

Tenant Participation Strategy – Consultation Report





Tenant Participation Strategy- Consultation

Pre Drafting Consultation

- Discussions with Tenant Scrutiny Panel
- Consideration of good practice / other RSL Strategies
- Completed Equality Impact Assessment

Tenant Participation Strategy - Consultation

- Strategy, Survey and Newsletter uploaded on to Website
- Newsletter & Survey posted out to every tenancy



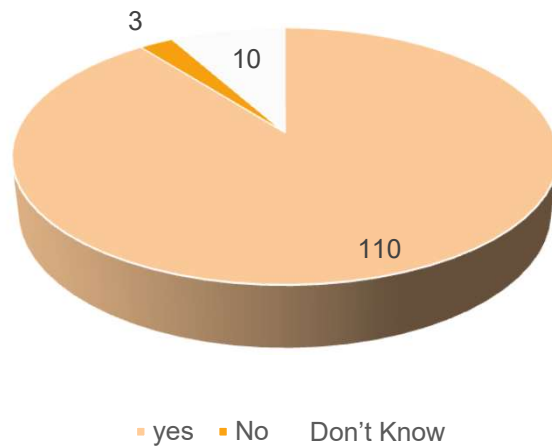


Tenant Participation Strategy - Consultation

1427 Surveys issued and 126 returned (8.83% response rate)

Q1. Do you think we have explained what tenant participation is?

Have we explained what Tenant Participation is?

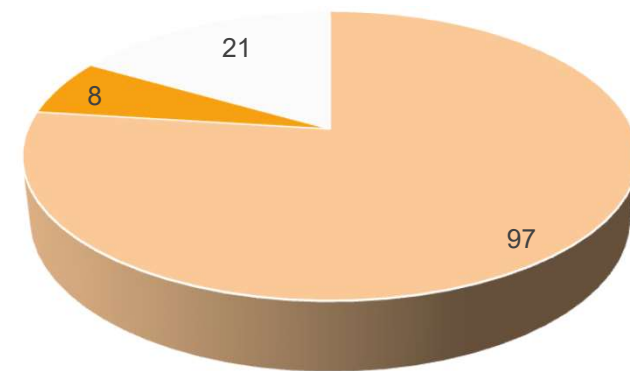


98.37% felt we had explained what Tenant Participation is

Q2. Do you think the use of graphics is useful in explaining the different levels of involvement and other aspects of participation?

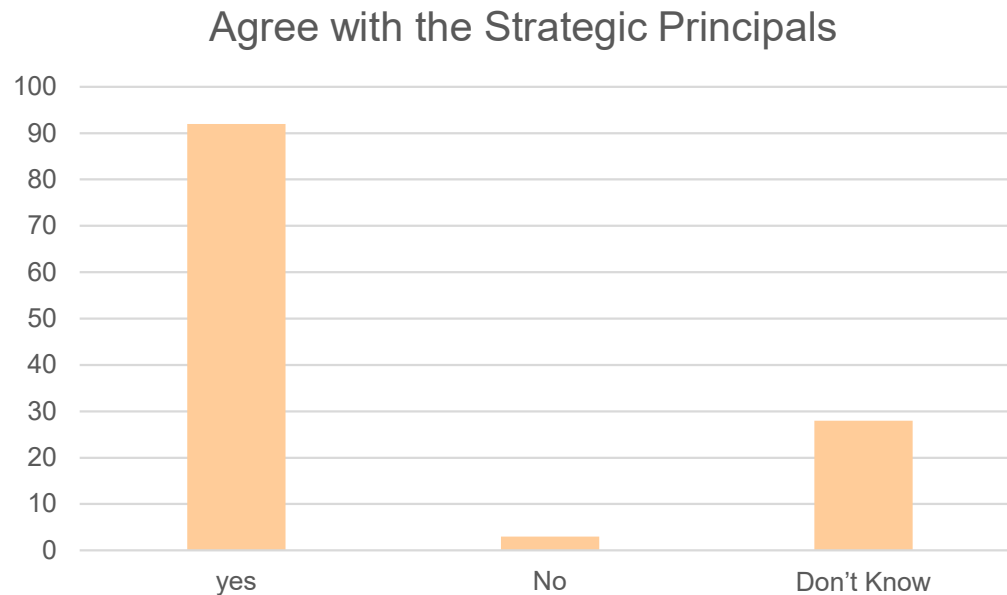
81.51% think graphics are useful

Is the use of graphics useful?



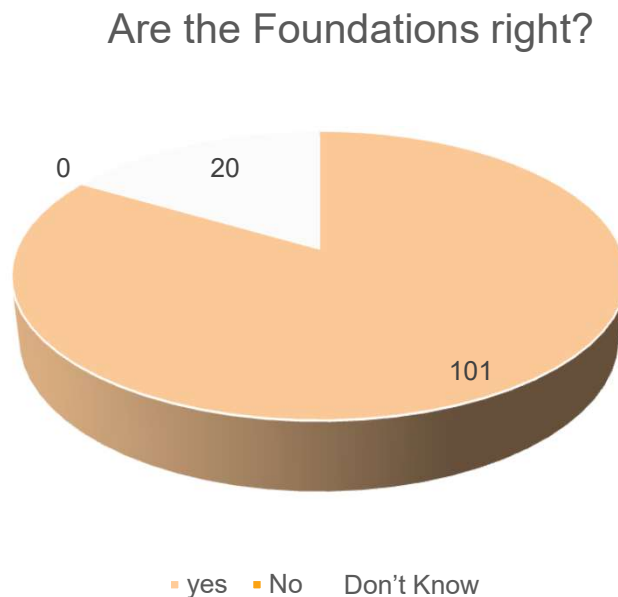
yes No Don't Know

Q3. Do you agree with our 6 strategic principles?



Only 3 people disagreed with the strategic principals. Suggestions for additional / alternatives were all based around a desire to see more on-site interaction with tenants

Q5. Do you agree with stated foundations of good tenant participation? & Q6. Are there any other ways of participating you think we should include?



One comment read:

“you already have the tools i.e. scrutiny, committee, questionnaire, newsletter etc”

Suggestions & Comments

maybe online surveys
and newsletters and
those that want to
receive them online
rather than paper could
subscribe

*contact people directly with
a visit and talk to them as a
lot of people cant read and
are embarassed to admit it
so these survey are waste
of time*

Language - the newsletter is
entirely in English. A box with a
sentence in different languages
saying "available to be printed
would be helpful. Publicise the
accessibility of the office by
mentioning hearing
loop/stairlift, etc

Conclusions

- Majority of respondents support the strategic direction of the Strategy
- We can and should do more to promote accessibility – interpreters, hearing loop, stairlift, different formats etc.
- We should consider an 'opt in / opt out' approach to digital / paper engagement



Next Steps

- TP Strategy will be taken to October meeting for approval
- Action Plan will be drawn up November / December and taken to December 15th meeting of Tenant Scrutiny Panel
- TP Policy will be reviewed to reflect TP strategy.