



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 252IR (S)  
and with The Scottish Housing Regulator No HAL 298

## Tenant Participation Strategy [Overview] Action Plan 2023/24 – 2027/28

This action plan supports our Tenant Participation Strategy. A more detailed [SMART] action plan will be reviewed and updated annually for the duration of the strategy.

We can produce this document in different formats such as in larger print or audio-format; we can also translate the document into various languages as appropriate.



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<b>Proposed Action</b>	<b>Lead Officer(s)</b>	<b>Timescales</b>
Increase the number and diversity of tenants involved in tenant participation activities	All	Ongoing
Encourage the formation of tenant & residents groups, especially for new developments.	Housing Manager	Ongoing
Update information on our website, leaflets, and in the Tenant's handbook on tenant's rights to participate and ways to participate across the Association.	Housing Manager / Corporate Services Officer	Ongoing
Promote participation to all new tenants through updating the signup pack, and settling in procedure.	Senior Housing Officer / HOST Team Leader	Ongoing
Promote wider tenant engagement – TIS / Tenants Together	Housing Manager / HOST Team Leader	Ongoing
Engage at Community and Tenant events to promote participation both formally and informally	All	Ongoing
Consider staff training needs on tenant participation	Housing Manager / Senior Housing Officer	Through appraisal and induction process
Publicise any major changes that affect tenants	Housing Manager	Ongoing
Continue to enhance and improve consultation opportunities around the review of development of Association Policies	Senior Management Team	Ongoing
Establish a programme of Estates Walkabouts attend by tenants	Senior Housing Officer / Estates officer	Summer 2023 onwards

Proposed Action	Lead Officer(s)	Timescales
Explore tenant led engagement opportunities.	Housing Manager / HOST Team Leader	Ongoing
Explore potential to work together to respond to recurring tenant issues by supporting the development of issue based tenant groups	Housing Manager / HOST Team Leader	Ongoing
Monitor representation of tenant involvement by area, age gender and ethnicity	Housing Manager / Corporate Services Officer	Ongoing
Monitor satisfaction with engagement opportunities.	KP Rolling Survey / Housing Manager	Ongoing
Support the Tenant Scrutiny Panel to recruit new members and undertake scrutiny reviews.	Housing Manager / HOST Team Leader	Ongoing
Explore partnership opportunities with other landlords and agencies to maximise tenant support	Housing Manager/ Senior Housing Officer.	Ongoing