



West of  
Scotland  
Housing  
Association

# Tenant Engagement at West of Scotland Housing Association



# Welcome

Welcome to a summary of our Tenant Engagement Strategy. This sets out how we will work with our tenants in the coming years to ensure they have real influence in how we deliver services for them.

Our Strategy was developed in partnership with our Tenant Advisory Group and this group will have a key role in supporting us to achieve the aims and objectives set out in our Strategy.



# Aims and Objectives

Our vision at West of Scotland Housing Association is 'to go further to provide housing you call home'. We have developed a number of key objectives which will underpin our approach to tenant engagement. We will:

- Provide a wide range of opportunities for involvement for all our tenants
- Be open and transparent when engaging with our tenants
- Provide regular feedback to tenants about the impact that engagement is having on our services

Although tenant engagement is a requirement we have to undertake, we at West of Scotland Housing Association want to involve our tenants as we strongly believe that they are best placed to tell us how to deliver the best services.

# Opportunities for Involvement

To support our aim of providing a wide range of opportunities for involvement we will:

- Continuously review the methods we use to engage with our tenants
- Work with our Tenants Advisory Group to develop new and innovative ways to gather tenants views on the services we provide
- Regularly seek views from tenants to identify new forms of engagement, that support us to develop services which meet tenants priorities



# Getting Involved

The table below and opposite summarises some of the methods we will use to engage with our tenants:

Tenant Advisory Group (TAG)	TAG is the main way we engage and involve tenants in the operation of West of Scotland Housing Association. TAG will be responsible for overseeing and scrutinising the performance of the Association in how they deliver services to tenants, and reporting findings and recommendations to Board.
Tenant Scrutiny	A key focus of our new strategy will be to further develop our approach to Tenant Scrutiny. Tenant Scrutiny aims to give tenants more power in holding us to account for our decisions, performance and conduct. At West of Scotland we welcome this challenge, and will support our tenants to carry out effective tenant scrutiny.
Rate Your Estate	<p>The Rate Your Estate scheme involves tenant inspectors visiting communities where we have homes, and grading aspects of the estate. If the area is graded poorly then the inspectors will work with West of Scotland Housing Association to identify the necessary improvements.</p> <p>We are always looking for new inspectors and full training will be provided for those looking to get involved.</p>

<p>Policy Reviews</p>	<p>When we are reviewing a policy we will work with TAG to identify the best mechanisms to gather tenants views and opinions. For some policies this will involve groups of tenants who meet to consider different aspects of the policy. If we are reviewing a policy that you are interested in please get in touch.</p>
<p>Readers Panel</p>	<p>We are looking to develop a readers panel who will support us to provide our publications and communications in plain language for our tenants. The role of this panel would be to provide views on how best to present information.</p>
<p>Rent Consultation</p>	<p>We want to give all our tenants the opportunity to get involved in our rent setting discussions on an annual basis. We will agree an approach with TAG each year that gives a wide range of opportunities to tenants to hear about any proposals we have, and to give their views. We will also make sure that we provide a full report about rent consultation and publicise this on our website and in Westworld.</p>

We will also continue to meet regularly with tenants within our Sheltered Housing, and with groups of tenants where there is demand. We will make use of our regular customer satisfaction surveys and complaints information to inform service delivery. If you would like to get involved with any of the above please contact our Tenant Engagement Officer on **0141 550 5600** or **haveyoursay@westscot.co.uk**

## Keeping Tenants Informed

We will keep our tenants updated through our quarterly newsletter Westworld, and we will produce an Annual Report of our engagement activity which will be shared with our tenants and our Board.

## Supporting and Resourcing Tenant Engagement

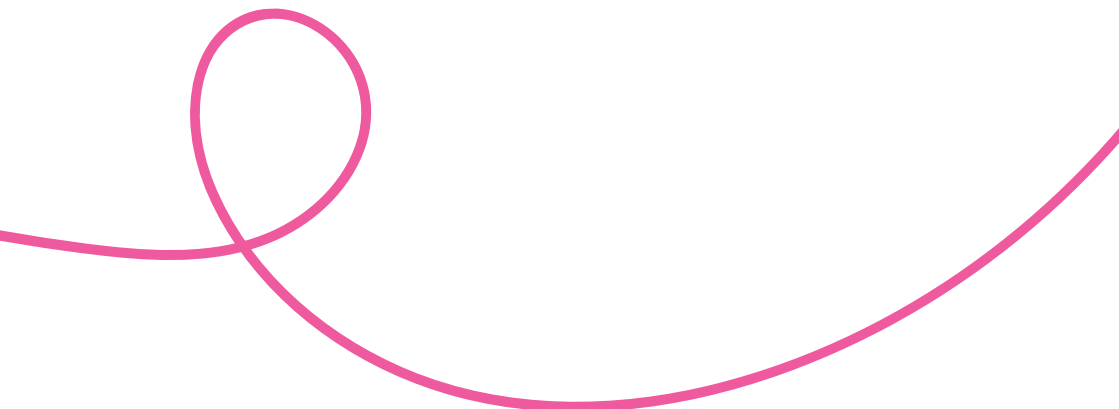
Supporting Tenant Engagement will be a key part of their role for all staff of the Association. We also have a dedicated Tenant Engagement Officer in place who will work with TAG to develop our approach to engagement, and will also support our tenants to scrutinise our performance.



# Monitoring and Review

We will work with our Tenant Advisory Group to monitor the progress of our Strategy, providing regular updates to the group. The Tenant Advisory Group will prepare an annual report which sets out the key achievements from the previous year, and the challenges for the year ahead.





**For more information please contact:**

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