



**Drumchapel
Housing**

Co-operative Limited

Tenant participation policy

Date approved by Board:
Latest review date:

March 2021
March 2024

1. Aim of the policy

- 1.1 To encourage tenants to exercise their right to be involved in the decisions affecting their home environment and service at whatever level of participation they choose.
- 1.2 To improve the decision making process by enabling tenants to have an input to policy formulation.
- 1.3 To protect the investment in the area by increasing the Community's sense of ownership.
- 1.4 To increase the sense of "community" in the Co-operative's area.
- 1.5 To provide as much information as possible in an easy to understand format and to enable tenants to provide us with information to help identify their needs.
- 1.6 To encourage and support wider involvement by putting mechanisms in place that enable our tenants be effective partners, and contribute to and influence our work.
- 1.7 To increase levels of tenant satisfaction by maximising ways of engaging with our tenants to understand if and how we are meeting their needs.

2. Legal & regulatory framework

- 2.1 The Scottish Government guidance on tenant participation provisions of the Housing (Scotland) Act 2010 sets out the General Principles on Tenant participation, information and consultation. These principles are embraced throughout our tenant participation policy and strategy that supports this policy.
- 2.2 This Policy meets The Scottish Social Housing Charter Outcome No. 3: Participation. Social landlords manage their businesses 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".

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- 2.3 In order to ensure we comply with the law, the Co-operative has prepared a robust Tenant Participation Strategy, which is supplemented by this policy.

3. Risk management

- 3.1 The Co-operative has considered the potential risks facing the Co-operative should this Policy fail to be adhered to and or reviewed on a regular basis.
- 3.2 Should the Co-operative fail to consult with or include members of the community in its business, it faces losing credibility within the very community it works for. In addition, by failing to meet the criteria set within the policy and the strategy, the Co-operative would be breaking the law. This could have an adverse affect on future funding from the Scottish Housing Regulator and other lenders, as well as potentially putting the Co-operative's good track record as a landlord at risk.
- 3.3 In order to minimise this risk, the Co-operative ensures this policy is reviewed on a regular basis.

4. Equality & diversity

- 4.1 Drumchapel Housing Co-operative is committed to ensuring equal opportunities and fair treatment for all people in its work.
- 4.2 In implementing this policy, we shall ensure that we achieve fairness towards all staff, governing body members, tenants and local residents and other partners connected to the Co-operative. Our commitment to equal opportunities and fairness will apply irrespective of factors such as gender or marital status, race, colour, disability, age, sexual orientation, language or social origin, or other personal attributes.

5. Provision of information

- 5.1 The Co-operative produces Newsletters and leaflets covering progress with the development programme, updates on Policy and other service issues. There will be a section for tenants to advertise or to have their say on the issues in the Newsletter.
- 5.2 The Co-operative produces a Tenant Handbook, which provides a guide to the Co-operative's tenancy agreement, policies and procedures. This will be updated as required taking cognisance of tenants' views.
- 5.3 An Annual report on the Co-operative's work and achievements is published and issued to all tenant members.
- 5.4 A Tenants Report Card on the Co-operative's work and achievements is published and issued to all tenants.
- 5.5 The Co-operative publishes the results of satisfaction surveys in the Co-operatives website and Facebook page.
- 5.6 The Co-operative will provide information on all service policy reviews to its Tenants Panel, Management Board and sub-Committee.

6. Obtaining information from tenants

- 6.1 While attendance at general meetings and the provision of space in the newsletter provides an opportunity for tenants to give their views, tenants can be involved in less formal but equally important ways.
- 6.2 The Co-operative will carry out a Tenants Satisfaction Survey at least every three years and will carry out consultative surveys as necessary.
- 6.3 The Co-operative operates the Scottish Public Service Ombudsman (SPSO) Complaints Procedure, which is followed when cause for complaint arises. Complaints are taken at the point when a customer makes a complaint and investigated in line with the Model Complaints Handling Procedure set by the SPSO. Complaints are investigated and if there are lessons to be learned, this will be raised with staff members..
- 6.4 The Co-operative will use a wide range of ways of providing information and seeking views including individual letters, newsletters and information leaflets,

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tenants handbook, open days, website, focus groups, text messages, emails, community events and Tenants Panel.

- 6.5 The Co-operative recognises that tenant's preferences, circumstances and priorities may change over time therefore when consulting with tenants the Co-operative will regularly review how tenants want to be kept informed.

7. Involvement of tenants

- 7.1 The Co-operative considers that the involvement of tenants in the design and quality of specifications for the improvement of their homes is one of the most important aspects of Tenant Participation. It provides tenants with a real say in the finished product thus promoting ownership and a willingness to protect the improvements. The Co-operative will actively pursue routes to participation in the design process.
- 7.2 The Co-operative will encourage tenants to elect close, street or scheme representatives.
- 7.3 Information will be given to tenants in a form that helps them appreciate the physical changes involved in their home and environment.
- 7.4 Post contract surveys will be carried out to ascertain tenants' views of the quality and utility of the design and specification and on the service of the development staff. Their views may be fed into future schemes. These surveys may form part of the Co-operative's tenant satisfaction survey. Post contract surveys may also form part of future defect inspections.
- 7.5 The Co-operative will assist tenants who wish to set up a tenants group by providing support to the group and funds for training.
- 7.6 The Co-operative will give support to tenant groups by giving use of the board room for meetings, where appropriate and staff support to assist the group develop to become a Registered tenant organization (RTO), including funding.
- 7.7 The Co-operative will provide tenant groups with a handbook outlining the criteria for registration and support provided by the Co-operative.

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8. Policy review

- 8.1 The Board shall review this policy no less than every three years and the success of this policy will be measured against the following outputs and outcomes.

OUTPUT	OUTCOME
Clear objectives	Tenants and groups are aware of their and the Co-operative's commitment to tenant participation. Clarity for tenants and groups in relation to level of involvement.
Variety of tenant participation structures and mechanisms.	Success in reaching new people. Increase in number of tenants on the Tenants Panel and attending events.

9. UK GDPR Privacy Statement

- 9.1 The Co-operative will gather and use certain information about individuals in accordance with UK GDPR. Staff members have a responsibility to ensure compliance with the terms of the privacy policy and to collect, handle and store personal information in accordance with relevant legislation. The Fair Processing Notice (FPN) details how personal data is held and processed.