



## **Fife Tenant Participation**

# **Tenant Participation & Customer Engagement**





## Introduction

You may want to get involved because you want to improve your local area, campaign or create a better sense of community in the area where you live.

Being part of an organised tenants' group will give you a greater voice when talking about local issues with us. However you can be involved in a number of other ways too.

You can get involved with the Housing Service in a way that suits you. Getting involved need not take up a lot of your time. It does not matter if you have not been a council tenant for long, or you do not feel confident about speaking in public, you can get involved in whatever way suits you best.

We want our tenants to get involved in decisions that affect the service they receive and the area where they live. There can be personal benefits such as the opportunity to meet new people and develop new skills.

### What are the benefits of being involved?



DOWN YOUR

# Street

Tenants' Magazine

## Your Tenants' Magazine



Driven by you.

## Opportunities for Getting Involved

We have a range of opportunities for tenants to get involved, including:

- **Tenants and Residents' Associations** – a group of people living in an area who decide to form an organisation to represent their interests. If the group meet certain criteria they can become a Registered Tenant Organisation (RTO) where they have legal rights to be consulted with. We can help fund local groups.
- **Events** - We attend events throughout Fife, to engage with communities, and speak to tenants and get their views. You can take part in local events, or focus groups on particular issues.
- **Down Your Street** – our tenants' magazine gives a wide range of information on housing issues. Tenants can write to us with news, letters, photos or ideas for articles. There are often surveys included in the newsletter to allow tenants views to be heard.
- **Interested Tenant** – you can join our list of tenants who are interested in being contacted about focus groups, consultation surveys and advised of events and opportunities to be involved.
- **Walkabouts** – You may want to take up the opportunity to take part in estate walkabouts with the Area Housing Team to consider potential improvement actions in your area.
- **Tenants Scrutiny** - You could take the opportunity to be involved in scrutinising housing service performance across different aspects of service delivery, assisting the service to improve how we deliver services.
- **Peoples' Panel** - if you prefer to give your feedback by completing regular surveys on council services, or attending focus groups then joining the Peoples' Panel is the ideal solution to get involved in a way that suits you.

Tenant Participation & Customer Engagement





## Making Sure Everyone Can Get Involved

We recognise the importance of tenants helping us to improve our services. We rely heavily on the time and commitment of tenant and resident volunteers, and we want to make sure that getting involved is as easy as possible.

We will:

- We will hold meetings in venues used by the community that are accessible, convenient and secure for everyone.
- We will set meeting times to take account of the needs and preferences of local communities.
- We will provide training to give tenants appropriate knowledge and also provide specialist help if they need it.
- We will make sure that we provide all information in line with our tenant participation policy.
- We will use different methods to communicate including using social media, newsletters, texts, as well as written information.

If needed, we will provide documents in other languages and formats. Interpreting facilities are available and there are hearing loops available in all local area offices.

- We will provide training to give staff and customers an awareness of working together and issues to do with equal opportunities.
- If you ask, we will provide transport for you to come to events hosted by Housing Services.
- We will provide a Freepost address to make sure that, if you write to us, you don't have to pay postal costs.



## Involving All Customers

We are aware that there are groups of tenants and other customers whose views are not always heard, and who may be under represented.

We will endeavor to be as flexible as possible to support tenants to be involved. If needed, we will provide documents in other languages and formats.

Interpreting facilities are available and there are hearing loops available in all local area offices.

The Service wants to encourage all tenants to have their say and be involved. For example we are particularly keen to encourage views from younger tenants.

**"We came together to tackle Anti-social behaviour and improve our community, making it better for all"**

**R Annand**  
Harriet Street TRA

**"We started our group to engage, listen and deliver on requests and concerns to improve Woodside."**

**N Dick**  
Woodside TRA.

**"To improve our area and have a say on decisions that effect us."**

**S Reynolds**  
Dallas Drive TRA



## Feedback

We know that we need to regularly collect and use feedback from service users to ensure we improve our services. Feedback is really important to us, whether it's good or bad we want to know.

We also recognise that it is important that we give feedback to those who have been involved, so that they know we have taken account of their views.

### Time to have your say!

Please let us know:

**YOUR preferred rent option AND YOUR housing priorities.**

Please complete and return the enclosed prepaid survey form.

Alternatively if you would like to complete the online survey you can do so by visiting [www.fifedirect.org.uk/rentsurvey](http://www.fifedirect.org.uk/rentsurvey)

Closing Date 12th January 2018

**Fife Council Annual Rent Survey 2018/19**  
For Fife Council tenants only

Closing Date: Friday 12th January 2018

Please complete and return the Annual Rent Survey. Alternatively if you would like to complete the online survey you can do so by visiting: [www.fifedirect.org.uk/rentsurvey](http://www.fifedirect.org.uk/rentsurvey)

1. Which option do you prefer for the annual rent increase in April 2019? (Please tick one option)

Options	%	Average increase per week	Tick your preferred option (one choice only)
Option 1 Lower option	4.9%	£3.31	<input type="checkbox"/>
Option 2 Medium option	5.4%	£3.65	<input type="checkbox"/>
Option 3 Higher option	5.9%	£3.99	<input type="checkbox"/>

2. What are your TOP 3 housing priorities? (choose 3 only)

- ☐ New Council homes
- ☐ Retirement housing
- ☐ Disability adaptations
- ☐ Home improvements (e.g. kitchens, bathrooms)
- ☐ Neighbourhood improvements
- ☐ Home energy efficiency
- ☐ Other (please tell us in the box below)

### You said - we did

We regularly feature articles in our Down Your Street Magazine, which explains how tenants' feedback and suggestions have improved or changed the way we provide our services.

We use the information we send to tenants as a way of providing feedback on how tenants' comments and views have helped us make changes to policies and services.

For example, when we carry out a tenant satisfaction survey, we will let tenants know the results and explain how we will use these.



## Tenant Participation Policy

We have a Tenant Participation Policy which sets out how we will work together with our tenants to improve services. Our aims are to:

- Give tenants access to relevant, good quality information.
- Recognise tenant organisations and federations that meet criteria set out in the policy.
- Set the tenant participation agenda with tenants.
- Provide resources to develop and sustain participation.

To help meet these aims, the Council and tenants worked together to produce an action plan

For a copy of the Tenant Participation Policy or Strategy please contact our Tenant Participation Team on **01383 602220** or you can get a copy online at **[www.fife.direct.org.uk/housing](http://www.fife.direct.org.uk/housing)**.



## The Role of the Tenants Federations

Housing Services work in partnership with our 3 Tenants Federations in Fife. The Federations represent and support tenants and residents groups and can offer advice and assistance.



**(GARF)**

### Glenrothes Area Residents Federation

GARF is a voluntary organisation that seeks to represent tenants and residents within the Glenrothes Boundary Area. It is a Company Limited by Guarantee, to which Tenants and Residents' groups become Associated Members. The groups then elect up to four of their members to sit as directors on the board.

☎ 01592 611139

✉ [garf.fed@gmail.com](mailto:garf.fed@gmail.com)



**(NEFTRF)**

### North East Fife Tenants & Residents Federation

NEFTRF brings together tenants and residents within the East Fife area to share knowledge, skills and information and give mutual support.

☎ 01334 653331

✉ [eastfifefederation@msn.com](mailto:eastfifefederation@msn.com)



**(FFOTRA)**

### Fife Federation of Tenants & Residents Associations

The Federation is an umbrella organisation set up by tenants for tenants covering the West and Central area of Fife. It provides help, advice, assistance and guidance on the setting up and running of Tenants and Residents Associations; information, advice and analysis on housing issues and legislation; relevant training for committees and individuals and assistance in obtaining technical and legal expertise.

☎ 01592 641968

🌐 [www.fifefederation.org.uk](http://www.fifefederation.org.uk)



# Legal Stuff

## **Housing Scotland Act 2001 – ensures that Fife Council has a duty to -**

- Have a Tenant Participation Strategy- which is being reviewed soon.
- Maintain a register of tenant & Resident groups that have become Registered Tenant Organisations (RTO's)
- Consult its Tenants & Residents groups and RTOs on rent setting and significant changes to Housing services.

## **The Scottish Social Housing Charter-**

Created under the Housing Scotland Act 2010. The first charter came into effect on 1st April 2012, and was reviewed during 2016. This revised charter was approved by Parliament and became effective 1st April 2017.

The charter aims to improve the quality and value of services provided by Social Landlords and sets out 16 outcomes and standards that landlords are required to achieve when performing housing activities.

## **The Scottish Housing regulator-**

At the same time as the charter was introduced, a new Scottish Housing Regulator was established. The Regulator is an independent body responsible for monitoring, reporting and assessing how well social landlords like Fife Council are achieving the charter outcomes and standards.

From 2013 the council must gather evidence to demonstrate to the regulator, and to tenants and service users that it is meeting these outcomes.

**[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)**



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🌐 www.fifedirect.org.uk/housing

📘 @FifeCouncilTP    🐦 @FifeCouncilTP