

Practical Tenant Participation

10.00 am – 3.30 pm

10.00 Welcome, introductions and aims of training

10.15 The value of tenant participation, including:

- why we need tenant participation;
- tenant participation works in different ways; and
- your experience of tenant participation

11.00 An overview of the legal framework for tenant participation

11.10 Comfort break

11.20 Putting the law into practice

- Scottish Housing Regulator expectations of tenant participation.
- Understanding the limitations of tenant participation.

11.30 How does your organisation involve tenants?

- Effective and realistic ways of engaging with tenants;
- 'Tenants talking to tenants'
- Mystery Shoppers
- Localised surveys

12.30 Lunch

1.15 Promoting tenant participation

- Persuading people to get involved
- Turning complaints into tenant participation opportunities

2.00 Working with tenants groups:

- How should tenants' groups function?
- The importance of independent tenants' organisations
- 'Voluntary but not amateur'
- Action plans, funding, codes of conduct and partnerships agreement for tenants groups.

2.45 Developing your approach as a housing professional:

- Broaden your knowledge and experience;
- Networking, and;
- Have your own personal action plan.

3.30 Summary, evaluation and close