

Tenant Participation Strategy: Building what tenants want

Our Tenant Participation Strategy sets out actions for:

- Sharing knowledge tenants want
- Listening to hear tenants' views
- Understanding to act to meet tenants' needs.

Information - sharing knowledge tenants want - we will:

- Use Plain English and a variety of ways to communication;
- Publish our consultation plans and findings;
- Ensure tenants influence the information we provide;
- Inform tenants on:
 - Services, targets and our performance; and
 - Investment in homes and complexes.
- Assist groups to promote they're activities / achieving to members.

Consultation - listening to hear tenants' views - we will:

- Prioritise individual and local opportunities to share views;
- Set out what is expected of those engaging;
- Give information so tenants engage from an informed position;
- Include proposed groups when planning investment, services and rents;
- Use responses and report how views influence decisions.

As tenants wanted, our focus will be individual and local consultation while supporting engaging as groups and communities. We've proposed local complex, Fife and Lothian groups and a Strategic Network but only tenants can decide if these happen.

Participation - understanding to act to meet tenants' needs – in addition to consulting on rent, investment and services we will:

- In 2019/20:
 - Review communications and report how tenants' influenced decisions; and
 - Establish the parts of the proposed structure tenants want.
- In 2020 / 21:
 - Consult individuals and by complex on how social and learning opportunities can be delivered and report how views are responded to.

For individual tenants we will:

- Ensure staff are available to hear views;
- Provide surveys, local activities, tenants' conferences and association wide events so tenants inform Viewpoint;
- Publish an activities calendar share how what tenants say is used;
- Build a list of individuals, called Consultation Volunteers, who will be told of activities they can take part in and:

Recruitment Volunteers: considering job descriptions, contract specifications and appointments;

Communication Volunteers: improving all forms of communication; and

Performance Volunteers: investigating services and making recommendations to improve services.

For those wishing to engage via groups:

- We will support local groups where tenants decide if the group is formal or informal, how often to meet and what is important.
- We will support 2 independent, formal groups, for Fife and for Lothian, whose agendas are set by their members. We will include them in consultations on rents, standards, targets, performance and help them to communicate with their members.
- Both these groups, managers and Board will participate in a Strategic Network to monitor this Strategy, agree consultation plans and consider performance.

We will give feedback by:

- Publishing what tenants tell us;
- Reporting on:
 - Volunteers and both tenant groups' activities; and
 - Tenants influencing decisions.