

Elderpark Housing Association

Tenant Participation Strategy 2017/18

	TASKS - Housing Management Lead	Time scale	Resources	Lead Person	Updates / Outcomes
1.0	Personalising our Service				
1.1	New self-populated household composition form, available in Insight, detailing family comp, contact details and special needs. A blank copy is also available.	Ongoing	Within existing budgets	All front line staff.	Need to get the form to print out on landscape. Need a training event for staff
1.2	Annual Survey looking at family composition, vulnerable tenants and ethnic origin.	Annually	Within existing budgets	Housing section	Sent out surveys in February each year
2	Housing and Applicant Support				
2.1	A) Meeting with agencies who provide support to tenants or properties leased directly to support agencies. providers each year	Annually	within existing budgets	ES	Last meeting with Mungo foundation 19/5/17 Leaving Care Services 9/5/16+ongoing meetings held Starter Packs 25/11/16 Govan Community Project 12/9/2017 Key Housing - Lynn to update Plantation Productions 13/6/17 Serco – Aidan to update Aberlour –30 -6/17 Turning Point / GCC awaitingg invite. Govan SHIP – Meeting held May ‘17 Essential connection Meeting – June 2017
2.2	B) Survey Tenants who use Bield 24 response system	Every Three years	Within existing budgets	ES MN HR	Survey in May / June 2017 re changes to Ibrox Baths service.
2.3	C) Survey In-house Polish Translator Services	As required	Within existing budgets	ES	Completed November 2016
2.4	Feedback from Housing Applicants	Ongoing	Within existing budgets	ES	Results included in New Tenant Visit report April 2017
2.5	Text Message feedback from Housing applicants	Start Oct	Within existing budgets	ES	To be restarted and include Magda and Claire June 2017

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3.0	New Tenant Survey looking at satisfaction levels regarding Application process, sign up and repairs/standard of property.	Ongoing	Within Existing Budgets	ES	Report completed April 2017
4.0	Survey of on how we handle Estate Management and Anti Social Behaviour Complaints.	Ongoing	Existing budgets	ES LR DF	Dissatisfaction recorded as a complaint on Captia .
5.0	Newsletters	4 per year	£900 x 4 plus postage.	ES	Newsletters Dec '16 & March '17 , August 17
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6.0	Present information in different formats: Leaflets and booklets in relation to the housing management service include. Estate Management Service Financial Advise & Contact Details Info on the Scottish secure Tenancy Information on Exchanges Leaflet on Mutual exchanges Joint Tenancy. Leaflet on Anti social behaviour Policy. Leaflet on Estate Management Policy. Leaflet on Factoring Policy. Leaflet on Tenant and Residents Policy. Owners Repair Service Rents How to pay leaflet Information on back of Housing Applications Information on the back of Rent Arrears Letters Subletting Succession to Tenancy Leaflet Eviction Procedure. Booklet on Allocation Policy Sustainability Policy	On going	Existing budgets	ES	Policies and procedures being updated as per the guidance on the Housing Act 2014 and held on file until Act enacted. Leaflet produced for the Sustainability Policy Other leaflets will be updated in line with the Housing (Scotland) Act 2014. Updated Homeswappers re Mutual exchanges Updated How to play leaflet with Call pay info.
6.1	Poster in closes advising residents of service details and emergency	As required or replaced 4 years.	£250.00		Jim to obtain a price to replace existing poster of service and contact details - Aug 2017

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7.0	Hold Tenants Meetings, used primarily for giving information and seeking feedback.	A minimum of 3 per year,	Existing budgets (overtime or time in lieu)	HOs JF AMG / TF	Examples include: Public meeting held in May '17 on Welfare Reform + close meeting for 237 & 239 Langlands Road held in June '17. Next meeting is on changes of the Housing Act 2014- Oct 2017 (SFHA are proposing a new model tenancy agreement – await update on this before considering timing of reviewing missive)
8.0	Rent Review Consultation	Annually	Postage of letter to tenants	AMG	Process of consultation, feedback to Committee and outcome explained to Tenants. Surveys taken with tenants from Jan' 17 to Feb '17.
9.0	Information boards in Kinning Park & Ibrox. providing information and updates of services available	As required	existing budget	AMG / JF/ ES/ MO	Change: Update the notice boards to advertise fb & website and emergency contact numbers
10.0	Annual Factoring Survey.	Annually	Exisiting budget	TF/ MN/ AMG	Complete questionnaire for Charter, and get feedback and arrange meeting if required- July 2017

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11.0	Service Charges, Survey to obtain tenants views, re close cleaning, laundry, communal heating,	Every three years.	Existing budget	AMG	Surveys are currently ongoing including: Close Cleaning Service – complete in 2017 After we changed the contractor Letter tenants in Languard’s Rd concerning how laundry is charge and hold a meeting if required? Heating – Communal System – awaiting update on our need to comply with new Regulations before connecting tenant. Hugh to chase this up.
12.0	Tenant Satisfaction Survey	Quarterly	£4,000.00 per annum	AMG	Continuous monitoring surveys done quarterly from June '12 onwards.
13.0	Survey of Tenant Participation Policy. Used to assess effectiveness of the policy	Quarterly	Existing budgets	AMG	Continuous monitoring asks 2 questions and dissatisfaction
	TASKS - Housing Management Lead	Time scale	Resources	Lead Person	Updates / Outcomes
14.1	Partnership working for community events	As required	Within existing budgets	LR/ES/JF	Meetings held with Aberlour Youthpoint, Friends of Elderpark to work in partnership to organize community events - Aug 2017
15.0	Carry out environmental surveys and involve residents helping to maintain their area.	meetings as required	Postage all tenants/ existing budgets	JF	Meet with partners Rangers charity foundation, Tomorrows people and Aberlour to discuss volunteering opportunities and environment clean up’s Aug 2017

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	TASKS - Maintenance Lead	Time scale	Resources	Lead Person	Updates / Outcomes
16.0	Update tenants on an annual basis regarding compensation for the right to repair scheme	As required	Existing Budget	TF	December each year (Newsletter)
17.0	Customer Satisfaction Surveys for Stage 3 Adaptations 2016/17	Every Adaptation	Existing Budget	TF	Reported to Management Committee August 2017 100% satisfaction
18.0	Satisfaction survey for cyclical paintwork programme 2016/17	Various	Existing Budget	TF	Completed January 2017 , 96% satisfaction
18.1	Satisfaction survey for gardening contract programme 2016/17	Various	Existing Budget	TF	Completed December 2016, 89% satisfaction
18.2	Satisfaction survey for annual gas service and repairs programme 2016/17	Various	Existing Budget	TF	Completed December 2016, 100% satisfaction
18.3	Satisfaction survey for refurbishment programme 2016/17	Various	Existing Budget	TF	Completed July 2017, 85% satisfaction
18.4	Satisfaction survey for annual extractor fan service programme 2016/17	Various	Existing Budget	TF	Completed February 2017, 100% satisfaction
19.0	Carry out ongoing tenants reactive repairs satisfaction survey by issuing free post feedback cards which includes inviting comments on how to improve the service (2016/2017)	As required	Existing Budget	TF	Completed May 2017, 98% satisfaction (Newsletter)
21.0	Maintenance Publications Fire Risk Help Line Right To Repair Central Heating Repairs service Compensation for Improvements Energy Performance Certificates Condensation leaflet	On Going	Existing Budgets	TF	Updated periodically

	TASKS - Development Lead	Time scale	Resources	Lead Person	Updates / Outcomes
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22.0	Satisfaction Surveys for CTI and New Build projects	On completion of defect liability period for each project	Existing Budgets	SMcK	Next Project due for survey is CTI at Crossloan Road. Completion date December 2017, DLP December 2018, survey due Jan 2019.
23.0	Consultation with residents for New Build projects and in accordance with GCC Planning Guidelines for Community Consultation	As required	Existing Budgets	SMcK	Most recent consultation was for new build at former Hills Trust school.
24.0	Consultation with Community Council on New Build Projects	Prior to submission of planning & regular updates	Existing Budgets	SMcK	Due to meet again shortly with Community Council for new build at former Hills Trust school site.
25.0	Meetings with owners and tenants in CTI projects	As required	Existing Budgets/ GCC Coordination fees	SMcK	Public meetings held prior to start to discuss proposals then individual meetings held with owners & Architect/QS and SMcK to agree individual requirements
26.0	Consultation with residents and/or partners for Wider Role Projects including Community Garden	As required for each project	Existing Budgets	SMcK	Consultation dependent on nature and type of project. Meetings with partners involved and residents affected.
27.0	Consultation with residents on new office proposals	Prior to submission of planning application	Existing Budgets	SMcK	Public meetings held in library.
28.0	Consultation with Community Council on new office proposals	Prior to submission of planning and regular updates	Existing Budgets	SMcK	Due to meet again shortly with Community Council for new office proposals.
29.0	Proposal to demolish existing and build new Community Centre	Various	Big Lottery	SMK & Consultants	Ongoing Stakeholder and Community Consultation meetings to discuss and agree proposals.

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	TASKS - Admin /Various Lead	Time scale	Resources	Lead Person	Updates / Outcomes
30.0	Advertise services over the telephone, known as “Announcement on Hold”	As required	?	MB / AL	Reviewed Aug 2017
31.0	Use of Text messaging via Text Anywhere		?	Admin	Delete unused numbers from Captia – task to be allocated to Terran ?
32.0	Web Site	As Required	Budget to be agreed	JMcG / Angela Lee	Review of the website to include a dial in tenants portal into Capita Website design and layout is being reviewed with a completion date of Mar 18
33.0	Social Media: Twitter and facebook	When updated	Existing budget	AP	Advertise and share activities which are of interest to tenants and service users. Update staff fortnightly on what has been posted shared.s
34.00	Advertise service in reception TV	Ongoing	Cost ?	MB, KD	Flyers & information updated onto TV, shown through a loop. - (TV is not working M2 to look in it)

Red highlights represent update to the Strategy.

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