



## Tenant Participation Summary Review of 2020/21

2020/2021 presented us with difficulties that no-one could have foreseen—not just in tenant participation but in our daily lives.

This resulted in things being done somewhat differently than planned, but it also meant that we were unable to achieve everything that is in our strategy. Despite this we have made progress in some areas as you will see from this leaflet. There is also a more detailed document should you wish further information.

We were due to review our Tenant Participation Strategy during 2021/2022, but we felt it would be wrong to move on without completing what we set out to do.

On 16 March 2021 our Board of Management agreed that the current strategy would be extended and reviewed after April 2022.

Our strategy can be found on our website

<https://www.viewpoint.org.uk/media/1914/tp-strategy-board-approved-061118.pdf>

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**Get  
Involved**



## Tenant Participation Strategy 2018—2021

This report gives an update on what the Association and their tenants achieved during 2020—2021 in delivering the Association's Tenant Participation Strategy 2018-2021.

The strategy aims are:

- Shows our commitment to involving tenants in services, homes and communities;
- Is flexible and reflects local circumstances
- Set out how we work with tenants to deliver this commitment; and
- Puts in place meaningful, measurable and achievable targets

This will be done through

- Informing : Sharing knowledge tenants want
- Consultation; Listening to hear tenants views
- Participation: Understanding to act

# Tenant Participation at a Glance 2020-21

**5** Members of staff recruited where tenants were on the interview panel

**4** Tenants involved in planning and editing of the printed edition of Newspoint

**34** tenants currently registered on our consultation volunteer bank

**30** online newsletters produced and delivered to all tenants for whom we have an email address

**4** newsletters produced and delivered to all our tenants **and** **29** issues of our online Newsletter sent to those with email

**1** consultation Annual rent and service charges with all tenants, given the opportunity to give their views

**1** scrutiny group reviewing the new lettable standard. An interim report was submitted for the Board in August and will be finalised once it is safe for the group to inspect some voids houses.

**1** dedicated member of staff but tenant participation involves all our staff

## How can I get involved?



- Attend your local meeting if you have one (check the notice board or ask a member of staff)
- Attend the quarterly forums held by Lothian Tenants Action Group or Fife Viewpoint Tenants Group.
- Ask to be included in our consultation volunteer bank. You can be involved in one or more of the following:
  - Recruitment of staff
  - Performance
  - Communication
  - Tenant Conference Planning
- Join the editorial team and help produce our newsletter or you could write a story or a poem, send in a photograph or draw a picture
- Complete satisfaction surveys or consultation surveys to make sure your voice is heard
- Get involved with one of our tenants groups—contact a member of staff and they will pass your details onto the committee. You could look to become a committee member or be involved in helping to organize activities .
- Speak to a member of staff if you have a good idea and we can see how we can make it happen

**No experience required**  
**We are all learning together**

## 2019-20 Continued....

25 iPads were received from Connecting Scotland and, with the help of other agencies we helped get 25 tenants online.

Tap Into It (our partners) found new ways to work during lockdown and now offer more one to one remote support and are also running small groups online.

Some consultations carried out regarding the following:

- Location of screen clouds within development
- Void Property Videos
- Landscape Contract
- New Vision Competition
- Croft an Righ Scooter Store

Other Activities:

- Face Mask Making Group
- The Page Turners online book club

## Going Forward to 2021/22

We have started to embrace new ways of working, some of which we can continue to use in the future once the 'new normal' has been established.

We are looking at how to extend digital technology and knowhow to you, not just for contacting Viewpoint but for keeping in touch with family and friends, online shopping, learning and entertainment.

We are also looking at how we can meet the communication needs for those who have a sight or hearing impairment or whose first language is not English.

We are currently working on the following projects with tenants by mail and email. If you would like to be involved in any of these projects then please let us know.

Carry out consultations at a local level where appropriate

Look to restart regular meetings at our complexes when safe to do so. Make these more effective so that tenants needs and desires can be met where possible

Arrange a conference for our volunteers and committee members

Produce 3 issues of Newspoint and 12 issues of Newspoint Extra in 2021/2022

Support the TAG Lothian and Fife Viewpoint Tenants Group to restart their activities and hold open forums when safe to do so

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