

# Scottish Social Housing Charter

## Consulting your tenants

### TPAS can help



Landlords are considering how to involve customers in the development of the Scottish Social Housing Charter. TPAS can help landlords get involved and use tenants' views to shape the future of Scotland's social housing.

## The Scottish Social Housing Charter

The Scottish Government has set out proposed outcomes that all social landlords will be expected to achieve for their tenants and is seeking views on the proposed Scottish Social Housing Charter. It is expected that landlords will seek their tenants' views.

The Charter will shape social landlords for years to come and will be key to the Scottish Housing Regulator's inspection regime. Public investment in new social housing will only go to landlords deemed to be performing well against the outcomes defined in the Charter.

## TPAS can help

TPAS can help you maximise your tenants' participation in this consultation. We offer:

- Information, training and support to tenants, representatives, staff and Board members / elected members Independent advice
- Help to plan and carry out events
- Identifying tenants' knowledge of and priorities for the Charter via focus groups, surveys, displays, working with tenants groups, etc.
- Newsletters and briefing papers
- Dedicated help for you to get the most out of your consultation

TPAS will tailor your consultation to fit your needs and to maximize the benefits of your consultation.

## TPAS is helping

Across Scotland, TPAS is consulting with hard to reach groups to obtain their views.

Locally, for example, TPAS is:

- aiding Rosehill Housing Co-operative to meeting individual tenants and explain the Charter
- recording tenants' views, through a specially prepared survey
- providing Rosehill with a full report to use when formulating their response and an article to report back to tenants via their newsletter.

TPAS can help you too. We have the expertise to involve all parts of your community and make the most from this consultation opportunity.

Please contact us, by phoning Elaine on 0141 552 3633 or email [elaine.scoular@tpasscotland.org.uk](mailto:elaine.scoular@tpasscotland.org.uk)

## Join the debate and be heard

Copies of the consultation are available, join the Charter conversation and respond at <http://housingcharter.scotland.gov.uk> or on Twitter at: <http://www.twitter.com.housingcharter>

Responses by 1 November, 2011 via <http://housingcharter.scotland.gov.uk> or to: Housing Charter Team, Area 1-H South, Victoria Quay, Edinburgh, EH6 6QQ

Find Out How TPAS Can Help

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