

## Tenant and Customer Participation Action Plan 2021– 2022 (August 2021)



Putting People 1st

This Tenant and Customer Participation Action Plan outlines the steps and commitments that will be taken to implement our Tenant and Customer Participation Policy.

Corona virus guidance (government & good practice) will be taken into account when implementing action(s) involving meetings / community engagement. Alternative methods will therefore continue to be considered / introduced as appropriate and applicable during the corona virus situation.

The Action Plan will be reviewed annually by Management Committee.

Objective	Current Actions / Commitments	Comments /Update (✓ only against an item = completed + ongoing action / commitment )
<b>1. To provide tenants and customers with good quality, accurate and easily understood information</b>	<ul style="list-style-type: none"> <li>• <b>Tenancy Agreement</b> – A clear and concise tenancy agreement that will be explained at the signing up of a new tenancy</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Tenant Handbook</b> – A tenant’s handbook produced that includes ways in which tenants can participate</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Factoring</b> – Updated Factoring written statement of service to be produced that includes ways in which owners can participate</li> </ul>	An updated Factoring written statement will be issued in September 2021
	<ul style="list-style-type: none"> <li>• <b>Tenancy Pack</b> – A pack containing useful tenancy and contact information provided and explained during the tenancy sign up process</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Rent Statements</b> – Regular / monthly information on a tenant’s rent account where the tenant is in arrears will be provided. Quarterly statements will be provided for tenants in credit</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Anti-social Behaviour</b> – Produce fact sheet with information on how ASB is dealt with by the Association and what residents can expect when they report anti-social behaviour.</li> </ul>	To be produced during 2021

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	<ul style="list-style-type: none"> <li>• <b>Estate Management</b> – produce updated fact sheet with information on the services provided by the Association and those provided by other agencies</li> </ul>	To complement the existing Service Level Agreement for our in-house Caretaking Service
	<ul style="list-style-type: none"> <li>• <b>Annual property improvement plans</b> – Detail of property improvement plans provided to individual tenants e.g. proposed cyclical / next 5 years. Useful information for customers for planning and information.</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Newsletters</b> – Quarterly newsletter</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Our Performance</b> - An annual report on the Association's performance and regular updates in newsletters</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Policies and Service Level Agreements</b> – Access to any of the Association's polices and resident service level agreements</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Publicise and assist with Non PHA services information to enable maximum tenancy sustainment</b>– Assisted garden maintenance advice; availability of benefits adviser and proactive support from PHA staff regarding benefits, occupational health, adaptations etc.</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Publicise community events on our website and support where possible</b></li> </ul>	
2. Promote tenant and customer participation and increase opportunities to participate	<ul style="list-style-type: none"> <li>• <b>Association membership</b> – Actively promote at the start of tenancies, through staff communications, home visits and newsletter articles</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>AGM</b> – Annually and actively promote attendance of members</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Customer Forum membership / attendance</b> - Actively promote at the start of tenancies, through staff communications, home visits and newsletter articles</li> </ul>	✓

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	<ul style="list-style-type: none"> <li>• <b>Website</b> – Continue to develop website communication</li> </ul>	Increased and improved information on the website including Customer Forum minutes. Action plan in place to continue to improve and update.
	<ul style="list-style-type: none"> <li>• <b>Review of Policies and Services</b> – Publish a participation calendar annually identifying the areas the Association intends to review and seek tenant and customer involvement.</li> </ul>	Reported in newsletter and programme discussed with Customer Forum. The Customer Forum is also asked to review and feedback on all relevant policies.
	<ul style="list-style-type: none"> <li>• <b>Consultation Register</b> – to obtain wider opinion and input.</li> </ul>	To be developed during 2021 /2022
	<ul style="list-style-type: none"> <li>• <b>Promote Involvement and a sense of community through social events</b> – Garden Competition; Community Garden /Allotment; Annual Bus Trip.</li> </ul>	<p style="text-align: center;">✓</p> Open meetings and coffee mornings to be included during 2021/2022.

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<b>3. Empower tenants and service users to have a say in the provision, development and standard of services and policies</b>	<ul style="list-style-type: none"> <li>• <b>Customer Surveys, Consultation and Feedback</b> - provide effective means for tenants and customers to provide feedback including: Three yearly independent satisfaction survey; annual rent and service charge consultation; feedback on repairs and maintenance service; feedback on application process; feedback on allocation process and property standards; kitchen choices in planned renewal programmes.</li> </ul>	.
	<ul style="list-style-type: none"> <li>• <b>ARC (Annual Return on the Charter)</b> - Involve Customer Forum in review of ARC and Charter Report</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Complaints Process</b> – Have a robust complaints policy and procedure which is monitored to evaluate the lessons to be learnt and report quarterly on these</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Customer Forum</b> – Policy review and consultation role. Approved certification role for the Association’s policies and key documents.</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Meetings</b> - Where appropriate close or area meetings will be held. Individual meetings with tenants and customers will be arranged</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Celebrate Participation</b> – Publicise and celebrate areas of participation to show that customers have an input into the decision process and encourage involvement for example, develop further ‘You Said We Did’ information to show how negatives have been managed into positives</li> </ul>	✓
<b>4. To ensure that appropriate training is available</b>	<ul style="list-style-type: none"> <li>• <b>Customer Forum</b> – Liaise, support and ensure that the Forum is supported in its development including any training requirements</li> </ul>	✓

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regarding the tenant and customer participation process	<ul style="list-style-type: none"> <li>• <b>Committee and Staff</b> – Training regularly provided and reviewed in our tenant and customer participation policy, legal and good practice requirements. Through our staff development reviews and committee skills audits training will also be identified</li> </ul>	✓
5. To ensure that appropriate resources are available to meet these objectives	<ul style="list-style-type: none"> <li>• <b>Budgets</b> – Specific budget provision available / identified to undertake, promote and publish tenant/customer participation.</li> </ul>	✓
	<ul style="list-style-type: none"> <li>• <b>Staff Resources</b> – Staff time to be made available to attend meetings and provide administrative support / advice for tenant/customer participation.</li> </ul>	✓
6. To promote equality and diversity in the development of tenant and customer	<ul style="list-style-type: none"> <li>• <b>Equality and Diversity</b> – Implement, monitor and review the steps and commitments outlined in our Equality and Diversity Policy and Action Plan</li> </ul>	<p>✓</p> <p>The Association will continue to work with a consultant (Stuart Montgomery) in order to implement our Equality and Diversity objectives</p>

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<p><b>7. To ensure that tenant and customer survey feedback is implemented with appropriate action taken</b></p>	<p>Develop action plans and mechanisms in respect of:</p> <ul style="list-style-type: none"> <li>• In depth explanations of staff decisions during tenant and customer interviews and communications.</li> <li>• Clarity and information on proposed actions, expectations and responsibilities from both the Association and customer.</li> <li>• Balanced approach regarding arrears management, actions and providing support.</li> <li>• Improved contractor management especially for repairs satisfaction, no access and appointments.</li> <li>• Increased methods of response / participation e.g. repairs satisfaction surveys by text.</li> <li>• Ensure maximum area presence, visibility, effectiveness and availability of staff.</li> <li>• Feedback on customer survey outcomes and actions taken/community activities funded as a result</li> <li>• Explore the use of “Near Me” video appointment facility</li> </ul>	<p>The Association will continue to identify and make improvements in order to maximise service delivery for our customers.</p>

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