

HINTS & TIPS 3

Overcoming Challenges in TP

TP can be challenging but its results benefit services and tenants' lives. The principles to overcoming challenges in TP are:

- Activities fit the tenants not the other way around.
- Show why topics are relevant to tenants
- Views must be able to shape the future.

Organisational

Challenges		
Scarce resources make it hard to invest in TP	Staff do not recognise their contribution and give up, believing progress is impossible	Working in partnership needs landlords to exhibit a positive culture of engaging with tenants
Actions		
Maximise the value of those meeting tenants by empowering them to share information, gather views, give feedback and promote TP's benefits	Ensure staff are well-equipped to inform, consult and promote TP as a culture not as one person's chore	Training and informing staff and tenants together to build positive relationships and shared understandings

Accessibility

Challenges				
Health, family, social or work barriers preventing them from engaging				
Actions				
Use accessible venues with loop systems	Support those providing care and needing help to engage	Use interpretation and translation services	Vary times and supply food	Know what needs there are in the community

Social

Challenges			
Tenants don't identify as belonging to a landlord-specific community.	Having no or negative experience of TP	Tension between established and new tenants or homeowners and tenants	
Actions			
New tenant visits to give local / TP information	Social events to encourage integration	Let community's knowledge guide TP	Aid access to funds local priorities
Encourage tenant volunteers or 'village voices'	Link with community services to unite communities	Look out for hidden and disadvantaged groups	Offer individual / 'armchair consultation' and consult in groups

Geographical

Challenges			
Tenants could be widespread with small numbers in any one community		Public transport can be expensive, poor, or non-existent.	
Actions			
Tailor information for purpose and communities	Hold road shows / stands at galas, shops events.	Meetings rotating to communities	Include time for interaction with tenants and residents
Match information points & venues to facilities	Arrange transport / pay expenses	Keep website up to date and relevant. Use URL to link activity, groups & funding	Use social media and existing community contacts

For more advice on overcoming challenges in Tenant Participation and good practice, contact TPAS Scotland.

Contact Details

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