term working groups to address any issues of concern 	<ul style="list-style-type: none"> ▪ Tenant awareness of tenant satisfaction survey ▪ Tenants receive information that is directly relevant to their local area ▪ May generate interest in local groups 	April to September 2017	HM/SHO
Establish more effective approach to tenant consultation on rent increase	<ul style="list-style-type: none"> ▪ Review information given to tenants regarding rental income and Association costs for service provision and planned maintenance ▪ Directly target tenants who may be interested in detailed discussion on proposed rent increase ▪ Develop mechanism that offers tenants real options in terms of aspects of service that could be included or not depending on the level of increase that is applied 	<ul style="list-style-type: none"> ▪ Tenants have a real influence on the level of rent increase that is applied 	Commence July/August 2017	CSM/HM
Progress review	<ul style="list-style-type: none"> ▪ Review outcomes achieved February to September in progressing issues highlighted in this framework ▪ Involve tenants who have engaged through development of the initiatives highlighted above 	<ul style="list-style-type: none"> ▪ Establish longer-term Tenant Participation Strategy that includes <ul style="list-style-type: none"> - Ongoing commitment to continue good practices already in place 	Oct/Nov 2017	HM

Issue	Method	Outcome	Timescale	Lead
		<ul style="list-style-type: none"> - Further development of alternative communication/consultation methods - Options to develop higher levels of engagement with other customers (owners) 		