



Craigdale
HOUSING ASSOCIATION

TENANT PARTICIPATION STRATEGY

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Date of Approval: 21.09.20

Date of Next Review: September 2023

Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

Endorsements of this Strategy

John Kilpatrick, Chairperson

This Tenant Participation Strategy covers the period 2020 – 2023. Without your involvement as a tenant, it will be very difficult for Craigdale Housing Association (Craigdale) to make improvements to our service that you, and other tenants, would wish to see. As the Chair of your Association I am able to assure you that Craigdale’s staff welcome your involvement, in particular with regard to any feedback you may have. Our aim is for you to be able to live in a warm and comfortable home, safe in the knowledge that Craigdale is there to respond to any worries you may have in connection with your home.



David Mackenzie, Chief Executive Officer

We welcome the opportunity to work in partnership with our tenants and recognise the importance of good quality participation. This strategy builds on the work we have done and provides a framework to meet and hopefully exceed the needs and aspirations of our tenants. Involving tenants is at the core of Craigdale’s principles and we will always strive to give our tenants as many opportunities as possible to work with us and make decisions to benefit everyone.



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Section 1 Context

- 1.1 This document explains how tenants can become involved with Craigdale and it is important to ensure that our tenants can shape and scrutinise our services. We work closely with tenants to make sure there are opportunities to influence the services we provide at every level.
- 1.2 Craigdale is a tenant led organisation and becoming a member of our governing body by joining our Board of Management or our Tenants Panel is an ideal way to get involved and participate in the decision- making process. However, this Strategy is aimed at tenants who wish to take a more independent role in the review and development of our services.
- 1.3 Tenant participation is about tenants taking part in, and influencing the decision- making processes which relate to:
- Housing policies;
 - Housing standards;
 - The scope and standard of our overall service delivery.
- 1.4 Tenants are welcome and encouraged to participate in discussions and consultation on all of our services. Our aim is to offer a range of ways for people to get involved at different levels and in ways that best suit our tenants individual preferences.
- 1.5 Whilst this Strategy is primarily designed to promote tenant participation and involvement, the Association welcomes its obligation to engage with the wider community.

Principles of good tenant participation

- 1.6 We have adopted a set of key principles to guide our work in tenant involvement. In particular we will:
- Involve tenants as partners in considering matters affecting our community and respond positively to enquiries, ideas and suggestions, both individually and collectively.
 - We encourage and support the development of effective and representative tenants' organisations.

- Keep under review the level of funding that is available to sustain and promote effective tenant participation and commit resources to promote good tenant participation practice.
- Recognise and respect the rights of properly constituted tenants' organisations to be independent of Craigdale.
- Take practical steps, such as providing language interpretation, help with childcare, or help with transport and subsistence costs, to enable everyone to take up opportunities to participate.
- Plan work to allow reasonable time for consultation and participation.
- Provide training and support for staff and Board /group members on tenant participation.

Section 2 The Law and Good Practice

2.1 Housing Scotland Act 2001

The Housing (Scotland) Act 2001 created a legal framework for tenants who have a Scottish Secure Tenancy or Short Scottish Secure Tenancy to take part in the way their housing is managed. Landlords must develop a Tenant Participation Strategy and put it into practice. Landlords must also support and consult with Registered Tenant Organisations (RTO"s) and hold a register of these organisations.

2.2 The Housing (Scotland) Act 2010 - Scottish Social Housing Charter

The Charter was introduced by the Scottish Government in 2012 and revised in 2017 as a tool to enable tenants to monitor the standards and the performance of the services that their landlord provides. It is also used by the Scottish Housing Regulator (SHR) to monitor the performance of Registered Social landlords such as Craigdale.

The Charter has been broken down into sixteen outcomes and outcome number three is all about Participation and states:

Social Landlords manage their business so that:

“Tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with.”

This outcome describes what landlords should achieve by meeting their statutory duties on tenant participation. It also covers:

- How social landlords gather and take account of the views and priorities of their tenants;
- How they shape their services to reflect these views; and
- How landlords help tenants and other customers become more capable of involvement.

2.3 SHR Regulatory Standards of Governance & Financial Management

In 2012 the SHR produced 6 standards and associated guidance that all social landlords must meet. Standard 2 and its guidance applies specifically to tenant participation. Standard 2 states the landlord “...is open and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.”

Section 3 Our Strategy Objectives

3.1 Tenant Participation - Mission Statement

This Strategy is aimed at our tenants who have an interest in tenant participation. The purpose of this strategy is to:

- Create opportunities for tenant participation and involvement
- Raise awareness of tenant participation
- Remove barriers that may prevent people from getting involved

3.2 This Strategy is intended to meet and exceed the legal requirement expected of social landlords. We aim to offer high quality tenant participation opportunities and recognise that tenants not only have the right to be

involved, but that by doing so will help Craigdale to continue to improve as an organisation.

Section 4 Implementing our Strategy Objectives

4.1 Opportunities for Tenant Participation

We aim to provide a range of flexible options which give tenants choice and opportunities to be involved with us. It is particularly important to provide flexibility given the diversity of all tenants' needs, aspirations and circumstances.

Out with our governing body, we currently have three main ways in which tenants can become involved in what we do. It is very important that any form of tenant participation is independent from Craigdale in order to enable tenants to properly scrutinise the work that we do.

These participation opportunities are listed below and further details on how you can be part of any of these groups can be found in Appendix 1.

1. Registered Tenant Organisations (RTOs)

RTOs are independent constituted organisations which meet regularly and report progress to residents at their Annual General Meeting. At the moment (September 2020) we do not have any RTOs, but the option is there for tenants and residents to form a constituted group. If an RTO was formed we would provide support.

2. The Craigdale Tenants Panel

We created a new Tenants Panel in 2020 to develop and formalise our approach to tenant scrutiny. The Tenant Panel is responsible for working independently to scrutinise our performance. Our panel will be made up of interested tenants and will retain a membership of between 4 and 8 tenants. We will encourage new members and have created a Tenant Information pack to outline the remit, roles and responsibilities together with a code of conduct.

We will encourage membership and see the opportunity to develop potential Craigdale Board members through our Tenants Panel

The overall aims of the panel are to:

- work on behalf of tenants, and in partnership with our staff, to achieve improvements to services provided;
- strive, through investigation, analysis and discussion, in a spirit of cooperation and collaboration, to achieve the best service performance and value for money possible; and
- increase tenant influence in decision making and the strategic and operational development of services.
- consider the ways to engage with tenants and plan our activities throughout the year
- participate in consultation events
- taking part in 'Walkabouts' with tenants/staff to ensure high standards are being met
- influence our investment priorities based on tenants needs

Tenant scrutiny of services and governance is a key part of this Strategy and will build on the culture of collaboration and partnership between tenants, staff and the Board. The Tenant Panel will work to ensure that Craigdale's Annual Return on the Charter matches tenants' reality of the service by using evidence they gather independently.

3. Tenants Consultation Register

Joining a tenants' and residents' association does not suit every tenant so we have created a consultation register of actively interested tenants who would like to be consulted on issues which may affect them, including policy reviews.

In addition to the above there are lots of more informal ways to get involved, such as:

- Taking part in surveys or consultations by post, email, Web, in person or via the telephone
- Attending Public meetings, conferences and seminars
- Open days/ exhibitions/ road shows
- Becoming a member of Craigdale,

- Taking part in our community events, or
- Simply by contacting Craigdale with any concerns, suggestions or ideas regarding our services.

4.2 We will always aim to offer a variety of participation opportunities to suit different lifestyles, personal circumstances and capabilities.

Section 5 Monitoring Craigdale's Performance

5.1 Craigdale is committed to improving performance and satisfaction levels across all aspects of service delivery. In order to achieve this we routinely collect, analyse and report on performance relating to a wide range of services including:

- Rent arrears
- Void (empty properties) management
- Repairs performance
- Complaints

5.2 Performance Information is monitored on a monthly basis by Craigdale's Senior Staff and quarterly by the Board of Management. Our newly formed Tenants Panel will also be provided with performance information, in order to decide upon the yearly workplan of activities the panel aims to address. Specific performance information is also reported to the Scottish Housing Regulator through the Annual Return on the Charter, and to our tenants and other stakeholders through newsletters, Annual Report and via other forms of communication.

5.3 Craigdale will carry out a three yearly independent Tenant Satisfaction Survey during which the views of our tenants are sought. The outcomes from this survey are reported to the Board, the Scottish Housing Regulator our tenants and other stakeholders. An action plan is developed to help tackle areas of tenant dissatisfaction identified through surveys. Tenants using our repairs and housing management services also have the opportunity to provide feedback following the completion of their repair or once they have used our other services.

- 5.4 Feedback from tenants who take part in surveys is vital to Craigdale and assists with the on-going development of our services. We may also decide to carry out additional tenant satisfaction surveys, which will allow improvements plans to be created, in order to improve our services.
- 5.5 We will publish information relating to performance and satisfaction in our Tenants' newsletters which is issued to all tenants four times per year and through other forms of communication such as our Website. We also publish a range of performance and satisfaction information, every October, in our Landlord Report.
- 5.6 We will seek news ways to allow tenant participation in the future and this may involve the creation of digital ways of working with tenants. Whilst our preference will always be face to face interactions we acknowledge that this may allow greater participation for those may wish to participate digitally with our staff.
- 5.7 Tenants and other customers can compare Craigdale's performance with other Registered Social Landlords via the Scottish Housing Regulators website: - www.scottishhousingregulator.gov.uk.

Section 6 Resources

- 6.1 We recognise that to fully support tenant participation it is vital that adequate resources are made available. Budgets are available to provide support for:
- Registered Tenant Organisations (if an RTO is established)
 - The Tenants Panel
 - The production of the Tenants Newsletter
 - Satisfaction surveys
 - Consultation exercises
 - Reasonable out of pocket expense
 - Support from members of staff

- 6.2 Staff will be available to attend meetings with the various groups and where appropriate will provide training, guidance and information on Craigdale's services.
- 6.3 Craigdale will also assist groups with procuring relevant external training or support in order to help them meet their aims and objectives.
- 6.4 We will provide support and guidance to tenants or groups within our area of operation who are considering setting up a new Registered Tenant Organisation.
- 6.5 Where appropriate Craigdale will provide groups with administrative support from within our own staff resources.

Section 7 Dealing with Complaints

- 7.1 We value complaints and endeavour to use information from them to improve our services. If a tenant or other customer is unhappy with our Tenant Participation arrangements or the way we deliver this service we will deal with the matter through our Complaints Handling Procedure.

7.2 Independent advice on Tenant Participation can be obtained from:

Scottish Government – Housing, Regulation & Welfare Chief Executive Officer

Regeneration and Welfare Chief Executive Officer

Victoria Quay

Edinburgh EH6 6QQ

Tel: - 0131 244 5580

<http://www.gov.scot/Topics/Built-Environment/Housing>

Scottish Housing Regulator

Buchanan House

58 Port Dundas Road

Glasgow

G4 0HF

Tel:- 0141 242 5579

<https://www.scottishhousingregulator.gov.uk/>

TPAS Tenant Participation Advisory Service

74-78 Saltmarket,

Glasgow G1 5LD

Tel: - 0141 552 3633

TPAS Scotland is the national tenant and landlord participation advisory service for Scotland. TPAS Scotland promote good practice in tenant participation.

<https://www.tpasscotland.org.uk/>

TIS Tenants Information Service

Suite 128 Baltic Chambers

50 Wellington Street

Glasgow G2 6HJ

Tel: - 0141 248 1242

Email: info@shelter.org.uk

Shelter Scotland

4th floor, Scotiabank House

6 South Charlotte Street

Edinburgh, EH2 4AW

Tel: - 0808 800 4444 (calls are free from UK landlines and main mobile networks.)

Email: info@shelter.org.uk

Section 8 Consultation and Review Procedures

8.1 This Strategy will be reviewed every three years. The review will be carried out in consultation with, but not limited to:

- The Craigdale Tenants Panel
- All Craigdale Registered Tenant Organisations (if they have been established)
- The Tenant Consultation Register
- All tenants who express an interest in being consulted
- Staff

8.2 The outcome of the review process will be made available via the Tenants newsletter and reported within our website.

Section 9 Confidentiality and Data Protection

9.1 The identities or personal information of tenants and other customers taking part in consultation or participation exercises will not be passed onto any third parties.

9.2 Our Tenant Participation Strategy will comply with the requirements of the Data Protection Act.

Section 10 Equal Opportunities

10.1 The Association is committed to ensuring equal opportunities and fair treatment for all people in its work. In implementing this policy, our commitment to equal opportunities and fairness will apply irrespective of factors such as gender or marital status, race, religion, colour, disability, age, sexual orientation, language or social origin, or other personal attributes.

APPENDIX 1

Options for Tenant Participation

Options	Who Can Join?	How to Get Involved	Purpose & Main Functions
Tenants Consultation Register	Any Tenant	Ask for an application form from our office at: 83-85 Dougrie Rd Glasgow G45 9NS Or phone us on: 0141 634 6473 Email: info@craigdaleha.co.uk	<ul style="list-style-type: none"> • Those on the register are sent questionnaires, draft policies or strategies by e-mail or by post (including a reply-paid envelope). • Enable tenants to contribute to the work of Craigdale from their own home at a time that suits them.
Registered Tenant Organisation	Tenants and Residents within the Castlemilk area.	Craigdale can help you if you want to start a group and membership is open to Craigdale tenants. Contact our office.	<ul style="list-style-type: none"> • Easier access to and sharing of information • Representation of the wishes of the Castlemilk community or individuals • Constituted groups can apply for funding • Recognised groups can be consulted by Craigdale or others • Can work in partnership with others for the benefit of Castlemilk as a whole.

Options	Who Can Join?	How to Get Involved	Purpose & Main Functions
Craigdale Tenant Panel	Our tenants, residents or anyone on the RTO register – with the exception of Board members.	If you would like to join the Panel contact the office.	<ul style="list-style-type: none"> • Meet up to 6 times per year. • Review CRAIGDALE’s Key Performance information • CRAIGDALE staff, including the Chief Executive Officer, invited to attend. • The Panel set their own agenda. • The Panel is still in its infancy and its role will be developed during the course of this Strategy.
Register your interest in reviewing policies	Any tenant.	Contact the office	<ul style="list-style-type: none"> • You can take part in consultation from the comfort of your own home. • Your views will be considered and taken into account whenever possible. • You can choose what consultation you would like to take part in – we will publish lists of forthcoming reviews in our newsletter and our website.
Register your phone number and e-mail address to allow us to contact you about new surveys	Any tenant.	Contact the office	<ul style="list-style-type: none"> • Take part in surveys from the comfort of your own home. • You can choose whether or not you participate. • Your comments and views will be taken into consideration.

Options	Who Can Join?	How to Get Involved	Purpose & Main Functions
Community Events	Any tenant	Contact the office	<ul style="list-style-type: none"> • We host a range of community events throughout the year • They bring tenants and families together • Allows tenants to meet other people and members of the Board and staff