

## Hints & Tips 6

### Tenant Scrutiny

#### What's Tenant Scrutiny?

1. Involving tenants to:
  - **improve service** performance and standards users experience.
  - reinforce responsibilities and **hold their landlord accountable**
  - **focus on processes** and systems and identify what is valued about services
  - actively monitor and assess service delivery to **achieve Value for Money**
2. Tenant engagement activities with a formal stated **link to governance** structures.

Landlord Benefits	Tenant Benefits
<ul style="list-style-type: none"> <li>• Involving tenants will support increased value for money.</li> <li>• Higher customer satisfaction due to better service experiences.</li> <li>• Improved performance with priorities focussed on what's important to service users.</li> </ul>	<ul style="list-style-type: none"> <li>• Involvement that focuses on what is most important to service users.</li> <li>• Increased access to information</li> <li>• Develop skills and knowledge of the housing sector and services.</li> <li>• Meet new people and gain confidence to take on new activities.</li> </ul>

#### Tenant Scrutiny's process is about

1. Seeking evidence
2. Explore standards and performance to identify what will benefit from investigation
3. Activities examining service delivery systems
4. Reporting and recommending improvement

*Tenant involvement is essential if landlords are to meet the specific housing needs of their tenants. Tenant participation, however, does not always happen naturally and TPAS offer a range of services to help you get the most out of tenant participation." – Lesley Baird, Chief Executive.*

## Good Practice in Tenant Scrutiny

A positive culture of tenant involvement in the organisation will:

encourage **respect** for Tenant Scrutiny

create a **good working relationship**

And aid good practice by creating Tenant Scrutiny that:

Is **independent** and genuinely led by tenants - *tenants are in control of which services are examined and the way they're examined and able to work as partners with staff.*

Has **clear roles and responsibilities** of involved tenants, governing body and staff - *a code of conduct and confidentiality agreement can help*

Seeks realistic and managed **outcomes**

Shares an **understanding** between tenants, staff and landlord of how:

**recommendations feed into and influence decision making**

**agreed recommendation will be implemented via an action plan with progress reviews**

**if recommendations aren't agreed how this will be fully explained**

Supports recommendations with adequate **evidence** – *participating tenants must seek facts and information from tenants to persuade the landlord to make changes.*

Is accessible and demonstrates **equal opportunities**

Those involved can **refine** to reflect local needs and experience.

Takes time to **recognise success and celebrate** the positive impact of tenant scrutiny.

## Tenant Scrutiny v Tenant Participation

It is not an either / or choice. Scrutiny doesn't prosper as an isolated example of engagement. Its successful when it supports and is supported by options for engaging.

Scrutiny can be challenging, time consuming and doesn't fit all tenants' aspirations but it offers opportunities and benefits some tenants will enjoy and landlords can benefit from.

**TPAS Scotland is available to give advice and guidance.**

## Contact Details

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