

Tenant and Customer Participation Action Plan 2019 – 20 (April 2019)

This Tenant and Customer Participation Action Plan outlines the steps and commitments that will be taken to implement our Tenant and Customer Participation Policy. The Action Plan will be reviewed annually by Management Committee.

Objective	Current Actions / Commitments	Comments /Update (✓ only against an item = completed + ongoing action / commitment)
1. To provide tenants and customers with good quality, accurate and easily understood information	<ul style="list-style-type: none"> • Tenancy Agreement – A clear and concise tenancy agreement that will be explained at the signing up of a new tenancy 	Tenancy Agreement updated in accordance with the Housing (Scotland) Act 2014
	<ul style="list-style-type: none"> • Tenant Handbook – A tenant’s handbook produced that includes ways in which tenants can participate 	Tenant’s Handbook in process of being updated in accordance with the Housing (Scotland) Act 2014
	<ul style="list-style-type: none"> • Factoring – Factoring written statement of service produced that includes ways in which owners can participate 	✓
	<ul style="list-style-type: none"> • Tenancy Pack – A pack containing useful tenancy and contact information provided and explained during the tenancy sign up process 	✓
	<ul style="list-style-type: none"> • Rent Statements – 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 	✓
	<ul style="list-style-type: none"> • Newsletters – Quarterly newsletter 	✓
	<ul style="list-style-type: none"> • Our Performance - An annual report on the Association’s performance and regular updates in newsletters 	✓
	<ul style="list-style-type: none"> • Policies and Service Level Agreements – Access to any of the Association’s policies and resident service level agreements 	✓
	<ul style="list-style-type: none"> • Publicise and assist with Non PHA services information to enable maximum tenancy sustainment– Assisted garden maintenance advice; availability of benefits adviser and proactive support from PHA staff regarding benefits, occupational health, adaptations etc. 	✓

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2. Promote tenant and customer participation and increase opportunities to participate	<ul style="list-style-type: none"> • Association membership – Actively promote at the start of tenancies, through staff communications, home visits and newsletter articles 	✓
	<ul style="list-style-type: none"> • AGM – Annually and actively promote attendance of members 	✓
	<ul style="list-style-type: none"> • Customer Forum membership / attendance - Actively promote at the start of tenancies, through staff communications, home visits and newsletter articles 	✓
	<ul style="list-style-type: none"> • Website – Continue to develop website communication 	Increased and improved information on the website. Action plan to update
	<ul style="list-style-type: none"> • Review of Policies and Services – Publish a participation calendar annually identifying the areas the Association intends to review and seek tenant and customer involvement. 	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"> • Promote Involvement and a sense of community through social events – Garden Competition; Community Garden /Allotment; Annual Bus Trip 	✓
3. Empower tenants and service users to have a say in the provision, development and standard of services and policies	<ul style="list-style-type: none"> • Customer Surveys, Consultation and Feedback - 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. 	All feedback surveys noted have been actioned and feedback considered in relevant action plans. Repairs and maintenance service feedback identified as a priority area for the Housing Services Team during 2019/20. 3 yearly Tenant Satisfaction Survey due to be completed during 2019/20. Project Brief currently being agreed with 2 other Drumcog participants in the procurement. Aim to appoint consultant in June 2019.

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	<ul style="list-style-type: none"> • ARC (Annual Return on the Charter) - Involve Customer Forum in review of ARC and Charter Report 	✓
	<ul style="list-style-type: none"> • Complaints Process – Have a robust complaints policy and procedure which is monitored to evaluate the lessons to be learnt and report quarterly on these 	✓
	<ul style="list-style-type: none"> • Customer Forum – Policy review and consultation role. 	✓
	<ul style="list-style-type: none"> • Meetings - Where appropriate close or area meetings will be held. Individual meetings with tenants and customers will be arranged 	✓
	<ul style="list-style-type: none"> • Celebrate Participation – 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 	✓
4. To ensure that appropriate training is available regarding the tenant and customer participation process	<ul style="list-style-type: none"> • Customer Forum – Liaise, support and ensure that the Forum is supported in its development including any training requirements 	✓
	<ul style="list-style-type: none"> • Committee and Staff – 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 	✓
5. To ensure that appropriate resources are available to meet these objectives	<ul style="list-style-type: none"> • Budgets – Specific budget provision available / identified to undertake, promote and publish tenant/customer participation. 	✓
	<ul style="list-style-type: none"> • Staff Resources – Staff time to be made available to attend meetings and provide administrative support / advice for tenant/customer participation. 	✓
6. To promote equality and diversity in the development of tenant and customer participation	<ul style="list-style-type: none"> • Equality and Diversity – Implement, monitor and review the steps and commitments outlined in our Equality and Diversity Policy and Action Plan 	✓ The Association is working with a consultant (Stuart Montgomery) in order to implement our Equality and Diversity objectives

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7. To ensure that tenant and customer survey feedback is implemented with appropriate action taken	Develop action plans and mechanisms in respect of: <ul style="list-style-type: none"> • In depth explanations of staff decisions during tenant and customer interviews and communications. • Clarity and information on proposed actions, expectations and responsibilities from both the Association and customer • Balanced approach regarding arrears management, actions and providing support • Improved contractor management especially for repairs no access and appointments • Review staff rotas, time management etc. to ensure maximum area presence, visibility and availability 	All except one achieved and reviewed through individual and team action plans and meetings. Housing Services new staff structure will enable more focus on contractor management and tenant satisfaction work regarding the repairs and maintenance service.

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