

KEY

Housing Strategic Plan 2020-25

Appendix 5

Tenant Engagement Strategy

As part of a series of measures to ensure compliance with the Social Housing Charter (as reviewed in 2017) we seek to engage with our tenants at a range of levels.

The following provides a commentary on the Charter outcomes as they apply to our approach to tenant engagement activities

Charter Outcome or Standard	Charter Statement	Comments on Key's Engagement Activities
Equalities	Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.	Key will continue to monitor its compliance with equalities legislation Key is committed to finding ways of understanding the needs of individuals and delivering services that recognise and meet these needs. The use of a new tenant checklist provides a recording system for gathering this information.
Communication	Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services that the landlord provides.	This outcome covers all aspects of Key's communication with its tenants. It covers how clearly and effectively information is provided (to those who want it) and how easy it is for customers to make complaints and provide feedback on services. Feedback from successive tenant satisfaction surveys and targeted consultation on our approach to communication, has informed the development of our newsletter, website and other publications. In recent years the following means of communication have been consolidated Regular (three times per year) editions of a tenant newsletter (My Home) are produced. A tenant engagement group (the My Home Group) meets regularly and has formalised a constitution for its role and operation An annual tenant satisfaction survey is conducted for the past four years (every second

		<p>year is a full survey while intervening years focus on the quality of the maintenance and repairs service)</p> <p>Formal consultation occurs with tenants on an annual basis over rent proposals</p>
Participation	Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.	<p>This outcome considers how we gather and take account of the views and priorities of tenants, and the main mechanisms are outlined within the communication outcome above.</p> <p>We also continue to seek feedback on tenant's satisfaction with their involvement in issue of direct relevance to their housing situation (for example in their involvement in the major repairs programme in relation to kitchens, bathrooms, heating systems etc)</p> <p>Since 2018 we have involved tenants in the interview panel for all staff posts.</p>
Quality Of Housing	Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.	We will monitor and report on our compliance with the SHQS standard and the additional requirements of the subsequently introduced Energy Efficiency Standard for Social Housing
Repairs, Maintenance and Improvements	Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.	We will continue to collect feedback from tenants on the quality of works. This has been collected through feedback slips for individual pieces of work and an annual quality of maintenance survey
Management, Anti Social Behaviour, and Disputes	Tenants and other customers live in well maintained neighbourhoods, where they feel safe.	This outcome seeks to assess the effectiveness of action taken to enforce tenancy conditions relating to estate management and neighbour nuisance/disputes which in we will often require close working with support staff. We have recently reviewed our anti-social behaviour policies with significant input from our tenants
Housing Options	<p>Social landlords work together to ensure that</p> <ul style="list-style-type: none"> • People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them. • Tenants and people on housing lists can 	The majority of people apply for both support and housing and our information is supplied with this focus.

	<p>review their housing options</p> <p>Social landlords ensure that</p> <ul style="list-style-type: none"> • People at risk of losing their homes get advice on preventing homelessness. 	
Access to Social Housing	<p>People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.</p>	<p>Again this outcome is inherently linked to the provision of support for the majority of our tenants</p>
Tenancy Sustainment	<p>Tenants get the information they need on how to access support options to help them to remain in their home and can get suitable support including services provided directly by the landlord and by other organisations.</p>	<p>As above</p>
Value for Money	<p>Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.</p>	<p>This outcome seeks to measure the efficient and effective management of services, including our ability to minimise the time houses are empty, to manage rent arrears, generally control costs and to ensure value out of any contracts let. These aspects will be reported to tenants, particularly in relation to proposed rent levels (see next outcome). An objective of this Plan is to develop and refine a framework and indicators for establishing value for money in consultation with tenants.</p>
Rents and Service Charges	<p>Social landlords set rents and service charges in consultation with tenants so that a balance is struck between the level of services provided the cost of the services and how far current and prospective tenants can afford them. Tenants get clear information on how rent and other money is spent, including details of individual items of expenditure above thresholds agreed between landlords and tenants.</p>	<p>This reflects the existing legal duty to consult tenants about rent setting and additionally to take account of what current and prospective tenants are likely to be able to afford, and the importance that many tenants place on being able to find out about how their money is spent.</p>