

Tenant Participation Action Plan

Scheduled Items	Responsibility	Target Completion
Publish Quarterly Newsletters To include information on tenant safety, details of performance, service delivery complaints and to report any Significant Performance Failures.	Corporate and Governance Officer (all staff to provide articles)	Quarterly
Repairs Satisfaction Surveys A minimum of 10% satisfaction surveys are carried out on all completed reactive repairs to focus on customer care, the quality of completed work, timescales for attendance and suggestions for improvement.	- Administration Assistant - Assistant Maintenance Officer	Monthly
Tenant Consultations Policy Reviews (as per annual Policy Review Schedule)	- Assistance Maintenance Officer - Senior Maintenance Officer - Housing Officer - Senior Housing Officer	Ongoing
Complaints Publish information to tenants on how to make a service delivery complaint.	Corporate and Governance Officer	Continuous
Annual Corporate Events	Corporate and Governance Officer	Continuous
Communication Update information and promote tenant participation on our website, Facebook, text messages and via surveys. Promote participation to all new tenants at sign-up stage.	Corporate and Governance Officer (all staff to provide department information)	Continuous

Tenant Participation Action Plan

Annual General Meeting (AGM)	Corporate and Governance Officer	September
Tenant Consultation Annual Report and Landlord Performance Report	Corporate and Governance Officer (all staff to provide department information)	September
Publish Annual Report and Landlord Performance Report	Corporate and Governance Officer	October
Tenant Consultation Corporate Events	Corporate and Governance Officer (input from Communication Group)	October
Tenant Consultation Rent Review	- Senior Housing Officer - Housing Officer	December
Rent Review Outcome	- Corporate and Governance Officer - Senior Housing Officer - Housing Officer	February
Other Tenant Consultations Planned Maintenance Programme Cyclical Maintenance	Senior Maintenance Officer	Ongoing