



Tenant Participation Strategy



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1. Introduction

1.1 Welcome to Parkhead Housing Association's (PHA) first Tenant Participation Strategy. We are a community-based housing association, committed to putting our tenants (you) at the heart of what we do. We want you to have a say regarding the services you receive and for you to be a voice in the local community. This allows us to continually improve our performance and shape services to meet your needs.

1.2 PHA Board and staff are committed to tenant participation and recognise it to be a fundamental part of how we function as an organisation. We have a long history of delivering services that meet the needs of our tenants and a track record of support local groups and projects.

1.3 Our tenant satisfaction survey conducted in 2021 included questions about tenant participation. The results of this survey showed:

- 83.5% of tenants are very or fairly satisfied with how we keep them informed about our services and decisions.
- 75.2% of tenants are very or fairly satisfied with the opportunities given to them to participate in our decision-making process.

We recognise that we can always do more and we look forward to working with you to improve the levels of satisfaction in relation to tenant participation and to ensure this strategy is implemented in the most effective way possible over the coming years.

2. Background

2.1 Tenant participation is a process which gives you the opportunity to influence decisions about the housing services you receive. When participation is effective it also gives landlords like PHA stronger links within the community and the opportunity to work in partnership with tenant and local resident groups.

2.2 We understand that each tenant's level of involvement with PHA will differ and the way we communicate with you will vary depending on your individual needs. This strategy provides a range of ways you can become involved and provide us with vital feedback on our services

2.3 PHA has a long history of tenant participation but this is the first time all of our activity has been published. This strategy is designed to be a live working document, subject to continual review as circumstances change. As our tenants engage with this strategy, it will be updated with help from tenants, Board and staff.

3. Regulatory and Legal Requirements

3.1 The Housing (Scotland) Act 2001 introduced the first legal framework for tenant participation by giving tenants the right to participate and be consulted regarding decisions on services and issues which affect their homes. The Act placed new duties on landlords meaning PHA is required to:

- Provide a range of information for tenants
- Have a Tenant Participation Strategy in place
- Have a registration scheme for tenant organisations
- Keep a publicly available register of these registered tenant organisations
- Consult with tenants and registered tenant organisations on a range of housing and related services

3.2 The Housing (Scotland) Act 2010 strengthened landlord duties in relation to tenant participation through the introduction of the Scottish Social Housing Charter, effective from 1st April 2012. The Charter provides tenants and other service users clear guidance on the services they can expect from their landlord and places a duty on social landlords to report annually on outcomes to the Scottish Housing Regulator (SHR).

3.3 The SHR has responsibility for assessing compliance with the Charter and for making information available that will help tenants and other service users to compare their landlord's performance.

The Charter outcomes which relate to this strategy and which PHA will comply with are:

Outcome 1: Equalities

Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 2: Communication

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Outcome 3: Participation

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.



4. Equalities

4.1 An Equality Impact Assessment (EIA) has been carried out when developing this strategy and we do not see this strategy having any direct impact upon the protected characteristics contained within the Equality Act 2010.

4.2 We aim to ensure that we treat everyone fairly and with respect and that no individual or group is unfairly treated or discriminated against.

4.3 We want all tenants to get involved at a level they are comfortable with and we will strive to ensure there are no barriers to participation. We will make appropriate arrangements for communicating with our tenants with particular needs and when organising events, we will consider the following:

- Holding meetings in venues that are accessible to all
- Arranging transport if required
- Providing creche facilities / childcare provision
- Providing information in other languages and large print on request
- Providing digital hearing systems for meetings
- Providing the option to attend meetings virtually where feasible



5. Aims and Objectives

5.1 This strategy explains how we plan to deliver our legal duties and regulatory responsibilities, and aims to identify the activities that PHA will undertake to support you to have your say regarding the services you receive.

5.2 The aims and objectives of our Tenant Participation Strategy are influenced by our core values which are:

- **Community Centred** – we ensure that the focus of our work meets the needs and aspirations of the Parkhead Community.
- **Service Excellence** – we always provide the best possible level of services to all customers at all times.
- **Integrity** – we are open and accountable, respect others and behave in a professional and ethical matter at all times.
- **Partnership** – we work with others to improve services and improve the daily lives of our residents and other stakeholders.

5.3 PHA recognises that the needs of our tenants may change over time and this strategy is therefore open-ended and will continue to evolve. In delivering our Tenant Participation Strategy, PHA will:

- Meet all legal and regulatory obligations, largely in relation the Scottish Social Housing Charter.
- Provide a range of opportunities for you to become involved and take part in decision making at a level you are comfortable with.
- Provide regular feedback to you regarding the impact participation has on decision making.
- Provide practical support to tenant and resident groups and seek to be a means for you to express your views to other organisations and stakeholders within the community.
- Work in partnership with you using a range of informal and formal methods to improve our performance and services.

6. Getting Involved

6.1 We understand that your level of involvement with PHA may differ from that of your friend or neighbour's or that your interests may change over time which is why we provide a range of ways to get involved:

- **Community Events** – as a community-based housing association, throughout the year we will arrange activities for the local community to come together. Annually we will organise a community gala day and an over 60s Christmas lunch and every week there are activities taking place at Parkhead Schoolhouse. All events will be advertised on our website and social media pages in addition to in our tenant newsletter.
- **Become a Shareholder** – for a payment of £1 you can become a Shareholder of PHA. As a shareholder you will be invited to the Annual General Meeting of the Association where you can vote on vital pieces of Association business. The membership costs £1 and it is automatically open for all residents who live within our area of operation.
- **Board and Sub Committees** – once you are a Shareholder you can stand for election to the Board of PHA. The Board is made up of 15 people, 12 of which are elected by the Shareholders and the other 3 are co-opted seats for specific skills and experience. The Board and the various Sub Committees discuss the Association's performance, provide vital scrutiny and make the final decisions on all Association business.
- **Customer Scrutiny Panel** – in the coming months we will be relaunching our customer scrutiny panel with a new name and we will actively be recruiting new members. This group plays a major part in our decision-making process and will regularly look at the areas of our service which need reviewed e.g. management of our estates or our void standard (condition of our empty properties when we let them). Membership of this group will be flexible to allow you to be involved if there is an area of service which interests you but drop out if we are reviewing something which doesn't interest you.



Tenant and Resident Groups / Registered Tenant Organisations (RTOs) – PHA has one RTO which is open to all PHA tenants. Originally formed by the tenants of the Association's retirement housing the RTO has recently opened up its' membership and are looking for fresh faces. We are keen to support tenants who wish to form a tenant group or RTO and will support you to do so. The benefit of forming a RTO is that the Association has a legal duty to consult with the group about any proposals relating to the services we provide.

- **Retirement Housing Drop-ins** – we have recently introduced an 8-weekly drop in for our retirement housing tenants which will provide you with an opportunity to discuss any housing management or estates issues with a member of the housing services team. The focus of the drop-in will be influenced by you i.e. we will invite the local police, elected members, representatives from Glasgow City Council, Neighbourhoods, Regeneration and Sustainability team to attend the drop-in at your request.
- **Retirement Housing Social Club** – our retirement housing social club is open to all tenants who reside in our retirement housing and those tenants aged 60 and over. We will provide admin support to this group and assist with organising 3 events or outings per year e.g. bus or theatre trip.
- **Meet the CEO** – Our CEO will be available at Parkhead Schoolhouse on the last Thursday of every month (11:30am – 1pm) to meet you and discuss any issues or concerns you may have with your home or community.

- **Questionnaires and Satisfaction Surveys** – every 3 years, as a minimum, we will instruct an independent company to carry out a formal satisfaction survey on our behalf. The purpose of this is to capture specific information which we are required to report to the SHR and to use your feedback for shaping our future services. We will publish the results of this survey in our Performance Report which is distributed to all tenants.

We will also conduct our own in-house surveys on a range of matters i.e. repairs, condition of your property when you moved in and antisocial complaints.

- **Complaints and Compliments** – we will keep a record of complaints and compliments and we will handle all complaints and comments in line with the requirements of the Scottish Public Services Ombudsman (SPSO). We will endeavour to learn from complaints and comments to improve services in the future and will make it as easy as possible for you to express your views. Please see section 12 below for ways in which you can contact us.

7. Information and Feedback

7.1 Communication is vital to providing you with the information you need about our services. We have recently relaunched our website with a focus on ensuring information is easily accessible. We are also continually looking for new ways you can contact us e.g. Whatsapp.

7.2 By October 2023, we are committed to ensuring our housing management platform will allow us to send information, targeted to specific groups, via text and email. In order to roll this out we will write out to you requesting that you provide us with your most up to date contact information.

7.3 Beyond October 2023, the next stage in our digital development will be a tenant portal. This will allow you to access your information e.g. view your rent account, make service requests and see announcements which are individual to you.

7.4 In addition to exploring new ways to provide you with information and feedback we will also communicate with you in the following ways:

- Through our website and social media pages
- By providing you with a tenant newsletter
- Via mail drops – letters and information leaflets
- By telephone, email, post and text messaging
- At meetings and events
- Face to face – via appointment or when staff are out and about on the estate
- Surveys
- Annual Report





8. Your Views

8.1 We are keen to hear your views as this helps us to improve our service and our performance. We will allow reasonable time for you to consider what we are asking and for you to provide us with your feedback and we will communicate the outcome of any consultation exercises using our website.

Some of the issues we may ask your views on are:

- Your rents and any proposed increase – we will ask this annually
- Any proposed changes to services
- Our performance
- About local issues which may affect you
- Any changes to housing law proposed by the Scottish Government

We will seek your views in a number of ways and encourage you to contact us:

- Face to face – at our office, home visit etc.
- By telephone, email, post or text
- Surveys
- Through working groups
- Meetings or events
- Through complaints and compliments
- Via social media / our website

9. Support and Resources

We want to make it as easy as possible for you to get involved and will offer the following support and resources:

- We will offer a variety of methods for you to provide us with your views and for us to share information. We will continue to develop use of online and digital communication and to provide more opportunities for you to get involved.
- On an annual basis we will identify a tenant participation budget, approved by our Board, to support our consultation and communication activities.
- We will apply for funding and work with local volunteers and charities to support our activity and deliver community events and projects.
- We will provide transport and childcare to allow you to attend events / meetings.

10. Tenant and Residents' Groups / RTOs

10.1 We recognise your right to establish a tenants' group and engage with the Association as a collective. We are therefore keen to support tenants who wish to form a group and we will do this by:

- Providing practical assistance with the formation of a group
- Providing staff support for the administration of meetings and activities
- Providing premises for meetings at no cost if required
- Arranging for staff to attend meetings as requested
- Covering the cost of basic admin i.e. photocopying
- Helping with grant funding applications

10.2 In order to become registered as an RTO with PHA the group must adhere to criteria set out in the Housing (Scotland) Act 2001 (Registration of Tenant Organisations) Order 2002: This means:

- Having a written constitution
- Being open to any members within the constitution's definition
- Appointing office bearers including a Chairperson, Treasurer and Secretary
- Holding an annual general meeting (AGM) where office bearers are elected
- Keeping a minute of meetings and AGM
- Opening a bank account

10.3 Support from the Association enables RTOs to operate independently and be an autonomous voice for those they represent. PHA will maintain a public register of all RTOs and will meet the cost of training provision and advice for tenant's groups if requested i.e. via Tenant Participation Advisory Service (TPAS) Scotland.

10.4 An RTO may wish to appeal our decision to not register the organisation or to remove the organisation from the register. The appeal will be dealt with in accordance with our Complaint's Handling Procedure.

11. Monitoring and Review

11.1 A full review of this Strategy will take place every 3 years however we believe this will be a live, working document which will evolve over time. It is our intention to continually review and update this Strategy as we develop our participation activity.

11.2 As some of our tenant participation activity is new and we are in the process of relaunching our customer scrutiny group the first review of this strategy will be 12 months from its' creation. We will seek feedback from registered tenant groups and our scrutiny group.

11.3 We will maintain a register of our tenant participation activity and will provide annual updates to Performance and Policy sub-committee.





12. Useful Contacts

If you are interested in becoming involved at any level with Parkhead Housing Association you can contact us in the following ways:

Telephone: 0141 556 6226

Email: email@parkheadha.org.uk

Website: www.parkheadha.org.uk

Post: Parkhead Housing Association Ltd, John Ferguson House, 40 Helenvale Street, G31 4TF

Social media:

[Facebook.com/parkheadha](https://www.facebook.com/parkheadha)

[Twitter.com/parkheadha](https://twitter.com/parkheadha)

[Instagram.com/parkheadha](https://www.instagram.com/parkheadha)

We also deliver a range of activities from Parkhead Schoolhouse which is a space used to serve the local community:

Telephone: 0141 473 0460.

Email: parkheadschooll@parkheadha.org.uk

Post: 135 Westmuir Street, Parkhead, G31 5EX

For further information on tenant participation you may also find the following websites useful:

TPAS Scotland – national tenant training and support organisation

www.tpasscotland.org.uk

Scottish Housing Regulator

www.scottishhousingregulator.gov.uk