



A GUIDE TO TENANT PARTICIPATION (TP) YOUR RIGHT TO BE CONSULTED



www.waverley-housing.co.uk

THE BENEFITS OF TENANT PARTICIPATION

When working well, TP delivers clear benefits for tenants, staff, and landlords alike. Waverley Housing's aim is to create a culture of trust, respect, and partnership with our tenants, and we are inviting you to help us do this.

Benefits include:

- better service delivery and improved outcomes for tenants which give value for money
- working together for common goals with respect and understanding
- informed and knowledgeable tenants who have the skills and confidence to influence decisions
- increased tenant satisfaction with their home and neighbourhood
- identifying actions for service and performance improvements and working together to implement these recommended improvements
- opportunities to meet other tenants from different landlords throughout Scotland by attending local and national tenant and housing conferences.



BY BECOMING INVOLVED YOU WILL CONTRIBUTE TO: -

- improving communication and understanding between staff and tenants
- ensure all literature being sent to tenants has received the 'Tenant ✓'. This indicates that information provided by us is clear and easy to read
- influence decisions made about the services we provide through contributing to our Policies and Procedures
- influence our Customer Engagement Strategy
- building positive relationships with other tenants and residents in your community and beyond
- scrutinizing performance areas, and propose improvements for consideration where you think standards need to change, giving better value for money to our tenants
- help us improve our customer care by becoming a mystery shopper, and taking part in estate walkabouts

GETTING INVOLVED

You can get involved as little or as much as you like. We have different levels of involvement to suit your needs and the amount of time you may have available. There are many benefits to getting involved such as meeting new people, having your say, gaining new skills, confidence building and making a difference.

There is no age limit to getting involved – all tenants are invited to participate.

Customer Review Panel (CRP) – this Panel allows you to scrutinize a Waverley Housing Service area i.e. our Re-let Standard, and work with staff and other tenants to identify improvements to our service delivery, ensuring our tenants receive Value for Money. The Panel meets on average every month, and all travel and childminding costs are covered by Waverley Housing.



Tenant Opinion Panel (TOP) – this Panel offers tenants the opportunity to be consulted in Waverley Housing activities such as policy reviews, publicity materials, re-design of tenant literature i.e. Tenants Handbook, Newsletters etc. TOP members can

choose whether to be consulted individually or be part of a group. You can agree to attend meetings, or we can contact you through Zoom/Teams/email/post or telephone, to gather your views.

Joining the Waverley Tenants Community Connection Group (WTCCG) –

By joining the WTO, you will have the opportunity to meet other Waverley tenants from out with your area at our various meetings which will be held throughout the year. Please sign up to get notification of when this will take place or check our website regularly for details.

We consult with members on relevant topics such as rent levels or antisocial behaviour or anything that you would like to hear other people's opinions on regarding Waverley Housing.



Joining or starting a Registered Tenants Organisation (RTO)

An RTO is an independent organisation which is set up locally to represent tenants' views on housing and related issues. They have the right to be provided with a wide range of information, as well as the right to be consulted on aspects of housing policy which might affect them as tenants. An RTO doesn't have to consist of only Waverley tenants, you can join in with tenants of other landlords and/or owner occupiers.

These groups are more formal and elect their own committee to govern them, you will also be a registered group with the Scottish Housing Regulator. If you are interested in setting up an RTO for your area, Waverley Housing will support you throughout the set-up process until you are confident to go it alone; we will provide all the training to ensure that your group is a success, such as: -

- Committee skills
- Office bearer roles
- Accounts and bookkeeping
- How to run/organise meetings
- Access funding



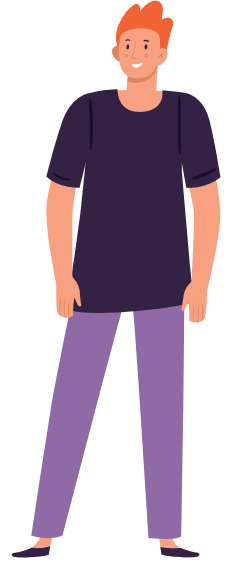
Becoming a Board Member - Tenant members are not representatives of the tenants. They come onto the Board in an individual capacity and the views they put forward are personal. Waverley Housing encourages tenant membership because tenants have a firsthand knowledge of what is going on in the organisation and have opinions about how things can be improved, which outsiders do not share. Also, we believe that people should be able to control the things which affect their own lives, to influence decisions about investment in their homes and neighbourhoods and contribute to the future.



Consultation Methods

Our Consultation methods meet the needs of all groups of people, and we will engage with you in a variety of methods which best suit your circumstances and preferences. Different methods include:

- focus and working groups – in our office or a suitable venue (travel expenses will be re-imbursed – fuel usage or taxi fares)
- electronically through email or text
- postal, phone and door-to-door surveys
- house visits
- attend tenant and/or housing conferences
road shows
- Facebook/Twitter/Teams/Zoom
- tenants' forums
- consultation registers
- annual tenant 'all groups' get togethers



For further information about any of the information in this leaflet, please contact us at info@waverley-housing.co.uk , call us on 01450 364200 and ask to speak to Lenore Suddon, Housing Services Manager or speak to your Housing Officer.

The Housing (Scotland) Act 2001 gives tenants legal rights in relation to participation and places a duty on Registered Social Landlords and Local Authorities to consult with tenants on a range of housing issues. Effective participation gives tenants an opportunity to influence decisions about the housing services they receive, and this helps landlords deliver better services that focus on tenant priorities. Effective participation is, therefore, an important component of meeting the expectation to continuously improve landlord performance.



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