

# A guide to tenant participation

Working together to improve your housing service





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## What is tenant participation?

Tenant participation is about having your say in the decisions that affect your home and community. It includes sharing information and ideas but is also about influencing policies and taking your views into account when making decisions.

You have a legal right to be involved in decisions about housing services. Our tenant participation strategy sets out how we will take account of your views and support you in our decision making processes. You can find it on our website at [www.moray.gov.uk/housing](http://www.moray.gov.uk/housing) or ask us for a copy.

## Why should I get involved?

Your opinions can help us to identify your priorities, what we are doing well and where we can improve. By working together, we can find service improvements and continue to deliver good quality services which are value for money.

Depending on how you choose to be involved, you may also:

- Meet new people and make friends
- Build up your confidence and self-esteem
- Find out about what is going on in your area
- Help improve your estate and create a better sense of community
- Develop new skills
- Choose to access free training opportunities or work towards a recognised qualification
- Improve employment prospects and enhance your CV

## How can I get involved?

We have a wide range of options for you to get involved at a level that suits you. Some of these options are explained in more detail below.

### Moray Tenants Forum

This tenant group aim to improve housing services and conditions. The Forum is informal and friendly and any of our tenants can join. They get together every few months and we talk to them about our plans and gather their feedback. Sometimes guest speakers from housing, another department or even another organisation are invited along to discuss topics of interest to tenants. The Forum helps us develop information for tenants such as leaflets and sometimes articles for our newsletter, the Tenants' Voice. They also represent you at events locally and nationally.

### Service Improvement Panel

Tenants interested in reviewing our services closely may want to join our Service Improvement Panel (SIP). The SIP chooses a topic and gathers information by looking at policy documents or performance information, mystery shopping, commissioning surveys, interviewing staff, visiting our offices or empty properties. We can provide training and support to assist with all activities the SIP is involved in. The SIP will then make recommendations on how we can improve.

### Communities Committee

Up to three tenant representatives can take part in Communities Committees meetings where they sit alongside elected members.

### Housing Best Value Group

Up to three tenant representatives can take part in meetings with housing managers to review and challenge our performance.

## Partnership working



Moray Tenants Partnership



North East Tenants Residents  
and Landlords Together

We are members of the Moray Tenants Partnership (MTP) and North East Tenants Residents and Landlords together (NETRALT). These groups include social landlords and their tenants or residents in their membership. There are many benefits from working in partnership such as sharing good practice, skills, resources and access to training opportunities.

## Estate walkabouts

Tenants have a say on how our estate improvement budget of £100,000 gets spent. Each year, tenants, housing staff and councillors carry out joint inspections to identify and agree on projects which could improve our estates. These improvements include a range of projects such as replacement fencing, upgrading of paths, parking improvements and landscaping projects.

## Consultations

If we are reviewing a service or making any major changes to our policies we always ask our tenants for their feedback. We advertise consultations on our website at [www.moray.gov.uk](http://www.moray.gov.uk), on social media, and where possible in the Tenants' Voice newsletter.

## List of interested tenants

We realise that some tenants do not want to join a tenant group but would still like to be involved in decisions about housing services. We can add you to our list and contact you when there are consultations that are relevant to you. In the past we have used the list to ask tenants with internet access to test our website or to inform tenants about consultations or events taking place that might interest them.

## Tenant events and conferences

Sometimes we will organise or attend events to encourage tenants to find out more about tenant participation opportunities.

## Satisfaction surveys

We carry out regular surveys on a wide range of topics to gather feedback. We also carry out a larger independent survey every three years. When you fill in surveys, the results and comments are passed to service managers who use it to make improvements and prioritise spending.

## Digital engagement

As well as the Council's main Facebook page, we have an online group called Moray Council Tenants. We use this page to share news and information and you can leave comments or questions, fill in polls and take part in events. Join us at [www.facebook.com/groups/MorayCouncilTenants](https://www.facebook.com/groups/MorayCouncilTenants).

As well as being able to access a range of services through myaccount, you can also register for email alerts. Visit [www.moray.gov.uk/myaccount](http://www.moray.gov.uk/myaccount) and select 'services' and 'subscribe to email alerts'. We will email you whenever new information is published.

We are also happy to receive feedback by email at [tenantparticipation@moray.gov.uk](mailto:tenantparticipation@moray.gov.uk).

## How do you support tenant participation?

You will not be left out of pocket by getting involved. We can help with running costs and reasonable expenses. For example if you want to attend meetings, we give the Moray Tenants Forum a grant to cover travel expenses, childcare costs and so on. We will also supply pre-paid reply envelopes when we ask for your feedback.

We give a great deal of support to our tenant representatives including general advice, training and help with administrative tasks.



We want to make sure that if you want to have a say then you can. For this reason we will keep you informed in a number of ways including a twice yearly newsletter, our website, social media, our comprehensive tenant handbook, a wide range of leaflets, information screens at access points and our annual performance report.

## Contact us

Please contact us for more information on any of our tenant participation opportunities. We would also like to hear your suggestions if you have any other ideas on how you would like to be involved.

## Housing Information Team

Phone: 0300 123 4566  
Email: [tenantparticipation@moray.gov.uk](mailto:tenantparticipation@moray.gov.uk)  
Website: [www.moray.gov.uk/housing](http://www.moray.gov.uk/housing)

## Or visit any of our access points:

Buckie Access Point  
13 Cluny Square  
Buckie  
AB56 1AJ

Forres Access Point  
Auchernack  
High Street  
Forres  
IV36 1DX

Elgin Access Point  
Council Office  
High Street  
Elgin  
IV30 1BY

Keith Access Point  
The Resource Centre  
26 Mid Street  
Keith  
AB55 5AH

We try to review our leaflets regularly to make sure you have the most up-to-date information, however the contents of this leaflet is only correct at the time the leaflet is published.

For more information or advice contact us on 0300 123 4566 or visit our website at [www.moray.gov.uk](http://www.moray.gov.uk).



