

TENANT **PARTICIPATION** **STRATEGY** **2021**

LS/NOVEMBER.2020/REF.S9



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SECTION 1 - INTRODUCTION

1. **HOUSING (SCOTLAND) ACT 2001**

Under the introduction of the Housing (Scotland) Act there is a legal requirement for landlords to actively develop and support tenant participation. In terms of Tenant Participation (TP), the rights within this Act mean that: -

- a) Housing Associations have a TP Strategy in place; this includes an assessment of the resources needed to carry out the strategy and a statement of the actual resources to be spent.
- b) Places a duty on Housing Association's to maintain a register of tenants groups meeting certain criteria.
- c) Individual tenants and registered tenants groups are entitled to be consulted on significant issues of changes affecting them.
- d) Housing Associations must have regard to representations made by tenants and tenants groups.

2. **TENANT PARTICIPATION STRATEGY**

As an endorsement of MHA's commitment to TP, the Strategy is used as a working document. It covers issues relating to TP activities currently undertaken by Milnbank Housing Association (MHA), information given to tenants and support groups, consultation process and resources requested to implement TP. (It should be noted that the above Act does not specifically cover TP provisions for owners; however MHA wishes it to be known that home owners will form an integral part of our approach to TP).

3. **THE SCOTTISH SOCIAL HOUSING CHARTER (SSHC)**

The above was introduced under the Housing (Scotland) Act 2010 which sets out standards and outcomes that all social landlords should aim to achieve when delivering their housing activities. In terms of TP, Outcome 3: Participation, states:

"Social Landlords must manage their businesses so that: Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with"

NOTE 1

This outcome describes what landlords should achieve by meeting their statutory duties on TP. It covers how social landlords gather and take account of the views and priorities of their tenants; how they shape their services to reflect these views; and how they help tenants and other customers and bodies representing them such as registered housing organisations to become more capable of involvement – this could include supporting tenants to scrutinise landlord services.

In terms of MHA, a range of mechanisms are in place to achieve TP, this is commented on in the Strategy. MHA also provides feedback annually on all aspects of TP within the Annual Returns on the

Charter (ARC), which is submitted to the SHR and through an Annual Report to MHA tenants and other customers.

4. MILNBANK HOUSING ASSOCIATION MISSION STATEMENT

NOTE 2

The Association’s Mission Statement was reviewed as part of our comprehensive review of the Business Plan 2020/23. In terms of TP, the Mission Statement states: Always putting our tenants, customers and the local community first and we support this through: Working together and valuing each other and being Accountable to residents and the community.

5. THE BENEFITS OF TENANT PARTICIPATION

NOTE 3

In implementing a TP Strategy, MHA has referred to the National Strategy Guide to Successful Participation (published 2018) which highlights that, when working well, TP delivers clear benefits for tenants, staff and the housing provider, these include:

√ better service delivery and improved outcomes for tenants which give VFM

√ 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 improvement

6. STAFF RESPONSIBLE FOR TENANT PARTICIPATION

NOTE 4

MHA recognises that TP although principally Housing Services led, is organisation wide and in view of this all staff have a role to play in actively encouraging TP. The TP Strategy is co-ordinated by the Housing Services Manager with MHA employees having a responsibility to actively promote and encourage TP.

**SECTION 2
SUMMARY OF MHA’S TP RELATED ACTIVITIES**

Our TP History	A key focus of the TP Strategy is to support existing groups and encourage the formation of new ones. From as early as the mid 1980’s MHA has been involved in local groups whose primary remit is to promote Wider Action Non-Housing Activities. This has further been expanded upon with the formation of our subsidiary company, Milnbank Community Enterprises, which, as a community anchor, enables MHA to actively engage in wider action activities which has been
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	further advanced with the introduction of our community engagement team.
TP Policy	The purpose of the Association's TP Policy (<i>APPENDIX 1</i>) is to ensure MHA's commitment to TP and to demonstrate this to residents. This policy forms part of the annual review process of the TP Strategy.
Managers Surgeries	As a commitment to TP at a high level, MHA's Management Team will hold surgeries throughout the year, in various locations, to provide an opportunity to engage with residents on the Association's service delivery. yEAR NOT MANAGE
Annual Report & Newsletters	MHA produces an Annual Report every year and regular newsletters. Both are used as a mechanism used for seeking residents views on MHA services.
Satisfaction Surveys	In addition to MHA's good practice of consulting with residents on a regular basis about our services, a Comprehensive Satisfaction Survey will also be undertaken every 3 years. This will be supplemented through a series of regular surveys covering a wide and varied range of topics are conducted on a rolling programme. update
Public Meetings	MHA holds a minimum of 1 public meeting per annum, this normally takes place after the AGM. MHA will facilitate public meetings on request from residents, other organisations or if called by the Association itself.
Focus Groups	In acknowledgement that not all issues are suitable for discussion to a wider audience, MHA arranges Focus Groups to cover our range of services. There are currently 3 focus groups: Cathedral Square, Armadale and Bluevale areas. update
Scrutiny Groups	The Association has a Rent Scrutiny Group and an Allocations Scrutiny Group which are facilitated by Housing Services staff. The aim of the Groups is to provide an opportunity to engage with tenants to seek their views on MHA services. update
Registered Tenants Organisation	The Great Eastern Development meet as a RTO, including holding an AGM.
Other forms of TP	MHA actively encourages all forms of TP, current examples include: holding an annual gala days, supporting a range of community initiatives.

SECTION 3- CONSULTATION WITH MHA RESIDENTS

A) METHODS OF CONSULTATION

This part of the strategy sets out the consultation methods used by MHA to consult with residents. It is stressed that residents are encouraged to indicate their preferred method(s) of consultation and MHA will endeavour to meet these requirements. The mechanisms that are in place for consultation are outlined in section 2 of this Strategy.

B) TENANT PARTICIPATION TRAINING

MHA is committed to the pursuit of providing TP training to staff, committee and residents in recognition of ensuring that all Members have the knowledge required to actively participate within the TP Strategy.

C) TENANT NOTIFICATION

As a framework for what would be considered as "relevant issues" to be consulted on, MHA has compiled a list based on our recognised statutory duties:

- Repairs and maintenance (including standards of service)
- Estate management
- Allocations and transfers
- Other key Housing Management issues (e.g. dealing with anti-social behaviour)
- Rents and service charges
- Tenant Participation Strategy
- Any issue relating to a change of landlord, policies etc.

D) INFORMATION FROM MILNBANK HOUSING

Every tenant of MHA receives the undernoted: -

- Written Tenancy Agreement
- Information on the Association's Complaints procedure
- Rents and service charges
- Allocations, transfer and mutual exchanges
- TP Strategy and method of consultation
- Repairs procedures

SECTION 4 - SUPPORT FOR GROUPS

REGISTERED TENANTS' ORGANISATIONS (RTO'S)

In terms of the Housing (Scotland) Act 2001, MHA must maintain a register of tenants organisations, these groups will be known as Registered Tenant Organisations (RTO's) and must meet certain criteria. The criteria for a RTO have to be publicly available in a written constitution that sets out a range of operational requirements like: Objectives, Membership, holding an AGM, managing funds, etc. RTO's are also required to have a written Constitution. (APPENDIX 2) provides details in full of the above requirements.

SECTION 5 RESOURCES REQUIRED TO IMPLEMENT TP

The Housing (Scotland) Act 2001 requires MHA to contain an assessment of the resources needed to implement the TP Strategy. Examples of resources may include: producing newsletters and strategies, administer satisfaction surveys, provide and facilitate meetings etc.

SECTION 6- MONITORING & REVIEW OF TP STRATEGY

As with other key planning documents within the Association, it is essential that the Management Committee monitor the contents of the TP Strategy. Monitoring of the Tenant Participation Strategy and associated policies is carried out by the Services Committee on an annual basis. A range of information will be collated on an on-going basis and reported to committee. As part of the monitoring and review, consideration will be given to the following:

- How participation took place (e.g. Methods, number of people who participated)
- On what subjects and topics did consultation and participation take place?
- What arrangements were made to ensure there were equal opportunities to participate?
- What feedback was received from tenants and RTOs?
- How were the results of participation reflected in the outcome?
- How much did the consultation and participation cost?
- What were the timescales for participation and consultation?

Where possible, in addition to numbers, evaluation reports will include views, opinions and perceptions of both tenants and staff to determine what outcomes have been achieved and whether this has resulted in: an improvement in housing services and standards, an increase in tenant involvement in decision making, meeting the Charter outcomes, promoting TP among equalities groups and improved communication and better working relationships between tenants, staff, elected members and committee members. (*APPENDIX 3*) is used as a TP Self-Assessment Checklist to assist.



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TENANT PARTICIPATION POLICY

LS/NOVEMBER.2020/REF.P50

A registered Scottish Charity No.SCO39891 Registered: Scottish Housing Regulator.
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1. Introduction

Milnbank Housing Association (MHA) is a community controlled organisation run by a Management Committee which is a group of local residents committed to encouraging tenant participation. MHA recognises that participation is a two way process involving the sharing of information and ideas where tenants are able to influence decisions and participate in activities. MHA actively encourages tenants' participation to help the Management Committee and staff in decision making and setting priorities, enhance service delivery and maximise greater tenant satisfaction.

2. Key Principles for Good Tenant Participation

MHA considers the following to be key principles of good TP:

- Φ TP requires a culture of mutual trust, respect and partnership between residents, Management Committee and staff at all levels.
- Φ Should be seen as a continuous process where information, ideas and power are shared, common understanding of problems are strived for and a consensus on solutions is worked out.
- Φ Allows all parties to contribute to the agenda. All participants require to have all the information needed to consider issues properly; that information requires to be clear, timely and accessible and to take account of equal opportunities concerns.
- Φ Process of decision making should be open, clear and accountable.

3. Aims of Tenant Participation

To maximise tenant involvement MHA strives to ensure that residents are:

- Provided with up to date information
- Consulted on issues which affect their tenancy or the wider area.
- Play an active part in the running of the Association
- Encourage feedback on services, proposals and general MHA issues.

4. Information

The Association will advise residents of decisions that have been proposed or implemented using a number of different methods:-

- (a) New Tenants Package - Each household is given a package at the start of their tenancy. This includes

information relating to rent payments, Membership details and a Tenants Handbook which summarises the main area of MHA service provision. This information is available on tape, in Braille and different languages.

- (b) Owners Handbook - Whenever there is a change of ownership a handbook is provided. This contains information relating to property management service, Membership of the Association, maintenance, estate management and general information on Milnbank Property Services Company.
- (c) Newsletters - MHA produces regular newsletters which residents are invited to contribute to and provide comment on.
- (d) Close meetings - Which can be held at any time and called by either tenants or MHA Staff. If necessary, a Committee member or an outside agency can be in attendance.
- (e) Managers Surgeries Are held on an on-going basis throughout the year to provide an opportunity for residents to engage with the Management Team.
- (f) Focus Groups - There are currently 3 Focus Groups operating within MHA.
- (g) Scrutiny Groups - There are current 2 Scrutiny Groups operating within MHA. (Rents & Allocations).
- (h) RTO - MHA has 1 RTO at the Great Eastern Development.
- (i) Website - Various aspects of TP feature in MHA's website www.milnbank.org.uk
- (j) Reception TV & Notice Board -A TV is located in the office reception with the aim being to provide up to date information on what's happening within MHA and the area in general.
- (k) Annual Report - An Annual Report is produced yearly in order to report on our services and performance during each financial year.

5. Consultation

MHA acknowledges its legal obligation to consult on changes which will have a substantial effect on tenants. The methods of consultation used will vary according to the issues concerned. Examples include: letters accompanied by a freepost envelope for return, home visits, call a public meeting, Focus Group etc.

Feedback on the quality of the existing service delivery will be obtained using a 3 yearly comprehensive tenant's satisfaction survey and supplemented with satisfaction surveys on a continuous basis covering a selection of MHA services. MHA also sets up scrutiny committee's where relevant in order to consult on specific issues (e.g. ARC Return Outcomes). The feedback received from tenants will be examined by MHA. This includes internal compliance audits and validation checks undertaken by an external consultant.

6. Participation

MHA is committed to help TP from all groups within the community and in order to involve as many residents as possible, the facility of MHA's Community Halls are provided to encourage a range of activities within the neighbourhood.

MHA encourages tenants to take out membership in order to enable them to attend Annual General Meetings.

MHA promotes and give support and encouragement to those tenants wishing to form a group in whatever form that they take e.g. Street Committees. Members of staff will be happy to attend such groups when invited and will give advice and assistance on seeking appropriate training. Groups which exist solely to provide community or social activities will also be encouraged e.g. Neighbourhood Watch. In addition, MHA recognises that it is essential to encourage tenants to become members of the Management Committee or other established groups in order to give them a voice and to gain a tenants perspective on matters discussed.

MHA aims to ensure all the places on the Management Committee are filled. In order to support diversity and equal opportunities, childcare and travelling costs will be met by MHA to facilitate full participation.

7. Policy Review

This policy is formulated and monitored by the Services Committee and reviewed annually or as otherwise deemed necessary as part of the Tenant Participation Strategy.

APPENDIX 2

SAMPLE CONSTITUTION

1. NAME

The name of the Association shall be.....

2. OBJECTIVES

To improve the living conditions, community facilities and services for tenants and residents living in the area covered by the attached map and marked. The Association will at all times operate on an equal opportunities basis.

3. MEMBERSHIPS

Membership of the Association shall be open irrespective of nationality, political opinion, race or colour, to all residents living on the estate.

4. COMMITTEE

- a) A Committee shall be elected at the Annual General Meeting of the Association and shall serve for 12 months.
- b) The Committee shall consist of at least five members, who shall have the power to co-opt other members on to the Committee, during the course of the year. All members will have voting rights.
- c) The Committee shall elect from within their number a Chairperson, Secretary and Treasurer. No committee member shall fill more than one position.
- d) The Committee shall make and carry out decisions in accordance with the objectives of the Association.
- e) Meetings of the Committee shall be open to any member of the Association who wishes to attend.
- f) There must be at least two-thirds of the Committee members present for decisions to be made at a Committee meeting.
- g) Non-voting members may be co-opted onto the Committee from landlords, staff, Councillors etc.
- h) Voting members may be co-opted amongst other tenants to fill casual vacancies throughout the year.
- i) Committee members can be voted off if:

They have not attended Number of meetings
Or
Have terminated their tenancy.

Committee members must declare any interest they have in the topic under discussion and the Committee will decide if they need to forfeit their right to vote on this occasion.

5. CONDUCT OF BUSINESS OR STANDING ORDERS

- a) Members may speak only through the chair.
- b) Decisions will be made by a simple majority, voted in through a show of hands or a secret ballot
- c) Meetings will end at a time agreed by the Committee.
- d) Any offensive behaviour, including racist, ageism or inflammatory remarks will not be permitted.
- e) Any member who consistently brings the group into disrepute or refuses to comply with the constitution shall be expelled on a two-thirds majority vote of the full Committee.
- f) Any such member will have by the right to appeal within 28 days of the expulsion. The appeal shall be heard by the membership at a Special General Meeting called for that purpose.
- g) The Secretary shall deal with all correspondence.
- h) Agendas will be distributed to the membership at least 7 days before a meeting. Items should be forwarded to the Secretary and Chair 14 days before the meeting.
- i) Minutes will be distributed to the membership at least 7 days after a meeting.

6. FINANCES

- a) The Association may raise funds by obtaining grants from other bodies or by fundraising schemes.
- b) All funds shall be kept in a bank account which, shall be opened in the name of the Association.
- c) The Secretary, Treasurer and the Chairperson shall be signatures on the account and all be signatories on the account and all cheques shall require two of these signatures.
- d) Accounts shall be kept by the Treasurer, and brought to every Committee meeting where they may be inspected. Failure to bring the books to a meeting on three consecutive occasions will mean the Treasurer will be asked to resign.

- e) All expenditure shall be agreed and controlled by the Committee.
- f) All payments over ten pounds shall be made by cheque, not cash. Any exception to this rule shall be discussed and agreed by the Committee.
- g) No officer shall sign a blank cheque – all cheques to be filled in before signatures are added.
- h) Once a year, the accounts will be audited and presented to the Annual General Meeting of the Association. The Auditors will be either:
 - An Officer or Councillor, Committee member, Landlord or
 - The Committee of another local community organisation
- i) All correspondence of the organisation, including the bank statement, shall be addressed to the secretary.

7. PUBLIC MEETINGS

- a) Public meetings of the membership shall be regularly held to discuss matters of importance and to keep the members fully informed of the Associations activities.
- b) Members shall be given 14 days notice of a public meeting
- c) All votes shall be decided by a simple majority of the members present. This applies to all meetings of the Association.
- d) Any member, having the written support of 10 other members, may request the Committee to call a special Public Meeting within 21 days of this written request.

8 ANNUAL GENERAL MEETING

- a) An Annual General Meeting shall be held every year to discuss the activities of the Residents group, to receive the audited accounts and to elect Committee.
- b) The Annual General Meeting shall be held at a suitable venue to accommodate as many members as possible.
- c) Quorum shall be% of members
- d)days notice needs to be given to members of the Annual General Meeting.

9 CHANGES TO CONSTITUTION

- a) This constitution shall only be changed at a Special Public Meeting of the Association, or at an Annual General Meeting.

- b) For decisions to be taken there must be a quorum of at least 10 people. The voting shall be by a simple majority of those present.
- c) All members shall be given 14 days notice of the meeting and proposed changes.

10 DISSOLUTION OF THE ASSOCIATION

- If the Committee or any member wishes to dissolve the Association, a special Public Meeting shall be called.
- If two-thirds of voting members present at the Special Public Meeting agrees to dissolve the Association, any remaining funds shall be donated to a relevant charity, after returning unused grants to the Landlord.

Date:

To:..... Tenants Group

.....

Dennistoun
GLASGOW G31

Dear

REGISTERED TENANTS' ORGANISATIONS (RTO's)

On behalf of Milnbank Housing Association I acknowledge your letter requesting details on registering as an RTO.

Please find enclosed a copy of the Association's Tenant Participation Strategy and would draw your attention to section 4 on Support for Groups. A copy of our Equal Opportunities Policy is also enclosed.

I would be grateful if we could meet on (date & time) at the Associations office in order that we can discuss the required procedures and to enable me to update our management committee.

I look forward to seeing you.

Yours sincerely

Pauline Hamilton
DATA PROTECTION OFFICER

APPENDIX 3 - GUIDE TO SUCCESSFUL TP (Scottish Government)

<u>Review of current Tenant Participation practice</u>		
1	Are tenants fully involved in reviewing TP policy and practice?	Every effort is made to ensure this happens. The TP Strategy is displayed at all residents' events (e.g. open meetings, AGM etc.) and feedback is encouraged.
2	Have the strengths and weaknesses of the strategy been identified by tenants, landlords, committee members and elected members?	See point 1 above. As part of the annual review, the MC and elected member scrutinise the policy, part of which covers what works well and where changes could be made.
3	Does the strategy set out how traditionally excluded groups are encouraged to participate?	This is included in the Monitoring & Reviewing section of the Strategy. Regular features are included in the newsletters, the Winter 2020 edition will feature this.
4	Has an assessment of the resources currently put into TP and the resource gaps been made?	Yes. No resource gap as staff time and budget allocated to TP.
5	Have any shortfalls identified in the last review of TP been addressed?	The gap of increasing training on TP identified last year has taken place and will be repeated in 2021. Also, reference will be made to the National Strategy for TP in the website & newsletter.
6	Have gaps been prioritised for further development?	See point 5 above.
<u>Review of scrutiny practices</u>		
7	Do services reflect tenants needs and priorities	Yes. Tenants are regularly asked what their priorities are via satisfaction surveys. The April 2020 TSS found that 97.2% satisfaction with the

		opportunity to participate in MHA's decision making process.
8	Are tenants being encouraged to form scrutiny groups?	Yes. This is actively promoted e.g. website, newsletters, public meetings, open days etc.
9	Do tenants and others understand landlord operation?	Yes. Feedback supports this. Also, the high level of engagement (e.g. Membership is the 4 th highest in Scotland and the AGM is the highest attended)
10	Is training being provided?	Yes.
11	Are tenants and landlords working together to achieve change?	Yes. Example being the co-operation of MHA tenants during service adjustments at the start of the national lockdown.
12	Can you collaborate with neighbouring tenants/landlords to develop scrutiny activities?	Yes. Example being the Friends of Alexandra Park Group.
Partnership working in relation to the Charter		
13	Tenants should consider if there are opportunities to be involved in monitoring and assessing the Charter performance of their landlord?	MHA consults with tenants annually on the Charter. Charter outputs on website & newsletter
14	As landlords, is there more you could do to promote the Charter and support your tenants to be involved in scrutinising your Charter performance?	No (see 13 above)
15	Is there improved communication, effective partnership working and is scrutiny taking off?	MHA consults face/face as this is tenants preferred method.
16	Are there Service Improvements and efficiencies?	All feedback re these points are always taken on board and implemented where relevant.
17	Is there Tenant involvement in Charter reporting and monitoring?	Yes, see point 13
Landlord's commitment and capacity		
18	Does the TP strategy fit in with other plans and statutory requirements?	Yes. Examples being: service delivery strategy, communication

		strategy, succession planning etc.
19	Are tenants aware that a review of TP is underway and do they know how they can get involved?	Yes. The annual review is reported in the Winter newsletter.
20	Is on-going training and briefing in place to ensure the commitment of staff, committee members and elected members to TP?	Yes. See point 5 above.
21	Do staff, committee members and elected members know about the participation parts of the Act and good practice guidance?	Yes. Detailed in the TP Strategy.
22	Are all staff kept up-to-date on Tenant Participation developments?	Yes, via the staff intranet and monthly newsletters
23	Do front line staff who work with tenants have training on equal opportunities, customer care and the skills required to carry out their job effectively?	Yes. Feedback from tenants is always high. An example being the November 2020 feedback is 100% satisfaction on customer care.
Decision making		
24	Are processes of decision making open, clear and accountable?	Yes. Details on website. 95.6% tenants stated satisfaction on MHA keeping tenants informed about decision making in April 2020 TSS.
25	Do tenants have access to decision makers?	Yes. Details of MT contact details on MHA website. MT surgeries take place around the various locations in the community.
26	Is consultation with tenants and groups carried out before decisions are made? Are decisions made together?	Mixture of both. MHA will aim to consult prior to decisions being made where possible. (E.g. Focus Groups, AGM). The 2018 AGM consulted on MHA's continuing as a community anchor.
27	Are tenants' views taken into account before decisions are made?	Yes. An example being the feedback from the annual rent consultation which is fed back to the MC.

28	Are tenants and groups given adequate time to consider and respond to issues?	Yes. MHA always allow a reasonable time frame for responses.
29	Are tenants involved in the review of service standards, best value reviews and monitoring of landlord performance?	Yes. Recent examples include: review of the Customer Service Charter top 3 service requirements, seeking feedback on the measures introduced for tenants safety during Covid.
30	Are methods in place to feedback to tenants and RTOs following a consultation exercise?	Yes. Feedback on the AGM is included in the newsletter.
Tenant representatives		
31	Has the landlord consulted tenant groups or other networks of tenants to find out what their key housing issues are and what level of involvement they want?	Yes. RTO and focus groups within MHA. Other examples include: Friends of Alexandra Park Group.
32	Has work been undertaken to stimulate TP in areas where there is little or no tenant involvement?	Yes. MHA regularly target these areas. An example being a door chapping exercise. This is also an action point from the updated Succession planning Strategy 2020.
33	Is there an up-to-date register of registered tenant groups in place?	Yes.
34	Are mechanisms in place to enable tenants at a local level to influence housing management?	Yes. MHA has a Rent Scrutiny Group and a Allocations Scrutiny Group. Also, conduct PAV visits to every new tenant.
35	Do tenants have a place or places on the governing body?	Yes. 14 of MHA's 15 MC places are filled by local tenants with the 15 th place for the GCC nominated representative.
36	Are mechanisms in place to enable tenants to contribute to the reviews of service standards, policies, investment priorities and performance monitoring?	Yes. Examples include Focus Groups, Scrutiny Groups. The plan was to consult tenants on our updated Business Plan, however this could not take place due to the national lockdown.
Setting the agenda		

37	Is the main agenda for TP planned in advance? Is the agenda jointly agreed with tenants?	Yes, as outlined in the TP Strategy
38	Are processes in place to enable tenants at a local level to influence local housing management services?	Yes. Examples being: the GE RTO, Rent & Allocations Scrutiny Groups.
Planning for monitoring and evaluation		
39	Does your TP strategy set out processes for reviewing, monitoring and evaluating TP?	Yes, last chapter
40	Were these processes jointly agreed with tenants?	MHA uses the National Strategy Guidance (2018)
41	Have time and resources for monitoring and evaluating TP been allocated within the strategy?	Yes, included in MC meeting annual schedule and budget.
42	Have tenants and landlords agreed what information needs to be collected, and how, when, and by whom the evaluation will be carried out?	Yes, MHA has a well-established system in place which is agreed at the start of each calendar year
43	Is the information being collected relevant to monitoring and evaluating TP?	Yes
44	Is the information accurate and presented in a user-friendly format?	Yes. Presented in this manner. MHA sought the advice of our newsletter publisher on presenting information in a user-friendly manner.
Accessing resources		
45	Are staff with specific responsibility for TP in place to provide support to new groups, develop existing groups, promote TP and consult with the wider community?	Yes, the Depute Director at a senior level with Officers supporting this.
46	Is a training programme for all staff in place to provide skills and knowledge to develop participation practice?	Covered in staff briefing sessions.
47	Can staff access external training events on TP?	Yes, via the training & development strategy.
48	Is training and briefing provided to keep MC members and elected members informed of TP practice and developments?	See point 47 above.
49	Is a joint agreement in place between landlords and tenants, setting out what information tenants will receive and how they will receive it?	Yes, this is detailed in the Communications Strategy
50	Is information for tenants easily accessible, in plain English, provided in different formats where required, relevant and accurate?	Yes. This is made known to tenants and is often used (e.g. MHA has a large Polish

		community). MHA is a member of Happy to Translate.
51	Is information made available with sufficient time for tenant groups to consider and consult their members?	See point 50 above.
52	Is training available for individuals and tenant groups to develop their ability to participate?	Yes, via the Training & Development Strategy and Volunteering Policy.
53	Can tenants access external TP training and events?	Yes, see point 52 above.
54	Are start-up grants and annual running costs available to tenant groups to cover the group's costs?	Yes, as detailed in the TP Strategy and appendix.
55	Are these grants reviewed regularly with tenant groups to ensure they get enough funding to carry out their activities?	The levels are reviewed annually by the MC as part of our budget setting process.
56	Is funding available to ensure that there are no financial barriers to tenants participating, i.e. expenses, care costs are met?	Yes, TP Strategy and Expenses Policy.
57	Is 'in kind' support, such as access to premises or photocopying, available to groups?	Yes, outlined in TP Strategy.
58	Do tenants have access to independent advice?	Yes, outlined in TP Strategy
Building, supporting and sustaining tenant groups		
59	Does the landlord recognise and welcome the rights of tenant and resident groups and umbrella organisations to represent the views and interests of their local community?	Yes, MHA actively promotes and support this. An example being a group of local people forming a committee to save the leisure facilities hosted in a school in the area.
60	Is the independence of tenant groups recognised by the landlord?	Yes.
61	Are tenant and resident groups adequately supported financially and 'in kind'?	Yes (e.g. staff time attending meetings, preparing paper work, admin support and sponsorship)
62	Does the landlord work to ensure that tenant organisations are well informed, resourced and given adequate support so that they are able to influence decisions?	Yes, MHA regularly help to facilitate local groups (e.g. Dennistoun War Memorial)
63	Is there a range of opportunities and mechanisms in place for tenant groups to access and input to the decision making process?	Yes, as stated in the TP Strategy.

64	Are tenant groups regularly invited to meetings with their landlord to discuss housing and community issues?	Yes. Recent example being MHA hosting meeting regarding the closure of a local library.
65	Have the landlord and tenant groups agreed a timescale for receiving and considering information?	Yes, where relevant. Using example in point 64 above, the deadline for responses was communicated to tenants.
66	Are tenant groups given the opportunity to meet and discuss joint issues and prepare their points of view before meeting the landlord?	Yes. MHA provide premises and any other resource requested of the group members.
67	Do tenant groups have the opportunity to contribute to the agenda?	Yes.
68	Are perceptions of problems and issues shared between tenants and the landlord before potential solutions are discussed?	Yes. See examples highlighted in point 64 above.
69	Are tenants' views considered before decisions are taken?	Yes
70	Is feedback provided to groups following consultation exercises?	Yes, using the library example, the outcome to delay the closure was fed back to tenants.
71	Is TP seen by the landlord as an on-going process?	Yes.
72	Are different ways to maintain communications with groups used?	Yes, the range includes: email groups, face/face meetings, letters, and video conferencing.
73	Is the relationship between the groups and the landlord a respectful one?	Yes.
74	Are staff in place to help new groups, provide development support to existing groups, and promote TP across the organisation?	Yes, see point 45 above.
Involving all		
75	Are equal opportunities build into both mainstream housing services and TP strategies?	Yes, as outlined in our Equality & Diversity Policy.
76	Has a training needs assessment been carried out in relation to equal opportunities?	This is covered in our Equality Action Plan.
77	Have staff and tenant representatives been provided with training on equal opportunities in relation to participation?	Yes, this will be reviewed to ensure compliance with the 9 characteristics in the Equality Act

78	Are equal opportunities and proactive attempts to involve all built into the TP activities of the landlord and groups?	Yes, as outlined in the TP Strategy.
79	Are representatives from all groups involved in monitoring and reviewing the TP strategy?	The MC and local elected representative undertake this.
80	Have the individual needs of all groups been identified and met?	Yes, examples to accommodate this include changing the venue and meeting times.
81	Has action been taken to remove barriers to accessing participation, such as language barriers and child care?	Yes, as outlined in our Expenses and Commination policies.
82	Have opportunities to take part in a range of participation methods been provided to all?	Yes, via the website, newsletters, and new tenants package.
83	Are networking opportunities provided to enable individual tenants to meet representatives of tenant groups and staff?	Yes, MHA facilitate this when required. E.g. RTO annual general meeting.

