

# *Tenant Participation Strategy*

*Interim Review: August 2022*

*Next Review: 2025*



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## **TENANT PARTICIPATION STRATEGY**

### **STATEMENT ON TENANT PARTICIPATION**

Rosehill Housing Association Limited (Rosehill) is committed to involving tenants in all aspects of its work and ensuring that tenants are included, informed and consulted about decisions that have an impact on the way their homes are managed.

The strategy reflects Rosehill's commitment and demonstrates that it places tenant involvement at the heart of its activities, ensuring that Rosehill strives for the highest possible levels of customer satisfaction.

## **1. INTRODUCTION**

- 1.1 Rosehill recognises the value of working in partnership with tenants towards a common goal of better housing and community services in Pollok.
- 1.2 Rosehill aims to effectively involve tenants in the process of developing and monitoring the service it provides.
- 1.3 This Strategy sets out a framework to achieve this. This Strategy has also been developed in accordance with the legal provisions governing tenant participation as set out in the Housing (Scotland) Act 2001.

## **2. AIM OF THE STRATEGY**

- 2.1 The central aim of this Strategy is to create opportunities for tenants to shape the housing services Rosehill provides.
- 2.2 This Strategy is intended to help tenants take an active part in the development of high-quality housing services and community.
- 2.3 To reflect the multi agency nature of estate management Rosehill's approach to tenant participation will have a broad remit. There will be a commitment to involve other agencies as appropriate (for example the Police, local schools, the cleansing department etc.).
- 2.4 This Strategy sets out how Rosehill will inform and consult with its tenants.

## **3. CONSULTATION**

- 3.1 Rosehill will use a variety of methods to consult and inform tenants depending on the specifics of the issue(s) at hand.

### **Tenants' Panel**

- 3.2 Rosehill will establish a list of tenants who are willing to take part in focus groups and discussion sessions. This list will be known as the Tenants' Panel.

- 3.3 Tenants' Panel focus groups will be established and used when considered to be the most appropriate and/or effective method of consultation.
- 3.4 Focus groups with tenants' panel members will be established periodically to address specific topics and \ or policy review.
- 3.5 Membership of the tenants' panel will be actively promoted by Rosehill.
- 3.6 For all those who take part in the Tenants' Panel an annual prize draw will be held of three prizes of gift vouchers - £100 (1<sup>st</sup>), £75 (2<sup>nd</sup>) and £50 (3<sup>rd</sup>). The prize draw will be held in December each year.

### **Meetings and short life working groups**

- 3.7 Rosehill will convene meetings as appropriate to the scale and importance of the discussion topic. Such meetings will be arranged as and when required.
- 3.8 Membership meetings:- Rosehill will convene meetings for its members in accordance with its Constitution, but also for major policy matters or matters that affect all of its tenants.
- 3.9 Local meetings:- with tenants of one street or area will be used as a means of consultation if there are particular issues that affect that street or area.
- 3.10 Meeting with individuals: persons obtaining a service from Rosehill will have easy access to Rosehill staff.

### **Short life working group**

- 3.11 Short life working groups allow participants to come together over 2 or 3 sessions to explore an issue in more detail. Tenants will be invited to take part in short life working groups via the tenants' panel.

### **Tenants' Group**

- 3.12 Rosehill will positively encourage the establishment of a representative Tenants Group where this is requested and led by tenants. The aims and objectives of a tenants' group will be agreed by the members of the tenants' group and set out in their constitution.
- 3.13 If such a group were established, Rosehill would welcome the opportunity to work in partnership with such a group for the common benefit and betterment of the Pollok area.

## **Surveys**

- 3.14 Rosehill will survey tenants on matters of housing management, maintenance and service delivery.
- 3.15 Rosehill will conduct surveys using a random sample of tenants/service users to try to ensure a representative sample and a fair and representative outcome.

## **Armchair Participation Option**

- 3.16 Rosehill will establish an 'armchair participation option'. This option will cover surveys that fall out with the normal regular surveys undertaken e.g. repairs satisfaction survey. Surveys will relate to issues such as service provision and policy review.
- 3.17 For those taking part in the "armchair" option an annual prize draw will be held of three prizes of gift vouchers - £100 (1<sup>st</sup>), £75 (2<sup>nd</sup>) and £50 (3<sup>rd</sup>).
- 3.18 Tenants must complete the required surveys which will be no more than 4 per year to be eligible for the Prize Draw which will take place in December each year.

## **Development**

- 3.19 Rosehill will endeavour to maximise consultation opportunities in the development design process for future tenants.
- 3.20 The Management Committee shall, on a project-by-project basis, determine the level of tenant consultation to be undertaken.

## **Taking Account of Tenants Views**

- 3.21 Rosehill will take account of the views of tenants and where practicable deliver services that meet tenants' priorities. If a Tenants' Group were established, Rosehill would set up regular liaison meetings with it to discuss and feedback on matters of common interest.
- 3.22 Rosehill will continue to consult and/or provide information to any tenant who wishes to discuss housing or community matters on an individual or group basis.

## **4. INFORMATION**

### **Written Information**

4.1 Rosehill is committed to providing written information in the following way:-

- all written information to tenants will use plain language  
it will be presented in manner that is easy to read.

4.2 Rosehill is committed to providing its tenants with as much relevant information as possible and is committed to the following:-

- publishing a newsletter no less than 4 times per year.
- publishing an Annual Review once per year.
- a Tenants' Handbook (which will be reviewed every three years, or after a major policy review, whichever comes sooner).
- publishing Information Leaflets on various services provided by Rosehill.

### **Alternative Formats**

4.3 Rosehill is committed to providing written information in other formats so as not to discriminate against tenants who have difficulty reading (whether through literacy difficulties or visual difficulties).

### **Other Languages**

4.4 Where English is not the first language of the household, Rosehill will provide on request written information in the first language.

### **Other Media**

4.5 Rosehill will investigate the use of alternative forms of media to consult and inform tenants.

### **Website**

4.6 The Co-operative's website will also be used to provide information to tenants about opportunities to participate.

## **5. SETTING OBJECTIVES**

5.1 Rosehill will establish Activity plans in relation to Tenant Participation.

## **6. RESOURCES**

- 6.1 To encourage and facilitate effective participation Rosehill will set up a tenant participation budget to complement consultation services.
- 6.2 Where appropriate the Co-operative will approach other agencies for support and /or financial assistance for tenant participation, if such agencies are formally involved.
- 6.3 If possible and appropriate, Rosehill will make available accommodation for consultative meetings and meetings of any future Tenants Group registered by it.

## **7. MONITORING AND EVALUATION**

### **Objectives**

- 7.1 Rosehill will evaluate the success of its consultation against its Objectives and Action Plan.

### **Surveys**

- 7.2 Rosehill will measure the success of consultation through tenant satisfaction surveys, comparators against previous performance and, where appropriate, against the services provided by other Registered Social Landlords.

### **Resources**

- 7.3 Rosehill will monitor the use of resources, money, equipment and staff time. The object of this exercise will be to ensure that participation is adequately funded, that accommodation and equipment is being used and that staff time is being used most effectively.

### **Reporting**

- 7.4 Management Committee will receive the following:-
  - six monthly reports on progress against the Action Plan.
  - reports on the outcome results of Surveys and a report on variances with previous survey.
  - six monthly reports on the level of resources spent on Tenant Participation.

## **8. EQUALITY AND DIVERSITY**

- 8.1 Rosehill believes that all tenants should benefit from consultation, information and participation. A key aim of this strategy is to positively encourage involvement of tenants from all backgrounds regardless of

their age, sex, sexuality, race, ethnicity, disability, nationality, political views, religious beliefs or non-religious beliefs. In implementing this strategy Rosehill hopes that all tenants will be enabled to play a role in the betterment of the Pollok area.

## **9. DATA PROTECTION**

- 9.1 On the 25<sup>th</sup> May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR). Following the UK's exit from the EU, and the end of the transition period which followed, the GDPR formed part of the retained EU law and became the UK GDPR which together with the Data Protection Act 2018 constitute the UK's data protection legislation.
- 9.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees and Committee Members. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their own merits and legal advice will need to be obtained in some circumstances. We have the responsibility for accepting or refusing such requests and will do so in writing.
- 9.3 Under GDPR we are required to provide all customers whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.
- 9.4 We will only keep and process Personal Data for the original purpose we gathered it for and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.
- 9.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g. does the breach require reporting to the Information

Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.

- 9.6 Full copies of our Privacy Policy are available upon request at our office or from our website [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)

## Activity Plan 2022-2025

For the lifetime of the strategy (say three/four years) Rosehill will actively promote tenant involvement in the delivery of housing and housing related services. Where appropriate Rosehill will encourage involvement in other community issues that have a link to the general well being of the community.

### Consultation/Participation

Activity	Outcome	Indicator	Timescale	Officer
Attend/organise 3 tenants meetings e.g. close meetings	Deal with issues	Attendance at 3 meetings	Every four months	Housing Officer/Housing Assistants
Undertake Quality surveys and report findings to Management Committee	Assist in performance management	Completed survey(s)	Annually	Director/Housing Services Manager
Re-Establish a tenant consultation data base i.e. Tenants' Panel	Continue to improve mechanisms to allow people to exercise their Rights to Consultation	Number of names.	Ongoing	All staff to promote
Armchair tenants survey. Report outcomes to Management Committee	Greater and more detailed feedback from customers	Up to 4 surveys per year	2-4 per year	Director/Housing Services Manager
Establish Focus group(s) for reviews of	Greater tenant involvement and decision	Focus group established and operating	On going	Director/Housing Services Manager

policies. Report outcomes to Management Committee	making			
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### Information

Activity	Outcome	Indicator	Timescale	Officer
Produce 4 newsletters per year	Tenants kept informed	Production of 4 newsletters	Every three months	Housing Services Manager
Produce Annual Report	Provide performance information	Production of Annual Report	One per year	Director Housing Services Manager
Develop Tenants Handbook	Provide up to date information on tenancy matters	Develop tenants' handbook	Every 3 years	Housing Services Manager

### Promotion

Activity	Outcome	Indicator	Timescale	Officer
Raise staff awareness/ encourage their involvement in tenant participation as a key activity of Rosehill's work	Integration of tenant participation as part of staff's day to day work.	Staff working with tenants more effectively and feeding back information gathered.	Ongoing	Management Team
Assist in setting up Tenants' Group where demand allows	Greater tenant involvement	Establishment of tenants' group	On going	Housing Officers
Develop good membership scheme	Greater interest in active membership	Increased numbers at committee/ Rosehill events, eg	On going	Director & Housing Officers

		AGM		
Promote greater tenant participation, (at meetings, tenants conference etc)	Raise profile of tenant participation	Greater interest in tenant involvement	On going	Director & Housing Officers

## Mechanism for the Registration of Tenant Organisations

## Appendix 1

### Introduction

- 1 Sections 53 and 54 of the Housing (Scotland) Act 2001 place a statutory duty on the Co-operative to consult with its tenants on policy changes, especially when these relate to the services we provide (for example, when these relate to housing management or repairs and maintenance).
2. In addition to consultation with individuals, the Co-operative would also like to consult with those who represent tenants - i.e Registered Tenant Organisations (RTOs).
3. This appendix outlines the mechanism for the registration of RTOs.

### What is a Registered Tenant Organisation?

4. The basic principle of having of a tenant's organisation, ie existing to represent the interests of tenants living in the area, is well established. This principle remains, but there are some important changes. For example:
  - RTOs becoming active in the area will have formal structures, with elected office bearers and a requirement to show that decisions are reached democratically
  - RTOs will have an Annual General Meeting at which tenants will be able to ask any questions/make any points they may have
  - RTOs may be eligible to receive funding from the Co-operative because of the above, RTOs are expected to have a high profile in the area
5. Another key difference is the Register (hence **R**TOs). Under Section 53(3) of the Act, the Co-operative is required to maintain a Register of all RTOs operating in the area and to have this available for public inspection at any time.

### How Will RTO's Become Registered?

6. The Act makes reference to registration criteria that should be met in order for RTO status to be granted (and maintained), and these are outlined in the Scottish Executive guidance issued in February 2002.
7. These are:

- The RTO must have a publicly available written constitution that sets out:
  - its objectives and area of operation
  - how people can become members of the organisation
  - the way the Committee will operate
  - how the business of the organisation will be conducted
  - how decisions will be reached democratically
  - how funds will be managed
  - arrangements for public meetings
  - arrangements for an annual general meeting (AGM), including consideration of financial records
  - how changes can be made to the constitution
- The RTO must have a Committee that:
  - (after the first year) is elected at an Annual General Meeting
  - has at least five members
  - can co-opt others on to the Committee during the course of the year
  - has elected office bearers
  - holds meetings that re open to any member of the organisation
  - can demonstrate that decisions are reached democratically
  - promotes equal opportunities

8. It will also be a requirement that the RTO operates within one of the Co-operative's areas of operation and be able to demonstrate that it is committed to representing the interests of its members.

### ***The Mechanism for Becoming an RTO with Rosehill Housing Co-operative***

9. The Co-operative will assess each bid from potential RTOs in a fair and open manner, using the above criteria. Groups who may be interested in forming an RTO will be asked to contact the Co-operative's Housing Services Manager who will meet all or some of their members so that the concept of RTOs can be discussed informally. This will also give the Co-operative an opportunity to outline the type of support available.
10. Once this initial stage has been completed, the Group will be asked to submit the following information:
  - the written constitution;
  - names and contact addresses of Committee members (identifying the office bearers)
  - a map and description of the area of operation (the Co-operative can easily provide this;
  - a statement outlining how the Group plans to engage with its members and how it will represent their views.
11. The Co-operative will be happy to provide assistance with the above, either in-house or via an independent expert (such as TIS or TPAS) if this is required.

### ***Funding and Other Resources***

12. The Co-operative has set aside a specific budget in 2006/07 to fund tenant participation and will do so annually.
13. We will continue to consult with tenants groups on participation in the future and will use a range of consultation methods to gather information from tenants and tenant groups.
14. Although the Tenant Participation Strategy has been agreed and is now in place, we believe that this will continue to evolve and it is hoped that we will identify further interest from potential RTO's in the course of ongoing contact with tenants.

## GRANTS FOR REGISTERED TENANTS ORGANISATIONS **Appendix 2**

Rosehill Housing Co-operative

### **APPLICATION FORM**

Name of Registered Tenants Organisation: \_\_\_\_\_

Secretary's name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Telephone No: \_\_\_\_\_

Chairperson's name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Telephone No: \_\_\_\_\_

Number of Rosehill houses represented: \_\_\_\_\_

Does the Group have a register of members?      Yes    ☐      No    ☐

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### **GRANT(S) APPLIED FOR** complete as appropriate

Annual grant                      ☐      Date of last audit of account: \_\_\_\_\_

Start up grant                      ☐      Date of last AGM: \_\_\_\_\_

Special grant                      ☐

Please give details of what you propose to use a special grant for: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you made any other funding requests to anyone else to assist this project?

Yes ☐ No ☐

If yes, please give details: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**STAFF COMMENTS ON APPLICATION**

**FOR OFFICE USE ONLY**

Number of properties in the area: \_\_\_\_\_

Number of tenanted properties represented: \_\_\_\_\_

Amount of grant payable: \_\_\_\_\_

Annual grant: \_\_\_\_\_

Start –up grant: \_\_\_\_\_

Special grant: \_\_\_\_\_

Total: \_\_\_\_\_

\_\_\_\_\_  
Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Depute Director/Housing Manager Recommendation

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Depute Director/Housing Manager



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