



Fife Council Housing Service

# **Tenant Participation Strategy 2025–29**

# Contents

<b>Foreword</b>	2-3
<b>The strategy background including aims and objectives</b>	4
<b>How the strategy was developed</b>	5
<b>Reasons for a strategy and the benefits of tenant participation</b>	7
<b>Links to other strategies including the Plan for Fife</b>	9
<b>How we will keep tenants informed</b>	10
<b>Consultation methods</b>	11
<b>Giving tenants feedback</b>	12
<b>Performance standards</b>	12
<b>Resourcing tenant participation</b>	13
<b>Working with registered tenant organisations (RTOs)</b>	14
<b>Equality of opportunity</b>	15
<b>How the strategy will be reviewed and monitored</b>	16
<b>Action plan</b>	17

# Foreword



**Cllr Judy Hamilton**  
Spokesperson for Housing and Building Services

“On behalf of Fife Council, I am delighted to introduce our 3rd Fife Tenant Participation Strategy 2025 – 2029. I would like to extend my thanks to the Fife Tenants’ Forum and the two Tenants’ Federations for their hard work to pull this together with Housing Services.

The Council, as part of this strategy is also committed to working with residents, community councils, and other community groups to promote community engagement to respond to local priorities.

Our Tenants are at the heart of our Housing Services - we work alongside tenants and involve tenants in our policy and practice to ensure that our services meet their needs. We are seeking for our policy to be tenant led in the development of Housing Services.

Our commitment to working with tenants is considered to be among the best in Scotland, and has previously been awarded as “Tenant Participation Organisation of the Year “

I hope through this strategy, we can build on that success.

This is a very ambitious strategy because we want all of our tenants to work with us and we can develop Housing Services together.

I would commend this strategy and wish all of our tenants every success in their work with us over the next 4 years.”

# Foreword

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**John Mills**  
Head of Housing Service

“Fife Council has a very special relationship with our tenants. Tenants pay a rent to receive a range of housing services, but they also expect that we improve and build council houses for the next generation of tenants. Tenants should have a significant influence over the rent they pay and the delivery of much needed housing services in Fife.

This 3rd tenant participation strategy is a joint commitment from the council and tenants representatives to develop and enhance tenant participation underpinning service improvement and accountability. Fife has always enjoyed a strong and positive relationship with the tenants’ movement, and we hope that this will continue through the implementation of this Strategy over the next 4 years.”



**Alan Dalby**  
Chairperson of Fife Tenants Forum

“The tenant movement has experienced positive changes over the past year, and the future of the Forum looks brighter as it continues to grow stronger. In Fife, we are leading the way in tenant participation, thanks to the dedication of volunteers from the Fife Tenant Forum, the Tenants/Residents Federation, and various tenant groups. This progress is further supported by the cooperation of Fife Council, Housing Services, and the Tenant Participation teams.

Having recently been appointed as Forum Chairman, I aim to leverage my experience as FFOTRA Chairperson and my work with other groups. With the support of NEFTRA, I am committed to empowering tenants to enhance the areas where they live.”

# Aims and objectives of the strategy

The strategy outlines how we will deliver tenant participation within Fife and how we engage with tenants to improve services. Tenant participation should be embedded into how we operate as a Housing Service. All our staff have a role to play in delivering effective engagement. We want to make sure that the tenants' voices are heard, influence decisions and shape how services are delivered for the benefit of communities across Fife. It's important we listen to tenants and their views shape housing policy and strategy. The overall aim of the Tenant Participation Strategy is to work in partnership with our tenants to find better ways to deliver services, making us more efficient and effective.

Objective 1: Enhance participation so tenants can be involved in various ways and at different levels to suit their needs. At a local level, tenants can be involved with tenants' and residents' associations to have a say in what is going on in their community and to make improvements. Through the work of the Federation, tenants can influence on a Fife wide basis how the Housing Service spends the money it receives through the rents and how well we deliver services.

Objective 2: Develop engagement opportunities for our tenants including under-represented groups. We will build on our successful track record of involvement and reach out to tenants who are not interested in committing to formal methods of participation. This will include supporting FFOTRA organised events and engaging with tenants in their communities and other informal settings. This will include drop-in sessions, estate walkabouts and themed events.

Objective 3: Make use of digital opportunities to engage with tenants as this can be a more convenient option for those who do not wish to get involved in traditional face to face activities. The

council's online consultation hub will be used to gather feedback on rent setting and other housing issues, as well as to report back on findings from consultations. A tenants' portal is also being developed as a module on the CX Housing Management System.

Objective 4: Demonstrate continued commitment to customer satisfaction and feedback through involving tenants in reviewing performance and the production of the annual performance report. Tenant led scrutiny panels review how well Services are being delivered. Topics for scrutiny are selected by tenants based on the results of the Scottish Housing Charter Report and the annual tenant satisfaction survey.



# How the strategy was developed

The Housing (Scotland) Act 2001 specifies that Fife Council must have a Tenant Participation Strategy and engage with tenants on a range of housing issues. For example, we should

- Maintain a register of Registered Tenants Organisations
- Ask tenants their views about how we set out our rents and other significant changes, such as the changes brought by the 2014 Housing Act.

The process for the development of the strategy began in early 2024. This involved a review of the existing strategy to determine what had worked well and how we could build on this for the future. This exercise was undertaken in partnership with the Fife Tenants Forum. A working group was formed consisting of representatives from Fife Federation of Tenants and Residents Associations (FFOTRA) and the former North East Federation of Tenants and Residents Associations (NEFTRA). We considered the Scottish Government's Guide to Successful Participation and examined strategies adopted by other local authorities.

There was adequate time built into the process for the Federations to consult with their members and other organisations on what our ambitions should be for the future. This ensured a wider input from the tenants' movement across Fife. It was agreed that key achievements to date included:

## Achievements so far

- 🏠 There are currently 32 tenants' groups operating Fife wide.
- 🏠 Fife Tenants Forum have contributed to policy reviews and the rent setting exercise.
- 🏠 We have used various methods of consultation including recent research that involved interviews with homeless families to gain an understanding of the impact of living in temporary accommodation.
- 🏠 Support has been provided to Tenant Led Scrutiny Panels and their findings have been reported to the Council's People and Communities Scrutiny Committee.
- 🏠 Fife Tenants Forum contribute to the Annual Return on the Charter performance report for the Scottish Regulator
- 🏠 FFOTRA have moved to a shop front on the High Street, Kirkcaldy and this has helped to them to promote their work and to engage with tenants.
- 🏠 Linktown TRA won a TPAS award in 2022 for going the extra mile to help their community. Central Burntisland were awarded the runner up for Champion of the Year Group 2023 and Ian Ralph won the Alan Ferguson Champion of the Year 2023 Tenant or Resident. In 2024, Auchmuty and Dovecot TRA were runners up in Tenant Team of the Year category and Christine Ritchie of Brucefield TRA won Tenant of the Year.
- 🏠 Down Your Street now has tenant representation on the editorial board. There are three editions produced per annum with more

tenant led articles and it continues to be available online as well as being delivered to tenants' homes.

- 🏠 Training materials including videos have been developed to increase both elected member and staff knowledge of tenant participation.
- 🏠 Improved our social media presence and explored the use of technology to consult with tenants including the council's new online consultation platform as part of the rent setting exercise.
- 🏠 Tenant Participation has worked jointly with Safer Communities colleagues to promote services at local events.
- 🏠 Kathleen Lagner, Secretary of Brucefield TRA was nominated by MSP Shirley-Anne Somerville to be Dunfermline's city hero at the Scottish Parliament's 25th anniversary event in September 2024. Kathleen was also nominated and won the Dunfermline Press Community Champion of the Year 2024.
- 🏠 Housing Estate Area Action Plan areas have been established in Linktown and Sinclairtown in Kirkcaldy and Auchmuty in Glenrothes. This is about working in collaboration with tenants and residents to agree actions to improve the condition of the housing estate. This approach will be replicated across other areas in Fife.



# Reasons for a strategy and the benefits of tenant participation

In developing this strategy, we fully recognise the importance of tenants understanding the processes involved in delivering Housing Services and more importantly can influence decisions important to them and their local communities. Through their lived experience tenants can provide us with an invaluable insight into the effectiveness of the services they receive. In this challenging financial climate, it is important that we listen to what are our tenant's priorities and ensure they receive value for money.

The key to the success of the strategy will be improving tenants' ability to influence how services are delivered. We are committed to working in collaboration with other partners to improve wider council services for the benefit of our communities.

It is important that we make best use of our resources to strengthen the impact of tenant participation. This will include increasing our online presence to encourage more involvement and from a broader demographic.

## Current structure of tenants' movement in Fife

### The Fife Forum

Fife Tenants and Residents Forum is an umbrella organisation and was originally made up of representatives from three Federations that operated across Fife. We now only have FFOTRA who have a geographical base that covers a number of main settlements across Fife. There is



currently a gap in Glenrothes and North East Fife since these two Federations cease to exist.

Regular meetings are held with senior officers, mainly from the Housing Services. We use this opportunity to review policy and consult on proposed service changes or improvements. Fife Tenant and Resident Forum has an important role in scrutinising performance and ensuring rent payers' money is spent wisely. The remit includes supporting the work of the Fife Tenant Led Scrutiny Panels.

### Fife Federation of Tenants and Residents Association (FFOTRA)

We provide a single point of contact for both member TRA's and funders and are an umbrella organisation bringing together tenants' views and ensuring these are directed where they can have the most impact on change. Covering Levenmouth to Kincardine - moving inland through Kelty, the Lochs to Kirkcaldy Area.



The Board of Management is elected annually by its membership and is supported in its work by its FFOTRA Manager, Admin Assistant and an active board. It remains true to its original aims and objectives to:

- Promote, support and encourage the development of TRA's
- Promote the provision and maintenance of decent affordable housing
- Strive for a maximum degree of influence and participation for

tenants and their associations in the improvement of their homes

- Bring together TRAs to pursue common action and goals throughout Fife
- Promote and represent the interests of its TRAs and wider community through consultation, negotiation and active campaigning.

### The future ahead

We recognise the importance of having a strong tenant voice to influence housing policy and budget priorities. It has been agreed that the tenants' movement would be strengthened by FFOTRA being Fife wide and it is hoped this will be achieved on an incremental basis. It would benefit tenants across Fife to have one umbrella organisation, and this is our ambition for the future.

We are committed to ensuring representation from tenants' organisations across Fife. It is a priority for us to increase tenant participation in Glenrothes and support the work of the existing tenants and residents' associations in this area. FFOTRA have decided to initially expand their geographical boundaries to include Glenrothes so we can also have tenant representation in this part of Fife.

FFOTRA will continue to have an office presence in the High Street, Kirkcaldy and this has been a successful move. Opportunities will be explored to ensure that support is accessible to tenants and residents associations in the other main settlements in Fife. This is an exciting time to grow tenant participation and ensure the structures that are in place are fit for purpose. It is important that the interests of tenants are well represented across the Kingdom of Fife. We aim to build on the many achievements to date and make

the tenants' movement sustainable into the future.



# Links to other strategies and services

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The Tenants Participation Strategy fits with the wider Council and Housing Services priorities. It highlights how working together we can engage with tenants to improve services and local communities.

The Plan for Fife states that Fife should be a place where communities really matter, where people set the agenda and contribute to how change is being delivered. A key ambition is for community led services where Fife's communities and individuals are more involved in local decision making and in helping to plan and deliver local services.

The Local Housing Strategy (LHS) 2022-27 provides a plan for housing improvement across all tenures and is based on the following five key priorities:

- Ending Homelessness
- More homes in the right place
- A suitable home
- A quality home
- A warm low carbon home

It was developed by the Fife Housing Partnership whose membership includes tenant representatives from the Federation and senior officers from Fife Council and partner organisations. It provides a range of housing outcomes to address housing needs and aspirations aiming to 'Provide housing choices for people in Fife'

# How we will keep tenants informed

The information we provide will be clear, helpful and in plain language. Depending on the needs of the individual, we will vary the methods of communication used to share information. We will work with Fife Centre for Equalities to provide information in ways that meets the needs of all our communities in Fife.

Tenants have told us that email and social media are user friendly ways to communicate and it's also helpful to receive information direct from their Housing Management Officer. We will keep tenants informed through:

- Down your Street magazine that is delivered to every tenant's home and contains useful information and tenant led articles
- New tenants receive a handbook to help them manage their tenancy
- [www.fife.gov.uk](http://www.fife.gov.uk) has dedicated tenant participation pages
- Tenant Participation Facebook page
- Annual Tenants Conference, roadshows and pop-up events
- Work in partnership with local colleges and attend information events targeted at young people
- Support the Fife Sheltered Forum to understand the needs of older and disabled tenants
- Annual reports on the Annual Return on the Charter
- Publishing Area Housing Plans that set out future priorities
- Attending face to face meetings with Federations and Tenant and Resident Associations.



# Consultation methods

All tenants should have a voice and can influence the services they receive. Underpinning this strategy is our objective to encourage tenants to become involved from under-represented groups and ensure tenant participation is open and accessible to everyone. For example, younger people tend not to be involved with formal meetings, and it will be a priority for us to reach out to this group through more creative means.

Only through working alongside our community planning partners (statutory and voluntary) will we find better ways to deliver services.

The aim is to consult with tenants in a variety of ways, including:

- At a strategic level we attend regular meetings with the Fife Tenants Forum so tenants can be involved with the scrutiny of services, how their rent is spent, reviews of housing policy and holding us to account through the annual Scottish Social Housing Charter Performance Report.
- At a local level we work closely with tenant and resident associations to improve the condition of the area where they live and address issues that are important to them.
- The Area Housing Plans are developed through direct consultation with the Federation and use of an online survey. These are approved by area committees based on tenants' feedback.
- The annual tenants conference allows us to consult with tenants on the rent setting exercise and how their money is spent. It provides tenants with the opportunity to meet with housing staff, elected members and the Federation. The feedback from the conference informs the rent increase options, and the services tenants wish to see prioritised.
- Through the Down Your Street publication tenants can vote on their preferred rent option by returning a pre-paid survey form, use of a QR code or online survey.
- We use the council's online consultation hub for consulting on the rent options and other important issues.
- A tenants portal is being developed as part of the Housing CX Management System and will provide us with the opportunity to consult with the wider tenant base.
- The Tenant Participation Team works closely with community planning partners and attends various road shows, galas and community events to encourage tenants to become more involved.
- Arrange focus groups on areas of policy that need to be reviewed. Tenants and housing applicants were able to give us their views at an event arranged as part of the allocations policy review.
- Annual tenants satisfaction survey is conducted face to face with a higher sample of tenants and now provides us with information on an area basis.
- We will allow a minimum period of two months to consult on issues that change tenancy conditions and responsibilities.
- Where appropriate we will link in with consultation and engagement opportunities provided by partners, raising awareness of TP and gathering tenants' views.

# Giving tenants feedback

This is the most important part of the participation process as we need to let tenants know how their opinions have helped shape policy and service delivery. If you keep tenants informed, they may be more willing to continue their involvement. We aim to provide feedback no later than six weeks after a consultation by:

- Individual letters or email.
- Relevant articles in Down Your Street
- Newsletters targeted at neighbourhoods and estate action areas.
- Fife.gov and social media
- Through regular meetings with the Federations and Tenants and Residents Associations.
- Promote news articles in local press
- Digitally through the development of the tenants' portal on CX.
- Taking opportunities provided by partners to update tenants, for example newsletters, social media or direct face to face.

# Performance standards

We work in partnership with tenants and residents. This means listening to and respecting the views of our tenants and providing opportunities for meaningful engagement. We have agreed with the Tenants Forum we will:

- Set the agenda together
- Share information with each other
- Respect each other
- Care for everyone
- Listen to each other
- Communicate well
- Show trust

# Resourcing tenant participation in Fife

It is important resources are in place to allow tenant participation to develop and flourish. We have a team of three tenant participation officers who are dedicated to supporting tenant consultation and engagement activities across Fife. They can assist by:

- Providing advice on funding and how to set-up tenant and resident associations
- Offering training and support to tenant groups and other colleagues
- FFOTRA also offer training including committee skills and the role of office bearers
- Work with FFOTRA and assist with consultation events
- Encouraging under-represented groups to participate
- Publishing Down Your Street and performance results
- Ensure feedback is provided following consultation to show how tenants views have influenced decisions made
- Engage through social media and use technology to keep tenants informed
- Promote the value of tenant participation at gatherings and community events
- We also make use of our TPAS membership and encourage tenants to attend conferences and training events.

For 2025/26 a budget of £462k has been allocated for tenant participation including staffing costs. We grant fund the Fife Tenants Forum and FFOTRA so they can work independently to represent the interests of tenants. Grant funding is also provided to the local tenant and resident associations to help with their running costs. We also fund publications and surveys, training and consultation events.

<b>Grants to tenants' organisations</b>	<b>£ 209k</b>
<b>Staffing costs</b>	<b>£150k</b>
<b>Publications</b>	<b>£67k</b>
<b>Events</b>	<b>£22K</b>
<b>Advertising</b>	<b>£9k</b>
<b>Training</b>	<b>£3k</b>
<b>Travel and other costs</b>	<b>£2k</b>

# Working with registered tenant organisations (RTOs)

Registered tenants organisations (RTOs) have a recognised role in the tenant participation process and have a legal right to be consulted. We will update annually the public register that is available on the tenant participation pages on [www.fife.gov.uk](http://www.fife.gov.uk) and this will contain:

- List of RTOs in Fife
- Geographical area that they cover
- Contact details of the office bearers
- Other relevant details including social media coverage.

We encourage tenants to establish TRAs and RTOs within their communities. This gives tenants a voice and the opportunity to make local improvements. The Tenant Participation Team are on hand to offer provide advice, training and funding to assist groups.



# Equality of opportunity for all

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We want to ensure tenant participation is open and accessible to everyone. The Service commits to listening to and respecting the views of our tenants and providing meaningful engagement. We understand there can sometimes be barriers to participation that can prevent individuals from taking part and are happy to assist where possible. This will include holding meetings at accessible venues, making digital hearing facilities available, training, covering out of pocket expenses and providing transport when required. We may also be able to pay for childcare or other caring costs to allow tenants to attend meetings.

We will target groups who are traditionally under-represented including gypsy travellers, LGBTQ, care leavers and younger tenants and encourage them to become involved, when appropriate, accessing support and guidance from partners such as Fife Centre for Equalities.

A commitment to equality of opportunity must also be reflected within the Fife Tenants Forum, FFOTRA and Tenant and Resident Associations. They should involve and represent all sections of their community. Tenants and Residents Associations who act in a discriminatory way could be subject to removal from the Register of Tenants' Organisations.

# How the strategy will be reviewed and monitored

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Fife Tenants Forum meets quarterly involving tenant representatives from FFOTRA, the Housing and Building Services Convener and senior managers from the Housing Service. This Group is responsible for ensuring progress is reported and achieved on the actions and milestones set out in the strategy. An annual review of the strategy and action plan will be undertaken by a sub-group of Fife Tenants Forum.

Tenants will be updated on progress and any amendments to the strategy through relevant articles in Down Your Street, the tenant participation pages on [www.fife.gov.uk](http://www.fife.gov.uk) and through social media.

# Appendix - Action Plan • 2025 - 2029

This plan demonstrates how we will work in partnership to provide meaningful opportunities for tenants to participate in Housing Service decisions.

## Community Led Services

Objective	How we will do this	Timescales	Outcome
(1) Undertake a programme of tenant led scrutiny	<ul style="list-style-type: none"> <li>• Minimum of one scrutiny panel reports completed per annum.</li> <li>• Federation to recruit and retain their panel members.</li> <li>• Training and budget made available for consultant to support this process.</li> </ul>	Annual	<ul style="list-style-type: none"> <li>• Findings of panel reports to be considered by Fife Council People and Communities Scrutiny Committee</li> <li>• Feedback to be provided to Panels on how their recommendations have resulted in service improvements.</li> </ul>
(2) Maximise tenant involvement in the rent setting consultation.	<ul style="list-style-type: none"> <li>• Deliver rent consultation events in partnership with the Federation.</li> <li>• Use digital means to consult with tenants including the Citizens Space platform and the new Tenants Portal.</li> </ul>	2025-29	<ul style="list-style-type: none"> <li>• Tenants involved with rent setting decisions and agree budget priorities.</li> <li>• Reach out to a wider audience and make it easier for tenants' views to be heard.</li> </ul>
(3) Performance Review	<ul style="list-style-type: none"> <li>• Fife Tenants Forum contribute to the Annual Return on the Charter performance reports.</li> <li>• Work with tenants to ensure performance information is shared in a user-friendly format.</li> <li>• Fife Tenants Forum reviews the TP Strategy</li> </ul>	Annual	<ul style="list-style-type: none"> <li>• Tenants influence improvements to service delivery</li> <li>• Improve how we feedback to tenants on performance issues</li> </ul> <p>Ensure progress is reviewed and reported regarding the actions and milestones in this strategy.</p>

# Action Plan • 2025-2029

Objective	How we will do this	Timescales	Outcome
<p><b>(4) Annual Tenant Satisfaction Survey</b></p>	<ul style="list-style-type: none"> <li>• <b>Tenants Forum agree the format of the tenant satisfaction survey.</b></li> </ul>	<p><b>2025</b></p>	<ul style="list-style-type: none"> <li>• <b>Results reported back to Fife Tenants Forum</b></li> <li>• <b>Key findings from results published in Down Your Street and Tenant Participation Facebook page.</b></li> <li>• <b>To be used to influence service improvements</b></li> </ul>
<p><b>(5) Ensure tenants' views influence Area Housing Plans through the Federation, Tenants &amp; Residents Associations and other methods of consultation.</b></p>	<ul style="list-style-type: none"> <li>• <b>Create opportunities for tenants to be involved including through digital surveys and social media.</b></li> <li>• <b>Enhance tenant input to Area Housing Plans that are reported to Area Committees.</b></li> </ul>	<p><b>2025-29</b></p>	<ul style="list-style-type: none"> <li>• <b>Federations views reflected in the Area Housing Plan priorities.</b></li> <li>• <b>Tenants influence decision making and improvements in local communities.</b></li> </ul>

# Action Plan • 2025-2029

Objective	How we will do this	Timescales	Outcome
<p><b>(6) Tenants, tenants' groups and the Federation should be consulted on changes that significantly affect them including policy, rent setting, tenancy conditions and planned improvement works.</b></p>	<ul style="list-style-type: none"> <li>• <b>Agreed consultation approach for implementation of 2014 Act.</b></li> <li>• <b>Policy reviews discussed at Fife Tenants Forum.</b></li> <li>• <b>Consultations at a local level through TRAs and with tenants about any changes that affects their homes and neighbourhoods.</b></li> <li>• <b>Tenants play a key role in the development of Area Estate Action Plans.</b></li> <li>• <b>Agreed relevant consultation approach and information sharing about new builds and regeneration programmes.</b></li> </ul>	<p><b>2025-29</b></p>	<ul style="list-style-type: none"> <li>• <b>Be able to demonstrate that tenants' views have been taken on board as part of any policy review and rent setting exercise.</b></li> <li>• <b>Tenants voice is heard and influences decision making and improvements in services and communities.</b></li> <li>• <b>TRAs involved in estate management walkabouts and improvements in their area.</b></li> </ul>
<p><b>(7) Improve how we feedback to tenants using technology.</b></p>	<p><b>Continue with traditional methods including through Down Your Street, FFOTRA, Tenants and Residents Associations and individual meetings with tenants.</b></p> <ul style="list-style-type: none"> <li>• <b>Use the council's consultation hub, and tenants portal when it becomes available, to consult with and inform tenants</b></li> </ul>	<p><b>2025-29</b></p>	<p><b>Effective feedback to tenants on progress and consultation outcomes.</b></p>

# Action Plan • 2025-2029

Objective	How we will do this	Timescales	Outcome
(8) Increase the number of TRAs/RTOs and target areas in Fife with low levels of participation including North East Fife, Glenrothes and South West Fife.	<ul style="list-style-type: none"> <li>• Increase by 5</li> <li>• Map existing TRA's to show geographical coverage.</li> <li>• Support the Federation and TRA's to grow and retain membership.</li> <li>• Reach out to younger tenants who are not usually involved in organised groups</li> </ul>	2025-29 2025 2025-27  2026/27	<ul style="list-style-type: none"> <li>• Grow the tenants' movement across Fife and focus on communities and groups who are underrepresented.</li> <li>• Increased number of tenants involved</li> <li>• Tenants voices are heard and influence decisions.</li> </ul>
(9) Increase social media presence to promote tenant participation and digital opportunities to consult.	<ul style="list-style-type: none"> <li>• Increase social media presence to promote tenant participation.</li> <li>• Electronic surveys x2 per annum including for the rent consultation exercise.</li> <li>• Use digital platforms to reach out to a wider tenant audience for consultation and information provision.</li> </ul>	2025-29	<ul style="list-style-type: none"> <li>• Make it easier for tenants to have their say and increase the level of returns on the rent consultation exercise.</li> <li>• More tenants influence decisions and service improvements.</li> <li>• Tenants receive information in most efficient format.</li> </ul>
(10) Involve tenants in planning Fife wide and local events.	Tenant involvement in annual rent setting events <ul style="list-style-type: none"> <li>• Support TRAs in their local consultation/ promotional events and fun days.</li> </ul>	Annual	<ul style="list-style-type: none"> <li>• Ensure Fife wide events are accessible and relevant to tenants.</li> <li>• Tenant engagement is maximised.</li> </ul>

# Action Plan • 2025-2029

Objective	How we will do this	Timescales	Outcome
<p><b>(11) Engage with underrepresented groups. This will include:</b></p> <p>Younger tenants and Gypsy Travellers as part of a planned programme of works at their sites.</p>	<ul style="list-style-type: none"> <li>• Consult in ways that are user friendly and meet different needs.</li> <li>• Use technology to consult including the use of online surveys.</li> <li>• Hold events in informal settings to reach the target audience</li> <li>• Build relationships with Fife Centre for Equalities</li> </ul>	<p>2025-29</p>	<ul style="list-style-type: none"> <li>• More involvement from underrepresented groups and communities.</li> <li>• Ensure a more representative demographic is involved in tenant engagement.</li> </ul>
<p><b>(12) Tenants have a key role in communications strategy.</b></p>	<ul style="list-style-type: none"> <li>• Tenant representation on the Down Your Street Editorial Group.</li> <li>• Information produced by the Tenant Participation Team is plain English checked</li> <li>• Support Tenants and Residents Groups with newsletters and having a Facebook/Social media presence.</li> </ul>	<p>2025</p> <p>Annual</p> <p>Annual</p>	<ul style="list-style-type: none"> <li>• Tenants are provided with relevant information in plain English and within reasonable timescales.</li> <li>• Tenant engagement is maximised, and influence decision making and service improvements.</li> </ul>

# Action Plan • 2025-2029

Objective	How we will do this	Timescales	Outcome
(13) Promote a positive culture of tenant participation throughout the Housing Service.	<ul style="list-style-type: none"> <li>• Induction training provided for new staff and Elected Members</li> <li>• Refresher training provided for Area Housing staff.</li> <li>• Elected member support</li> </ul>	2025-29	<ul style="list-style-type: none"> <li>• Increased tenant satisfaction with opportunities to participate</li> <li>• Housing teams understand the value of tenant engagement</li> <li>• Elected member engaged with tenant activity</li> </ul>
(14) Undertake external accreditation/ involve tenants in assessing Service performance	<ul style="list-style-type: none"> <li>• Achieve TPAS accreditation</li> </ul>	2026/27	<ul style="list-style-type: none"> <li>• Ensure any areas recommended for improvement are implemented.</li> </ul>
(15) Resource Plan for tenant participation.	<ul style="list-style-type: none"> <li>• Review as part of the budget setting exercise how resources are spent.</li> </ul>	2025-26	<ul style="list-style-type: none"> <li>• Ensure the tenant participation budget supports the successful delivery of this strategy.</li> </ul>
(16) Ensure the tenants movement is sustainable and fit for purpose in the future.	<ul style="list-style-type: none"> <li>• FFOTRA to extend geographical boundaries to include Glenrothes Area.</li> <li>• Support FFOTRA to work towards representing the interests of tenants Fife wide.</li> </ul>	<p>By the end of 2025.</p> <p>2026/27</p>	<ul style="list-style-type: none"> <li>• Tenants have a stronger voice through Federation coverage across all areas in Fife.</li> <li>• Expertise, resources and good practice shared to promote effective participation.</li> </ul>

We encourage all our customers to get involved and influence the housing services we deliver.

For more information about how you can do this contact the Tenant Participation Team:

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

Online: [www.fife.gov.uk/tp](http://www.fife.gov.uk/tp)

By Post: Tenant Participation Team, Kirkcaldy Customer Service Centre, Town House, 2 Wemyssfield, Kirkcaldy, KY1 1XW

## Alternative Formats

Information about Fife Council can be made available in large print, braille, audio CD and tape on request by calling **03451 55 55 00**



### British Sign Language

please text (SMS) 07781 480 185



### BT Text Direct:

18001 01592 55 11 91

## Language lines

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Arabic خط هاتف اللغة العربية: 03451 55 55 77

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Bengali বাংলায় আলাপ করার জন্য টেলিফোন লাইন: 03451 55 55 99

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Cantonese 中文語言熱線電話: 03451 55 55 88

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Polish Polskojęzyczna linia telefoniczna: 03451 55 55 44

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Urdu اُردو زبان کے لیے ٹیلیفون نمبر 03451 55 55 66

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