DRAFT LOCAL TENANT PARTICIPATION STRATEGY AND ACTION PLAN 2016

APRIL 2016

This Consultation Document is for Tenants and Registered Tenant Organisations (RTOs)

HHP is a Registered Charity (No. SCO35767); A Registered Society under the Co-operative and Community Benefit Societies Act 2014 Reg No 2644R(S); Registered Social Landlord Reg No:359; Registered Property Factor: PF000183
PREFACE
This document seeks views on HHP’s draft Local Tenant Participation Strategy and Action Plan 2016 which is at Appendix 1.

Why are we consulting you?
HHP aims to provide opportunities for all those who wish to express their opinions on a proposed area of work, or on an aspect of the housing sector that impacts on the Partnership’s work. It aims to do so in ways that will inform and enhance that work.

Typically consultations involve a consultation paper inviting answers to specific questions or more general views about the material presented. The views and suggestions detailed in consultation responses will be analysed and used as part of the decision making process for the development of a particular policy/document.

This consultation is primarily aimed at:

• Tenants and Registered Tenant Organisations (RTOs)

What we would like you to do
The consultation period began on 20 April 2016 and it runs until 25 May 2016. If you wish to respond to this consultation, please ensure that your response is returned to Angela Smith by Wednesday, 25 May 2016. There is a response form at Appendix 2.
TENANT PARTICIPATION STRATEGY 2016 - 2020

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# Strategy Change History

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INTERPRETATION & ABBREVIATIONS

The following interpretation and abbreviations are used in this strategy:

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<thead>
<tr>
<th>Word</th>
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<tr>
<td>HHP or Partnership</td>
<td>Hebridean Housing Partnership</td>
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<tr>
<td>Board</td>
<td>Means the Board of the Hebridean Housing Partnership</td>
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<tr>
<td>Board Members</td>
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<tr>
<td>SST</td>
<td>Scottish Secure Tenancy</td>
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<td>RTO</td>
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<td>TPAS</td>
<td>Tenant Participation Advisory Service</td>
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<td>TIS</td>
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<tr>
<td>The Charter</td>
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<td>WIRF or The Forum</td>
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All references to the masculine gender in this policy shall read as equally applicable to the feminine gender.

If there is a conflict between this Strategy and any statutory provision or regulation, the latter shall prevail.
INTRODUCTION

1.1 HHP is committed to developing successful tenant participation. We believe that we will only provide a first rate housing service by working with tenants, providing good quality information and listening to tenants views.

1.2 HHP value the role tenants have in improving services and will continue to work in partnership to deliver the best homes and services.

1.3 This strategy sets out how tenants can get involved in shaping and planning services and how HHP will resource and support tenant participation.

1.4 HHP staff will support existing groups, and actively encourage the formation of new groups and encourage individuals to become involved at a level that suits them. Tenants Participation will be tailored to tenants’ availability, accessibility, circumstances and interests.

1.5 This strategy sets out how HHP will consult with tenants and take account of tenants views.

1.6 The strategy outlines the mechanisms HHP will put in place and the broad resources that are available to ensure the strategy is successful.

1.7 The Housing Act 2014 requires HHP and all social Landlords to consult with and provide information to tenants regarding sections of the Act during the summer and autumn 2016. This provides an opportunity to implement the strategy and action plan and use the Act and subsequent provisions as a catalyst for developing a good practice framework for Tenant Participation across the Western Isles.

1.8 The Strategy includes an action plan for the period 2016 – 2017 which was approved by Board on 2 September 2015. This details how we will deliver the Strategy and explains how we will assess our progress and measure the impact of the strategy. The action plan will be reviewed and revised annually.

PROGRESS

2.1 We have continued to work over the last 3 years to improve and develop participation and tenant involvement. We have:

- Funded a part time tenant participation worker through TPAS
- Held annual Tenant Conferences and events in Stornoway, Tarbert, Uist and Barra with tenants, residents, staff and members identifying key priorities for developing participation
- Supported the development of tenant groups
- Funded tenants and residents to attend national conferences and training events
- Held training locally
- Visited tenants in their communities
- Updated our register of tenants and residents groups
- Developed a list of interested tenants, called a Tenants Panel, to help maximise the numbers of tenants becoming involved
- Published regular newsletters and our annual report
- Ensured that staff are trained in tenant participation and that they are aware of what options HHP offer to encourage and develop participation
OUR VISION

3.1 HHP seek to provide high quality housing services by placing tenants at the centre of all that we do.

PRINCIPLES

4.1 HHP recognise that tenants possess skills, knowledge and experience which are valuable and complementary to those of our staff and board.

4.2 Our guiding principles for tenant participation as reaffirmed as follows:

- Create and value a culture of mutual trust, respect and partnership between tenants, board members, and officers, working together towards improving housing conditions and housing services
- Provide open and accountable decision making
- Provide adequate time and resources to tenant representatives to consider the issues properly
- Value tenant participation, the independence of tenants’ organisations and enable interested tenants to become trained and informed
- Commitment to developing and sustaining good working relationships and flexible to adapt to local circumstances
- Tailor tenant participation opportunities in remote areas to suit the particular needs of tenants in such communities

WHAT WE WILL DO

5.1 HHP’s overall aim is to enable tenants to have real and meaningful opportunities to become involved in the decision making process of the organisation.

5.2 This section summarises the main actions HHP intend to undertake to deliver the strategy. Appendix 1 provides a more detailed action plan with timescales. This was approved by Board on 2 September 2015.

5.3 HHP will advise tenants about the main issues we are intending to consult on each year and produce a calendar detailing these consultation and other significant events. This will be available in Homeward and on our website. Tenants will be consulted on issues to be included and the timetabling and process for consultation.

5.4 We will:

1. Communicate effectively with tenants and provide good quality, accessible information that tenants want
2. Promote tenant attendance at Board meetings and inform tenants on the working of the Board
3. Continuously review and develop ways of improving communication and information to meet the needs of all out tenants.
4. Improve the practice and culture of involving tenants across housing services and to practice tenant participation across all parts of the housing management service
5. Let tenants know how their involvement has improved and influenced housing services and decision making.
6. We will promote and provide a range of options and introduce new ideas for tenants to become involved, both collectively through tenants and residents groups, and on an individual basis in ways and means that suit them.
7. Ensure tenants are encouraged and resourced to fully engage in the participation process and to be involved in decisions affecting them.
8. Ensure that we provide resources and support to develop Tenant Participation and regularly review our policies and practice.
9. Provide support and assistance to tenants groups.
10. Develop and increase opportunities for tenants to take a closer look at the service we provide to them.

**TEENANT PRIORITIES & ACTION**

6.1 Tenants have identified a number of opportunities and priorities via surveys to improve services and partnership working. These are included in the action plan and this will be reviewed annually.

6.2 Tenant priorities are:

- Repairs & rechargeable repairs
- Tenants’ information packs (new home welcome packs)
- Information leaflets
- Standard of home when moving in (Letting standards)
- Investment Programme
- Customer Service and Communication
- Rental and value for money
- Opportunities to participate in decision making processes

**LEGAL FRAMEWORK FOR TENANT PARTICIPATION IN SCOTLAND**

7.1 The Housing (Scotland) Act 2001 (‘the Act’) introduced a legal framework for tenant participation. By virtue of having a Scottish Secure Tenancy (SST) and a Short SST, tenants have rights to information and consultation. The aim of the legislation is to develop successful and meaningful tenant participation. The Act introduced new rights for tenants and placed new duties on landlords.

7.2 Landlords like HHP have to:

- Provide a range of information to their tenants;
- Have in place a tenant participation strategy;
- Have a registration scheme for tenant organisations to register with them and keep a publicly available register of these registered tenant organisations (RTOs). Details are at Appendix; and
- Consult with tenants and registered tenant organisations on a range of housing and related services.

7.3 Section 54 of the Act introduced provisions to enable both individual tenants and registered tenant groups to be consulted by their landlord on issues affecting them. Landlords have to take account of the views of tenants and RTOs within a reasonable timescale.

SCOTTISH SOCIAL HOUSING CHARTER

8.1 The Scottish Social Housing Charter, introduced by the Housing (Scotland) Act 2010, came into force on 1 April 2012. The Charter is being reviewed during 2016.

8.2 The aim of the Charter is to make social landlords more accountable to their tenants. It sets out the standards and outcomes that social landlords are expected to achieve when performing their housing activities.

8.3 We will continue to work with tenants to develop their key role in monitoring and reporting on performance against the Charter.

8.4 The Scottish Housing Regulator is responsible for monitoring, assessing and reporting on how well landlords achieve the Charter outcomes. Performance indicators have been produced by the Regulator for each of the outcomes and it is up to HHP and tenants, to decide on how best to meet these outcomes and report on performance to tenants.

EQUAL OPPORTUNITIES

9.1 HHP will encourage equal opportunities and diversity, responding to the different needs and service requirements of people regardless of sex, race, colour, disability, age, nationality, marriage and civil partnership, ethnic origin, religion and belief, pregnancy and maternity, sexual orientation or gender re-assignment. We embrace the spirit of equalities legislation and regulatory frameworks, including the Equalities Act 2010 and the Housing (Scotland) Act 2001.

9.2 HHP embraces equal opportunities practice and is committed to:

- Removing barriers to participation such as language, accessibility, timing, tenants’ costs and childcare have been considered.
- Proactively involving traditionally excluded groups.
- Ensuring registered tenant organisations (RTOs) promote equal opportunities and are open and accessible to all tenants through our criteria for registration.
- Hebridean Housing Partnership will ensure, through support and encouragement that equal opportunities are at the centre of all their activities.

DEVELOPING THIS STRATEGY

10.1 This strategy has been developed and updated in partnership with the Western Isles Residents Forum. Consultation in the preparation of this strategy involved a series of measures such as:

- An assessment of the existing strategy by TPAS Scotland
• A review of best practice
• Consultation with tenants and other stakeholders through the tenant events
• Tenant surveys

RESOURCES AND SUPPORT

11.1 Tenant Participation has to be properly resourced and supported to successfully develop it. HHP resources include financial, physical and staff assistance.

11.2 The annual budget for tenant participation will be reviewed in consultation with WIRF on a year by year basis. A budget will be allocated for Tenant Participation to fund a number of activities as follows:

• Annual grants to tenant organisations
• Homeward newsletter
• Tenant Satisfaction Survey
• Funding tenant-led inspections and mystery shopping
• Consultation with tenant organisations and individual tenants
• Tenant conferences
• Administration

11.3 To support and encourage the development of tenant participation tenants have access to the following resources:

• Tenants and residents group grants
• Opportunities to attend joint development events and local and national conferences
• Training events and information including joint training with staff and the Board where appropriate
• Support of HHP staff including attendance at meetings, where appropriate
• Access to independent advice and assistance where appropriate
• Guidance and support to all groups to enable them to become RTOs

REPRESENTING ALL TENANTS

12.1 HHP is aware that there are groups of tenants that are often underrepresented in tenant participation. These are sometimes referred to as ‘hard to reach’ groups and include:

• Young people
• Black and minority ethnic groups
• Gypsy travellers
• Elderly tenants
• People with disabilities
• Lesbian, gay, bisexual and transgender groups

12.2 We will seek to develop a specific forum to engage with young people. We will examine whether a more targeted approach is required to involve other ‘hard to reach’ groups. We will collect information directly and seek feedback from tenant and community and representative groups on the need to establish specific mechanisms for these groups.
TENANTS AND RESIDENTS GROUPS

13.1 Tenant and resident groups will be consulted over changes to housing policies, service levels and also local issues. HHP will provide support to tenants and residents groups including an annual grant to help with administrative costs, such as stationery and postage. Training is also available for groups as required.

- The Western Isles Residents Forum is an umbrella group for tenant and resident groups in the Western Isles. HHP will consult with them on an annual and ongoing basis on tenant participation issues. This will include discussing issues such as tenant priorities, consultation schedules, funding, forward planning and overall performance and progress. HHP will financially support the Forum, which will allow them to be independent, proactive and creative in the development of tenant participation and Tenant Groups.

- HHP can assist with meeting venues, provide travel expenses to consultation events and can fund some places to the Tenant Participation Advisory Service (TPAS) and Tenant Information Service (TIS) annual conferences. Tenants and Residents Associations also receive support from officers through attendance at meetings and Annual General Meetings and offering administration support.

- Informal groups - some groups wish to exist and be involved in a more informal setting. HHP will work with such groups in a manner that suits the group and meets their requirements.

- New groups - HHP will provide support and help to tenants who are interested in setting up tenants and residents associations and will work with WIRF to promote the advantages and benefits of more formal groups.

- A Village Voice is a tenant who volunteers to become a link between the tenants in a specific area, where there is no tenant/residents group, and HHP. They will be able to raise any relevant concerns with HHP and/or WIRF. HHP will provide Village Voices with up to date information which may affect their community and receive feedback.

MEMBERSHIP OF HHP

14.1 HHP encourages tenants and residents to become members of the Partnership. This entitles members to attend the Annual General Meeting, and any other meetings of a general interest which may be held during the course of the year.

14.2 HHP members can elect Board members and stand for election to the Board. We will inform new tenants of membership of HHP and will regularly provide information on becoming a member in Homeward.
OPPORTUNITIES FOR GETTING INVOLVED

15.1 HHP recognises that not all tenants want to get involved through more formal means. We will work to develop a menu of options to enable tenants to get involved in ways that suit them. These will include:

Tenants’ Panel/Register

15.2 Tenants’ Panel will ensure that individuals, who are not attached to a tenants’ and residents’ association, are able to make their views known on, for example, housing policies and service standards.

15.3 The Panel/register contains contact details of those tenants that would like to be consulted and any issues they are particularly interested in. HHP will regularly consult with and involve tenants on the register over a variety of housing issues.

Armchair Membership

16.1 Armchair membership gives tenants the opportunity to be consulted, informed and give views on housing services and standards without leaving their home. This could be by phone, post or email.

Working Groups

17.1 These are short life projects which often give tenants a ‘hands on’ option of developing new services or policies. Working groups are attended by both tenants and staff members. Tenant representatives will be paid a fee to cover appropriate travel and other expenses including childcare.

Focus Groups

18.1 Focus groups provide opportunities to have their say on aspects of policy or service and are usually a one-off meeting. They can provide valuable information to HHP on how tenants perceive the organisation and the services it delivers. Again appropriate travel and expenses including childcare would be paid.

18.2 Young tenants are under-represented by mainstream tenant involvement techniques such as tenant and resident associations and attendance at tenant conferences. We will continue to seek ways to engage and involve tenants from the age of 16-25 on their own terms.

Tenant-Led Inspections

19.1 HHP would like tenant-led inspections as additional way of involving tenants in the review of housing services. Tenants will be given training on policies and procedures and then use a variety of different methods to ‘test’ services, with the support of officers and produce a report on their findings. The purpose is to test tenant experiences of services and policies and whether they are operating effectively from a customer perspective.

Satisfaction Surveys and Tenant Questionnaires

20.1 HHP carries out a major tenant satisfaction survey every two years to ask tenants their views on many aspects of housing services. We will also seek views on services on an ongoing basis on for example repairs carried out and maintenance projects, through more informal ways such as survey cards and phone surveys and will develop feedback mechanisms across the range of services that we deliver. Tenants will be informed of the results through ‘Homeward’ and on HHP’s website.
Tenant Conference/Events

21.1 Tenant events will be held annually in partnership with tenants groups across the Outer Hebrides. These will be open to all tenants and provide an opportunity to come along and discuss housing issues. Other approaches may include quiz nights and coffee mornings.

Consultation and Information Events on Specific Issues

22.1 Consultation events will be held on specific issues where appropriate. These will be held in local accessible venues to seek the views of all relevant people within the area.

Estate Inspections

23.1 We inspect housing estates on an annual cycle and we will seek to involve tenant representatives in this process. The purpose of these inspections is to look at the overall appearance of each estate, including open spaces.

FIELD STAFF

24.1 Hebridean Housing Partnership’s houses are located in many widely scattered places throughout the Western Isles, often in small clusters.

24.2 HHP will take our services out to tenants at their homes because many tenants are remote from any of our offices. We seek to equip the field staff who make home visits, to bring individual tenants a range of services. This will include asking tenants to give their views about our services through customer satisfaction forms and tenant surveys and also encouraging them to take part in consultations and focus groups where they can influence decision making.

TRAINING

25.1 HHP will support tenants to access information, training and development support. This will include the following:

- training and the opportunity to meet with other tenants and learn from their experiences;
- funds to cover administration costs;
- access to suitable premises;
- support to gradually develop their group;
- access to wider tenant opinion;
- attendance at seminars and conferences.

25.2 Training needs will be agreed with individual groups and tenants. Joint training sessions for staff and tenants and Board members and tenants will be held where appropriate to reinforce the message that tenants are equal partners. This will also help to strengthen relations between tenant representatives and staff.

25.3 Training can be delivered in different ways as appropriate. This may be ‘in-house’ or may involve external trainers as appropriate.
MONITORING AND REVIEWING THE STRATEGY

26.1 The Tenant Participation Strategy is a working document subject to ongoing monitoring and review to ensure it is meeting objectives and targets. Progress on implementing and monitoring the strategy and progress will be reviewed regularly through the HHP management structure, Tenants groups and reported to the Board and tenants through feedback in Homeward and on the website.

26.2 We will also ensure that when we are providing printed feedback on our progress we will do so in Plain English that is easy to understand and free of jargon. Where possible we will present information using graphs, charts and other visual signposting techniques where it makes it more easily understood. We will provide feedback in other formats on request.

HAVE YOUR SAY ON THE STRATEGY

27.1 You can write with your comments to:

Hebridean Housing Partnership
Creed Court
Gleann Seileach Business Park
Willowglen Road
Stornoway
HS1 2QP

Or email us at info@hebrideanhousing.co.uk

OTHER FORMATS

28.1 We will make the strategy available in other formats/languages on request. Please contact us on 0300 123 0773 for further information or copies.
Becoming A Registered Tenant Organisation

1.1 The concept of registered tenant organisations (RTOs) was introduced by the Housing (Scotland) Act 2001 and gives important rights to groups who register with housing and related interests. Registration gives groups a recognised role in the decision making process. Landlords should help guide groups through the registration process.

Basic Features Of Registration

2.1 Every landlord must keep a register of tenant groups in their area, which is open to public inspection at reasonable times.

2.2 Criteria for registration is set by Scottish Ministers.

2.3 Tenants’ groups can register with the landlord, provided they meet the criteria set by Ministers about being democratic and accountable.

2.4 To receive the full benefit of the legislation, tenants’ organisations should register with every landlord whose tenants they represent.

2.5 Tenants’ groups can appeal to Scottish Ministers if they are unhappy about a decision reached about registration.

2.6 Landlords are responsible for ensuring that registered groups meet the registration criteria and that this is regularly reviewed.

2.7 All groups wanting to become registered must provide their landlord with:

- a copy of their constitution;
- a list of office bearers and committee members;
- a contact address for correspondence which can be made public (this could be c/o the landlord);
- a description of the area the group operates in; and
- details of other landlords they are registered with or applying to become registered with.

Registration Criteria

3.1 There is a range of criteria groups have to meet. The group must have a written constitution that is available for inspection and which details:

- the group’s objectives;
- the area in which it operates;
- the membership process;
- how the committee operates and is elected;
- how business is conducted;
- how funds are managed;
- when meetings are held, including the Annual General Meeting;
- how the constitution can be amended;
- the group’s commitment to equal opportunities; and
- how the group intends to promote housing and housing related matters.
3.2 The group must have a committee that:
- is elected annually and committee members must be required to stand down after a certain period (this period should be included in the constitution);
- consists of at least three members who can co-opt other members on; and
- reaches decisions democratically (the decision making process should be included in the constitution).

3.3 The group must operate within a defined area that includes the landlord’s housing stock, and it must be open to all tenants within that area.

3.4 The group must have proper accounting records showing income and expenditure, assets and liabilities. The constitution must require an annual audited financial statement to be presented at the Annual General Meeting. A copy should be submitted to HHP’s Director of Resources each year.

3.5 The group must be able to demonstrate how it plans to represent the views of its members and how it will keep them informed.

**Tenant Federations**

4.1 The criteria for the registration of tenant federations will be the same as for individual tenant organisations.

**Groups Who Do Not Wish To Register**

5.1 Not all tenant groups will wish to register. If this is the case, individuals still have a right to be consulted. Landlords should encourage groups to register by providing training, information and support.

**Changes Made By Registered Tenant Organisations**

6.1 If a tenants’ organisation changes its constitution, office bearers, membership or area of operation, they are required to inform their landlord. Providing the changes mean that the registration criteria are still met, landlords will amend the register of tenant organisations accordingly. The failure of a registered group to meet the criteria for registration would constitute grounds for deregistration.

6.2 Where groups no longer meet the registration criteria, landlords should provide support to help them meet the criteria again, but should not shy away from deregistering them if need be.

**Rights Of Registered Tenant Organisations**

7.1 Registered tenant organisations should work with their landlord in a variety of ways, in addition to any specific consultation with tenants as a whole. Landlords and RTOs should work together to identify policies and practices that they think should be revised. RTOs should be notified by the landlord of their intention to review policies and practices at the planning stage. Areas that are likely to be subject to review, or new proposals that landlords should involve RTOs in, include housing services, housing standards, tenant participation strategies and stock transfers. RTOs should be given information on the background to proposals and
reviews, and given a reasonable timescale, that has been agreed between the RTO and landlord, to consider the issues and give their own views and suggestions.

7.2 Landlords should take these views into account and provide feedback to RTOs on the outcome of the review and proposals.

7.3 RTOs should also be involved in Scottish Government inspections and be kept involved at every stage by their landlord.

Appeals Procedure

8.1 A tenant’s organisation may appeal against the landlord’s decision:

• not to register the organisation; or
• to remove the organisation from the register; or
• not to remove the organisation from the register

8.2 The appeals process will be considered by the Scottish Housing Regulator on behalf of Scottish Ministers. It is important to note, however, that an appeal should be presented only after the landlord's internal appeal procedures have been exhausted. The internal appeals procedure should be initiated without delay and should be completed within three months of the appeal being made, or as otherwise agreed between the landlord and the RTO.
Tenant Participation Action Plan

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**Tenant Participation Action Plan**

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<tr>
<td>We will make sure we communicate effectively with tenants and provide good quality, accessible information that tenants want</td>
<td>1. make this strategy accessible and user-friendly; 2. review and improve the content on our tenant participation web page and all aspects of the website 3. review &amp; produce a tenant handbook (leaflets) Leaflets will be developed providing information and advice on key aspects of the service – start with letting standards 4. Develop a communication strategy and plan and make sure that it features in our training; 5. inform tenants about the housing capital investment programme and our progress in meeting SHQS and EESSH; 6. give our tenants’ and residents’ associations information about other sources of funding; and 7. encourage tenants’ and residents’ associations to make the best use of information technology 8. Home ward will be produced 3 times per year, we will encourage tenants to be involved in producing the newsletter and writing articles 9. This information will be included on the website and will be easy to read and navigate.</td>
<td>1. Tenant Participation (TP) worker (May 16) 2. Management Team (ongoing) 3. Management Team/TP worker (June 16) 4. TP worker(TP communication plan only) (March 16) 5. Investment Manager (ongoing) 6. TP worker (ongoing) 7. Housing Managers (universal credit plan) 8. Housing Managers (Ongoing) 9. IT officer (ongoing)</td>
</tr>
</tbody>
</table>

**And this means**
Tenants will know that their comments and views have helped HHP make changes to policies and services.
The information will explain important aspects of the housing services and provide information on what is happening in local areas.
Technology will be developed and used to provide information to tenants and to deliver services.
**What we will do**

| Improve the culture and practice of involving tenants across housing services. | Carry out good practice in tenant participation across all parts of the housing service. | And this means
Increased awareness and understanding of tenant involvement and requirements across all HHP services
All housing staff will understand and contribute to promoting and supporting, carrying out and recording practice in involving tenants
Tenants are willing and want to engage with HHP on all services
Information from satisfaction surveys and tenants’ feedback, comments and views will be used to improve performance. This information will be shared with tenants via the homeward newsletter. |
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<td>1. continue to deliver training for all housing services staff with support from TPAS</td>
<td>2. develop a toolkit to support tenant involvement across the housing service.</td>
<td>3. help hold working group meetings every three months which will involve all parts of the housing service and tenant representatives so that we can report on, plan and discuss activity in involving tenants;</td>
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<td>4. develop and put into practice service standards to make sure that we will include this work in all parts of the housing service.</td>
<td>5. gain accreditation and other relevant awards linked to involving tenants; Landlord Accreditation</td>
<td>6. HHP will seek tenants views on all aspects of housing services through formal and informal mechanisms.(surveys, produce information for newsletters, comment cards, six monthly performance report) repairs, investment, new tenancy etc</td>
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<tr>
<td>7. produce updates every three months for tenants, housing and related services staff with input from all housing service areas.</td>
<td>8. Resources Manager (integrate with current training programme)</td>
<td>9. TP worker/Managers/RTO’s (June 16)</td>
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<tr>
<td>What we will do</td>
<td>How we will do it</td>
<td>Leads &amp; Timescales</td>
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| We will improve our feedback to tenants so that we can demonstrate where our tenants and other service users have influenced or shaped the housing service. | We will:  
1. tell relevant people about changed proposals as a result of consultation and publicize this in Homeward and our website;  
2. acknowledge tenants’ and tenants’ and residents associations’ responses to consultation saying how we will use their views and when decisions are likely;  
3. support RTOs/groups to demonstrate their achievements locally and to a wider audience of tenants and service users;  
4. publish tenant involvement outcomes each year as part of the TP performance report;  
5. provide information to tenants about decision making processes and how the tenant participation framework fits with this;  
6. demonstrate the outcomes of tenant involvement and tenant-scrutiny activities; and  
7. produce a report for interested tenants and RTOs;  
8. We will ask tenants views about all our services on an ongoing basis through formal and informal means and will develop feedback mechanisms. | 1. Corporate Governance Manager (ongoing)  
2. Corporate Governance Manager (as and when)  
3. TP worker (ongoing)  
4. TP worker (annual report)  
5. Corporate Governance Manager  
6. TP worker (annual report)  
7. TP worker (annually)  
8. Customer Services Manager (quarterly) |
<table>
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<th>How we will do it</th>
<th>Leads &amp; Timescales</th>
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</table>
| We will promote and provide a wide range of options for tenants to get involved with us. We will review and promote existing methods available to tenants to get involved both as individuals and as part of more formal structures. | We will:  
1. promote the menu of options and support in place to encourage tenants to get involved (produce and send out a range of leaflets);  
2. support tenants’ and residents’ associations to produce leaflets or websites (or both) promoting the work that they do and how to get involved;  
3. promote and increase the number of tenants on the interested-tenants’ register;  
4. develop training and support provided to tenants’ and residents’ associations, and tenants on the interested-tenants’ register  
5. continue to deliver a tenant conference or event each year across the Islands  
6. explore new methods to provide information and gather tenants’ views (social media, texting); and  
7. Investigate options for area budgets with our tenants’ and residents’ associations.  
8. Encourage and promote Board Membership  
9. Resume estate inspections | 1. TP worker/Managers (April 16)  
2. TP worker (ongoing by April 16)  
3. TP worker (ongoing)  
4. Corporate Governance/TP worker (training programme)  
5. Director of Operations (annual)  
6. Customer Services Manager (proposal by April 16) Twitter and texting in place (although texting to be rolled out further).  
7. Director of Operations (April16)  
8. Corporate Governance Manager/All (regular promotions)  
9. Housing Managers ( March 16) |
| We will introduce new methods so that we increase the ways tenants can get involved and provide methods which may be more attractive to under-represented groups. | And this means  
Increase tenants’ awareness and understanding of options and support available to help them get involved.  
Increase the number of tenants getting involved.  
Provide new methods of involvement and incentives for getting involved.  
Increase the tenants experiencing satisfaction with opportunities available for participation. | |
<table>
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<tbody>
<tr>
<td>Develop arrangements to increase tenant-scrutiny activity and assess our performance in line with the new requirements under the <a href="#">Scottish Social Housing Charter and new regulatory framework.</a></td>
<td>1. agree with tenants how often you want us to report to you and in what style; 2. discuss with tenants setting up a tenant scrutiny panel to discuss and scrutinise the charter performance results; WIRF 3. recruit tenants onto the tenant scrutiny panel; introduce tenant-scrutiny activities which focus on areas identified by tenants, begin with repairs. 4. support scrutiny activity by offering formal training for staff and tenants taking part; 5. agree with tenants how they want to be involved; 6. agree which indicators will feature in the report; 7. examine the best style to use to make sure the report is accessible and easy to understand; 8. agree a timescale for producing the report; 9. produce a mock report; 10. support existing RTO and other groups to participate in tenant led inspection.</td>
<td>1-10 Director of Operations/TP worker/Corporate Governance Manager/</td>
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**And this means**

We will make sure that we keep to requirements under the [Scottish Social Housing Charter](#) as part of the new regulatory framework. We will develop an effective performance monitoring group who can challenge us and hold us to account. Tenants will have the support they require to engage with HHP to improve services. We will provide opportunities for tenants to test and influence housing services performance. Provide performance information in a format which is useful and easy to understand.
What we will do | How we will do it | Leads & Timescales
--- | --- | ---
**We will make sure that the resources we put in and practices we carry out are adequate to support and develop tenant activity linked to involving tenants.**

We will make sure that the resources we put in and practices we carry out are adequate to support and develop tenant activity linked to involving tenants.

**And this means**

We want to have enough resources to carry out activity linked to involving tenants and new tenant scrutiny requirements.

We will show value for money.

We will review tenant involvement and share good practice.

We will:

1. review the resources needed to deliver tenant involvement and tenant scrutiny requirements;
2. review the grant system and resources provided to RTOs, including the resources needed in community premises;
3. Support existing RTO’s
4. review the registration process;
5. hold an ‘away day’ each year for tenant representatives;
6. carry out an annual audit of tenants’ and residents’ associations; and

1-6

Director of Operations/TP worker
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<tr>
<th>No.</th>
<th>QUESTION</th>
<th>RESPONSE</th>
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<tbody>
<tr>
<td>1</td>
<td>Is the Strategy easy to read and understand?</td>
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<tr>
<td>2</td>
<td>Do you agree with the vision and principles in the Strategy as set out at 3.1 and 4.2?</td>
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<tr>
<td>3</td>
<td>Do you agree with the tenant priorities which have been identified for action at 6.2?</td>
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</tbody>
</table>
| 4   | Do you think the opportunities for getting involved set out at 15.1 - 23.1 are the right ones?  
   Do you think anything is missing? |          |
We are always looking for ways of encouraging more tenants to participate especially those who are hard to reach such as young people. If you have any suggestions on how to do this please describe them.

Please take this opportunity to make any additional comments/suggestions.

<table>
<thead>
<tr>
<th>NAME</th>
<th>ADDRESS</th>
<th>ARE YOU RESPONDING AS AN HHP TENANT?</th>
<th>RESPONSING ON BEHALF OF AN RTO</th>
<th>IF YES, PLEASE GIVE DETAILS:</th>
<th>DATE</th>
</tr>
</thead>
</table>

Return by 25 May 2016 to: Angela Smith
Hebridean Housing Partnership
Creed Court, Gleann Seileach Business Park
Willowglen
Stornoway
Isle of Lewis
HS1 2QP

HHP is a Registered Charity (No. SCO35767); A Registered Society under the Co-operative and Community Benefit Societies Act 2014
Reg No 2644R(S); Registered Social Landlord Reg No:359; Registered Property Factor: PF000183