



# **Fyne Homes**

# **Tenant Participation Strategy**

# **2023**



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## Introduction

Welcome to Fyne Homes' Tenant Participation Strategy

### **What is a Tenant Participation Strategy?**

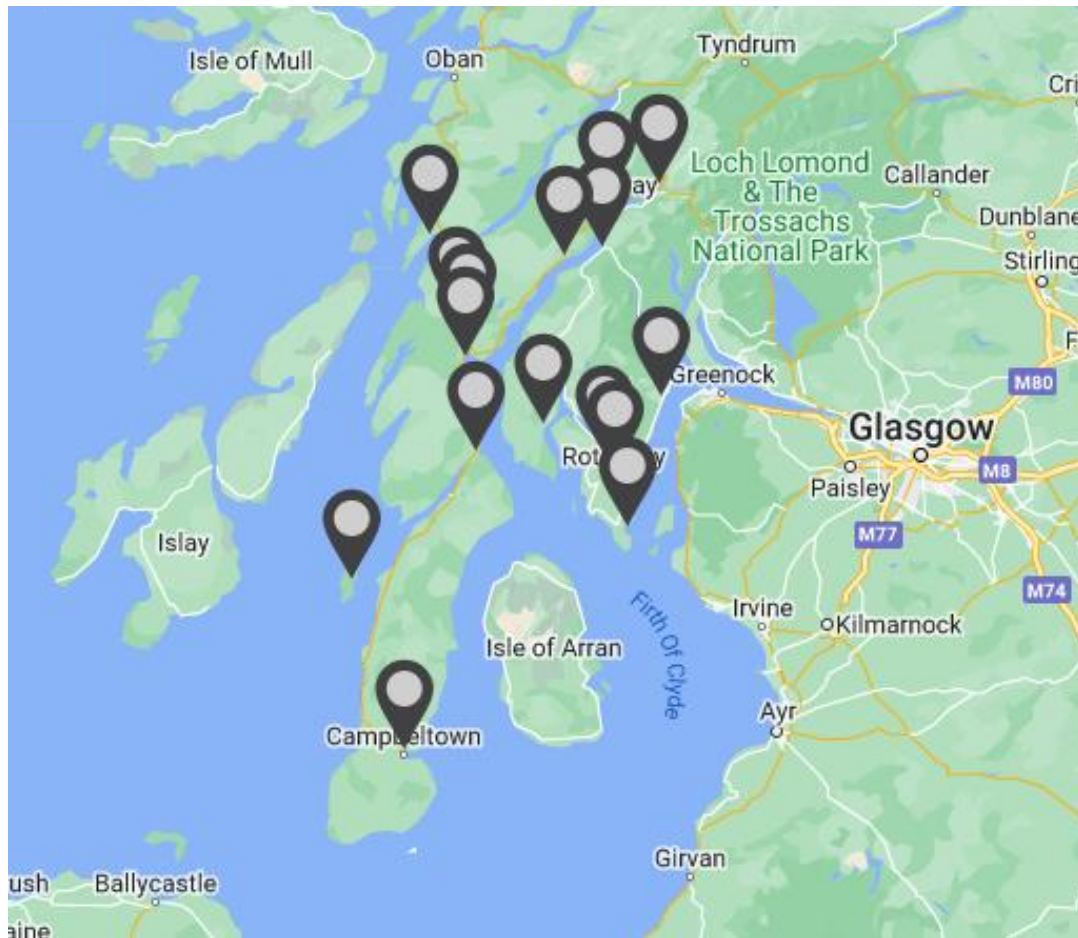
**It's a plan on how Fyne Homes will communicate with its tenants and customers and ensure that their views are used to improve its overall service, including being satisfied with being kept informed of decisions and having opportunities to participate in decision making.**

Tenant Participation is aimed at getting tenants involved with their landlord to help develop the best possible housing services. This strategy sets out how Fyne Homes plan to support our tenants to make a difference.

***NB We use the term tenant to mean our customers which includes sharing owners factored owners and any other service users). We welcome participation by all those who use our services.***

Fyne Homes recognise that our tenants are all different and with a population spread across Argyll & Bute we acknowledge the need to be flexible to meet our tenants' needs and expectations. To achieve this, Fyne Homes, will provide a range of activities to suit a variety of preferences, and offer flexible ways to be involved.

## Fyne Homes area of operation



Fyne Homes believe it is important that tenants from throughout our area can work together and we will facilitate this.




We offer opportunities to participate:

- ⚙️ as individuals.
- ⚙️ as part of a group.
- ⚙️ around local issues.
- ⚙️ on issues that affect all tenants.
- ⚙️ in scrutinising our performance / improving our services; and
- ⚙️ for those from traditionally 'harder to reach' groups (e.g., younger people, ethnic minorities etc.).

The methods Fyne Homes use will reflect the needs of the people we are seeking to inform and gather views from. Fyne Homes will use our experience, best practice, and our tenants' responses to tailor our methods. The Strategy and related Action Plan will be reviewed annually with members of the Participation Register and report to our Board and tenants on progress towards meeting our aims.

## Legal background

As set out in the Housing (Scotland) Act 2001, Fyne Homes has a duty to:

-  have a Tenant Participation Strategy
-  maintain a register of tenant groups that have become Registered Tenant Organisations (RTOs)
-  consult tenants and RTOs on rent setting, and significant changes to housing services.





The Housing (Scotland) Act 2010 established the Scottish Social Housing Charter and created the Scottish Housing Regulator (SHR) with a new regime of inspecting and regulating all Scotland's social landlords, which requires greater tenant scrutiny of social landlord's performance.

This Strategy sets out how we will meet our duties.

### **Scottish Social Housing Charter**

The Scottish Parliament has established the Scottish Social Housing Charter including 16 outcomes which the SHR will use to assess our performance.







Together with our tenants we will:

-  agree service standards.
-  include tenants in assessing our performance.
-  provide an honest assessment of our performance; and
-  use tenants' feedback to improve our performance.

## Aim

The aim of this Strategy is to put our tenants at the heart of Fyne Homes' decision making.








To help achieve this, we will:

-  listen, act and feedback on what tenants tell us.
-  offer a range of participation options.
-  involve our staff in Tenant Participation (Inc. Department TP "Champions");
-  provide sufficient resources for Tenant Participation.
-  produce information that enable tenants to scrutinise services; and
-  review practices, policies and procedures based on tenants' views

## Actions



The rest of this document sets out the actions we need to take.

We will offer participation options, so all tenants who want to get involved in Tenant Participation can. To do this, we will:

-  advertise opportunities in all our communities.
-  make sure our written information is attractive and available in relevant formats (e.g., audio, Braille etc.) as required.
-  link to existing community groups to improve communication with our tenants.
-  coordinate and share consultation activities with other landlords when appropriate.
-  ensure our activities are accessible to those wanting to attend.
-  help tenants to establish and run representative groups and register as a Registered Tenant Organisation (RTO), if their members wish, including financially; and
-  offer training so that tenants (as individuals and as group representatives) can take an active part in:
  - scrutinising our performance / improving our services.
  - verifying Fyne Homes' Annual Report on the Charter to the SHR.
  - improving our services; and
  - undertaking the tasks set by their members.

### **Scottish Housing Regulator**

SHR has introduced a self-assessment regulatory regime so we can provide annual reports on how we are progressing towards achieving the charter's outcomes. Fyne Homes will:






-  work with tenants to assess our performance against the charter's outcomes; and
-  annually report on our performance against the charter's outcomes to tenants

## Information

Fyne Homes will keep its tenants informed throughout the year in a number of ways including Newsletters, Annual Report, Direct Mail, Leaflets, Local Press, Website, Social Media, Text, and Email and via the Phone App.







We will review how and what we communicate with tenants, including how we report our performance.

## Opportunities to be involved

-  **Registered Tenants Organisation (RTO)**  
Be part of an RTO liaising with the Regional Networks and the Scottish Government influencing housing policy and represent the RTO on Tenants Panels
  
-  **Consultation Register**  
Be consulted with and you will be contacted for your view on matters that may be of interest to you
  
-  **Management Committee Member**  
Be part of the team responsible for the conduct and control of the Association
  
-  **Resident or Focus Groups**  
Meet with other residents and discuss issues and put forward ideas on improving your neighbourhood for example
  
-  **Scrutiny / Service Improvement Groups**  
Be part of one of our tenant scrutiny groups and help us to assess our performance against our key performance indicators, including the Scottish Social Housing Charter's outcomes

## Annual contacts

As part of our housing management duties, we will aim to speak with or meet with all tenants a minimum of once a year. Along with gathering tenants' views on a whole range of service issues, these annual contacts will include:

-  helping to resolve repairs or tenancy issues
-  estate management inspection visits
-  consulting on work we are carrying out in properties or common areas
-  gathering tenants' views of our services, performance, and participation activities.
-  promoting participation activities; and
-  providing feedback on how tenants' views impact on our services.

The Tenant Participation Officer is responsible for monitoring our annual contacts and ensuring we keep in touch.

## **Surveys**

Tenants using services will be offered the opportunity to comment on their experience through surveys immediately after a service is provided.

We will undertake a periodic, independent Tenant Satisfaction Survey.






We may use text, post, phone, web based or face to face survey methods.

Survey responses will be fed into our Annual Report on the Charter and reported publicly.

## **Participation register and communication**




We will hold a register of tenants wishing to participate with us. We will record their preferred ways to be consulted to help us target activities.

Through text, email, social media, website advertising, and / or post, all tenants will be kept informed of:



-  opportunities to participate
-  our calendar of activities
-  learning and development opportunities.
-  key performance information
-  feedback from activities and how it is used to improve service.

## **Supporting local activities**



-  attend community events such as galas and fun days, to support community activity and inform and gather views on Fyne Homes' services.
-  work with community organisations and agencies / landlords and other partners to maximise interest and share activities and costs; and
-  hold local activities to consult on local issues and projects.

## **Supporting local groups**








-  encourage tenants to form local representative groups to work with us and address local priorities and support the group to communicate with and respond to their members' issues.
-  work with and support community groups that include our tenants, especially those from traditional hard to reach groups.

## **Inspections**

Participation Register members will also have the opportunity to undertake inspections of services of their choice. To facilitate this Fyne Homes will make available suitable initial and ongoing training to those volunteering to undertake inspections and support them to carry out the inspections and report their findings and recommendation to the Board.

## **Registered Tenant Organisation**







If group members wish, we will assist the group to be a Registered Tenant Organisation (RTO) by:

-  encouraging and assisting RTOs to work with us to address local issues and priorities.
-  supporting RTOs to communicate with their members and respond to their issues.
-  providing a named contact officer.
-  consulting RTOs on annual rent setting and significant changes to our services.
-  advertising their existence, contacts, activities, and achievements.
-  providing an annual operating grant; and
-  supporting taking part in the Scottish Government's tenant networks.

Fyne Homes will provide guidance on how to register and run group.

## **Scrutiny / Service Improvement Groups**

Members of the Participation Register, may join Scrutiny Groups which will be supported by a named officer with the aim of meeting at least twice a year to:

-  learn about how performance is assessed.
-  scrutinise policies, procedures and practices that have an impact on performance
-  assess service performance and make recommendations.
-  scrutinise Fyne Homes' Annual Return of the Charter (ARC) and the SHR response to our ARC report.
-  consider participation budgets and activity; and
-  make recommendations to Fyne Homes Senior Team and Management Committee





### **Building good working relationships**

We will develop with tenants a Code of Conduct to set out how we will work with tenants

Groups RTOs and Scrutiny Groups.

### **Calendar of activities**

To ensure our Tenant Participation activities are well coordinated, we will develop and publicise a calendar of activities. This will help us to:

-  prevent staff and tenants from being overburdened.
-  allow tenants to select and plan their participation.
-  allow for proper advertising of activities; and
-  combine activities, when suitable.

### **Resources**

Fyne Homes will support tenant participation and developing this Strategy with:




## Staff

All staff has a role in delivering our Strategy. For the majority of the staff this involves being aware of the opportunities to be involved, informing tenants about services, listening to and passing on tenants' views and helping to provide feedback on how tenants' views are used.

Fyne Homes will also employ a Tenant Participation Officer to oversee the implementation of the strategy and to promote and develop tenant engagement.

Tenants seeking to establish a group will be supported by the Tenant Participation Officer.

The Tenant Participation Officer will also:

-  oversee and plan participation throughout Fyne Homes.
-  support individuals, groups and staff to engage; and
-  monitor progress towards achieving our: Strategy's aims; and Action Plan.

## Money




Our tenant participation budget will be reviewed with in consultation with the Scrutiny Group/s and agreed by the Senior Team and Management Committee each financial year to ensure effective delivery of the Strategy's actions including:

-  the work of the Scrutiny Groups.
-  reporting our Annual Review of the Charter to tenants.
-  Fyne News, our newsletter and any local newsletters.
-  costs of activities, including:
  -  transport, care costs and out of pocket expenses.
  -  venue hire and catering costs; and
  -  advertising / promotional costs.
-  translation and interpreter.
-  external conference places for tenants.
-  training for tenants and staff.
-  contributions to other community activities Fyne Homes takes part in
-  independent surveys and consultancy; and

 setting up and support (grants, printing, photocopying, etc.) to local groups.

## Equality

We are committed to:

-  treating people respectfully, fairly and equally
-  tackling discrimination and all forms of harassment
-  ensuring services are accessible to everyone irrespective of their race, religion or belief, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, age or sex.

We will ensure all groups and individuals have equal access and opportunity to engage in our Tenant Participation activities.

An equality impact assessment has been completed for this Strategy to ensure it does not discriminate or disadvantage people.

## How this strategy was developed

Fyne Homes worked with the Tenant Information Service (TIS) on The Scottish Government “Next Steps” programme to audit our tenant participation practices and gather tenants’ views with a tenant working group.

The audit’s findings and recommendations were developed into a draft Strategy and both tenants and staff were consulted and agreement met.

Thereafter our strategy will be reviewed every 3 years in consultation with tenants and staff and will adhere to the aims.

## How to contact us

If you are interested in getting involved, you can contact Fyne Homes by calling 0345 6077117 and asking for Craig Baxter, Tenant Participation Officer or email [cbaxter@fynehomes.co.uk](mailto:cbaxter@fynehomes.co.uk)

Alternatively, pop in and see one of the team at one of our local offices:

<b>81 Victoria Street</b>	<b>78B John Street</b>	<b>42 Ralston Road</b>	<b>Smiddy House</b>
<b>Rothesay</b>	<b>Dunoon</b>	<b>Campbeltown</b>	<b>Lochgilphead</b>
<b>Isle of Bute</b>	<b>Argyll</b>	<b>Argyll</b>	<b>Argyll</b>
<b>PA20 0AP</b>	<b>PA23 7NS</b>	<b>PA28 6LE</b>	<b>PA31 8TA</b>