

## **A summary of our Tenant Participation Strategy 2017-2020**

By law, all social landlords must have a strategy which sets out how they will involve tenants in their decision making processes. After a consultation with tenants and other stakeholders, our Communities Committee approved our fourth tenant participation strategy on 7 March 2017.

**Our overall aim is “to work in partnership with our tenants to design and deliver good quality housing services”.**

To achieve our aim, we have identified 3 outcomes:

**1. A strong representation of tenants’ views and a wide range of engagement opportunities.**

We want to promote and develop a wide range of opportunities for tenants to share their views with us at a level that suits them. We also want to encourage hard to reach groups to get involved such as younger people, the disabled and ethnic minorities.

**2. Our tenants are fully engaged in the process of policy formulation, service review, scrutiny and decision making.**

Tenants can influence our decisions by becoming tenant representatives, attending meetings or taking part in estate walkabouts.

**3. Our tenants, Council staff and Elected Members have the capacity to work together effectively**

We work with other housing providers to share good practice and resources. We will also offer training for staff, tenants and elected members relevant to tenant participation. There may also be an opportunity for our tenants to work towards a qualification to improve their knowledge of housing and tenant scrutiny.

### **How we will support tenant participation**

We will give support and assistance as necessary including staff resources and training opportunities. We will also give financial support through grant funding for Registered Tenant Organisations to help them cover running costs and expenses such as travel and childcare costs. We also have a dedicated tenant participation budget.

We will continue to tell tenants about our services by producing a wide range of information which is easy to read and understand. This will be available on our website, twice yearly newsletters, tenant handbook and annual performance report.

## How we will monitor progress on the strategy

The strategy contains a detailed action plan with key milestones. Annual progress updates will be presented to our Communities Committee which includes three tenant representatives in its membership.

## How you can get involved

Some of the ways tenants can give their views and influence our decision making processes include:

- Joining the **Moray Tenants Forum**, a tenant-led group who represent the interests of our tenants. You could also follow them on Facebook at [www.facebook.com/moraytenantsforum](http://www.facebook.com/moraytenantsforum);
- Joining the **Service Improvement Panel**, a group of tenants who will review our services and make recommendations for improvement;
- Taking part in **estate walkabouts** to identify projects and influence how the environmental improvement budget is spent;
- Filling in **satisfaction surveys** and **feedback forms**;
- Taking part in **consultations**;
- Joining our **register of interested tenants** who we contact when we need to gather feedback on housing services;
- Coming to **tenant events**; and
- **Digital engagement**, for example through our **Facebook** page at [www.facebook.com/moraycouncil](http://www.facebook.com/moraycouncil).

Getting involved gives you the opportunity to improve services and meet new people. To find out about any of these options please contact us:

## Housing and Property

Phone: 0300 123 4566

Email: [tenantparticipation@moray.gov.uk](mailto:tenantparticipation@moray.gov.uk)

You can view the full tenant participation strategy online at [www.moray.gov.uk/downloads/file44736.pdf](http://www.moray.gov.uk/downloads/file44736.pdf) or if you prefer you can ask us to send you a copy.

