



## HINTS & TIPS 1

# Introduction to Tenant Participation

### The aims of Tenant Participation

To improve the standard of housing conditions and services. Effective participation enables tenants to influence the decision-making processes and it gives the landlord stronger links within the community.

Social landlords and local authorities are legally obliged to

- have a Tenant Participation Strategy which supports and enables tenants to participate
- consult on annual rent setting and significant changes to services.
- provide evidence that they are taking reasonable steps to achieve tenant participation.

The Scottish Housing Regulator requires social landlords and local authorities to:

- consult and agree how tenants (and others) will be involved in self-assessment
- meaningfully / effectively involve tenants (and others) in assessing performance and collecting of information for the Annual Review of the Charter (ARC) Report
- ensure tenants (and others) are part of regular & continuous performance monitoring

**The Scottish Social Housing Charter Outcome 3 Participation states: “Social landlords manage their business so that Tenants and other customers find it easy to participate in and influence their landlords’ decisions at a level they feel comfortable with.”**

## What is Tenant Participation (TP)?

All service providers need knowledge of what their customers:

- want or don't want or might start or stop wanting
- need or may need
- consider to be value for money.

Tenant Participation (TP) is the process of gathering and using this knowledge from tenants to provide the best possible services. TPAS Scotland are experts in aiding you to bespoke your process to your resources and circumstances.

## Increasing chance of successful TP - the right balance

If activities happen once in a blue moon tenants are unlikely to respond but if tenants can't get on with their lives because of endless meetings/consultation they'll dis-engage. *Aim for variety, flexibility, relevant and interesting subjects, in ways tenants enjoy.*

**TP happens when informed tenants' views influence decision making.**

## Tenant Participation Benefits for tenants and landlords

**Improving housing services because performance is reviewed and challenged**

**Tenants having more choice/power over their homes and service they use**

**Greater satisfaction because tenants have a say in the service they use/pay for**

**Better able represent and understand tenants' issues due to communicating**

**A more positive relationship between tenants, staff and landlord**

**Tenants developing skills / knowledge and more community spirit**

For more advice on Tenant Participation contact TPAS Scotland.

## Contact Details

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