



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 25234 (5)
and with The Scottish Housing Register No 162, 2016.

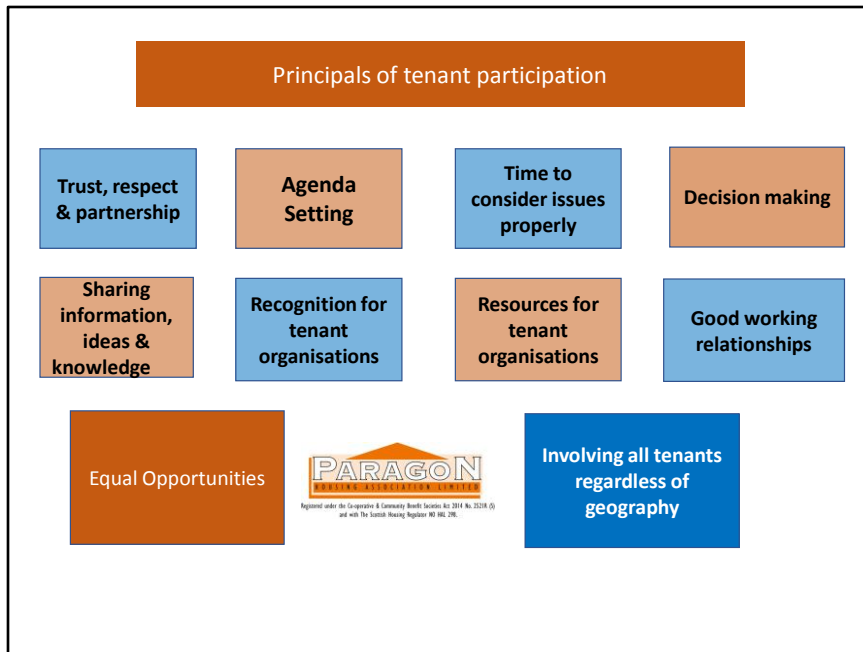
Involvement is an overall term used to describe tenant engagement at any level

Information is the basis of good communication and strengthening landlord – tenant relationships

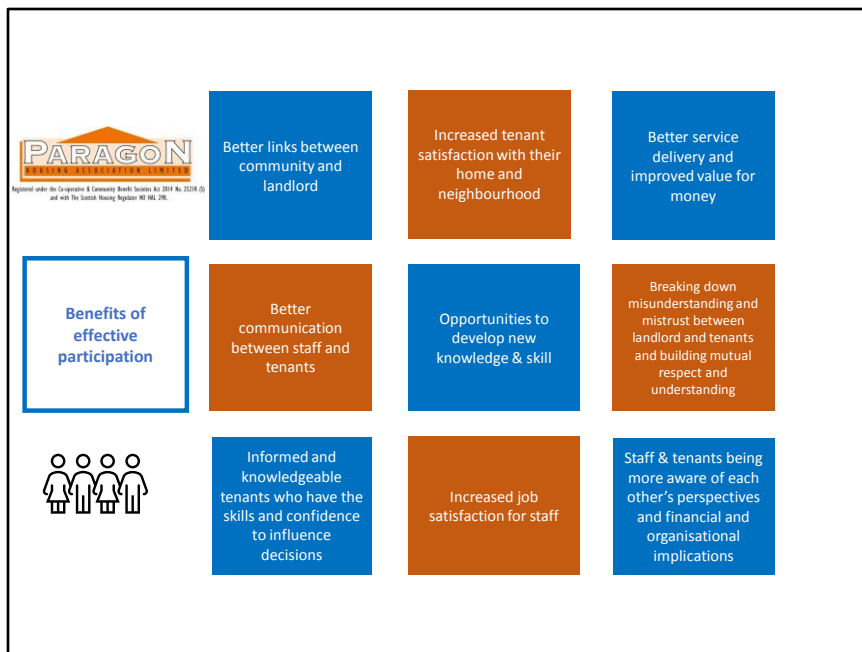
Consultation is seeking customer's views and ideas, taking account of those views and providing feedback

Participation is when tenants actively engage in decision-making from planning through to implementation

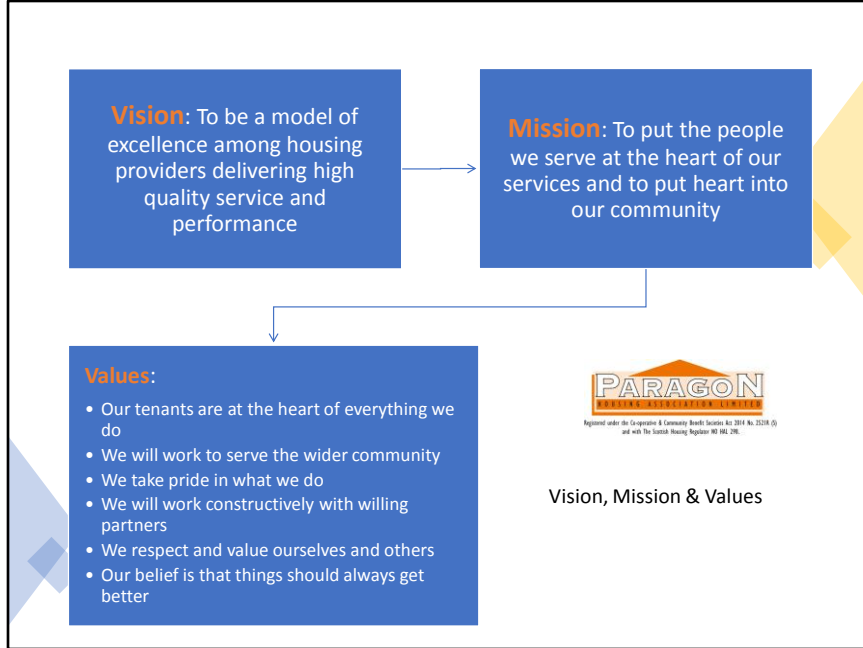
At our last Tenant Scrutiny meeting on the 26th November the group started to look at Tenant Participation and Engagement in preparation for the development of our New Tenant Participation Strategy. The group is keen to involve as many tenants and other stakeholders as possible in the development of the strategy.



The group considered some of the basic principals of Participation and the importance of being accessible to everyone.



Everyone agreed that good participation is of benefit to tenants and association alike.



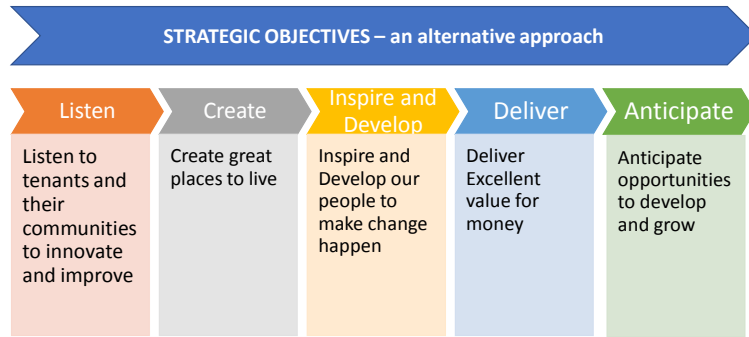
The Association has recently been reviewing it’s internal management plan and as part of the process the tenant scrutiny group had a look at the Association’s Vision, Mission Statement & Values.

Although everyone felt these were the right ones for the Association there was a discussion about how the Association could best present these and future strategic documents to it’s tenants. The group acknowledged that tenants don’t always have time to read lengthy documents and might find it easier to take in if the text was broken up with some effective diagrams.

OBJECTIVE NUMBER	STRATEGIC OBJECTIVE
S1	To promote tenant involvement, equality and accessibility
S2	To promote and improve the activities of the Association through good two way communication, good working relationships and meaningful partnerships with relevant bodies
S3	To deliver our investment programme and work with others to ensure our tenants live in safe, decent homes in a safe, decent environment.
S4	To acquire more houses through measures which are consistent with our financial plans and resources
S5	To develop and deliver value added strategies for good management, development and regeneration of particular areas through community involvement, using income generated from private, public and charitable sources
S6	To provide high quality, value for money, accessible services to all service users, deliver high levels of performance and seek to continuously improve in everything we do.
S7	To have a well governed organisation run by committed and informed Management Committee members supported by a committed and professional staff.
S8	To ensure business stability and protection of our assets through sound financial and risk management .



Taking on board the point about it sometimes being the way information is presented the group looked at the Association’s current strategic objectives.



They then looked at how similar objectives for another organisation have been presented.



Question: What opportunities do we offer and what opportunities should we offer in terms of tenant involvement?

There was a general discussion about participation opportunities and the Housing Manager (Evelyn) confirmed that at the next meeting of the tenant scrutiny group (in January) she would be bringing a time table for the development of the new tenant participation strategy.

It was also agreed that there would be a virtual get together on the 17th December and another on the 30th December which would be promoted through Facebook as open to all tenants especially those faced with a quieter than expected Christmas and New Year.