



The “High Life” Quality Circle project is a new innovative group that seeks to maintain and improve high service standards whilst directly involving service users and making best use of resources.

The project encourages empowerment of service users, by involving them in the services that directly impact them (a main objective for the new Scottish Social Housing Charter due to come into effect in April 2012). The Quality Circle seeks to bring both tenants and homeowners together in a voluntary capacity to work collaboratively with the aim of improving standards within the high rise blocks in Renfrewshire.

The group consists of 5 volunteer inspectors (2 tenants and 3 home owners). The resident inspectors carry out snap inspections of the high flats and independently score areas such as cleanliness, safety and maintenance. An overall score is awarded for each block of flats and an action plan is generated with any issues which have been highlighted during the inspections. Our Housing team work with the group of volunteers and the caretakers to ensure that the actions are dealt with.

The inspections are carried out every quarter (initial and re-inspections).

Whilst the pilot group has focused on one area of housing stock, the project has the capability of expanding across other stock areas e.g. sheltered housing. We are also interested in working with other landlords to develop a joined up inspection process against each others’ high rise stock.

If you are interested in working with us to develop a shared inspection process, please contact Carol Burt on 0141 840 3160 or [carol.burt@renfrewshire.gov.uk](mailto:carol.burt@renfrewshire.gov.uk)