

HINTS & TIPS 2

Key Steps to Tenant Participation (TP)

In TP landlords are seeking to gather knowledge from tenants' experiences to use in delivering services that tenants' want and consider to be value for money. There are 3 key steps to gathering this knowledge.

Step 1 – Information

| | |
|-------------------------------------|---|
| Tenants need to <i>know</i>: | • what services landlords offer |
| | • how and where services are provided |
| | • service standards and targets to expect |
| | • the performance being achieved |

Informed tenants can assess if services are wanted, provided to the right standard and needing changed. There are many ways of providing this information. No one method works for all; a variety of mediums are needed. Often used methods include:

| | | |
|--------------------|-----------------------------|-----------------|
| Newsletters | Handbooks | Letters |
| Texting | Drop-ins / surgeries | DVDs |
| Website | Social Media | email |
| Meetings | Posters | Leaflets |

Step 2 – Consultation

| | |
|---|-----------------------------|
| Tenants need to be <i>heard</i> to identify: | ➤ impacts of services |
| | ➤ gaps in service provision |
| | ➤ likes and dislikes |
| | ➤ aspirations |

There are many options available to hear what tenants think of services and proposed changes. Often use methods are:

| | | |
|---------------------------|-------------------------------|--------------------------|
| Surveys | Public meetings | Groups |
| Satisfaction forms | Complaints/compliments | Phone calls |
| Inspections | Walkabouts | Drop-in / surgery |

Increasingly landlords are using the internet and smart phone to enable responses.

Step 3 – Feedback

| | |
|---|--|
| To build confidence in engaging and trust in decisions tenants need <i>evidence of</i> | ● what is learned from listening to tenants |
| | and |
| | ● how decision makers have used this knowledge |

Landlords increasingly use technology to spread information, consult and give feedback but the spoken word and printed material continue to play a vital part. In TPAS' view, staff's contact with tenants and a variety of methods remains essential.

Information + Consultation + Feedback = Tenant Participation

Successful TP requires that:

- the methods used to inform, and consult are *attractive to tenants*
- the information being offered, and topics being consulted are *important to tenants*
- *tenants engage at* all levels within the landlord
- there is *evidence that tenants' views influencing decisions.*

There is no single suitable method for all tenants, communities or topics. Selecting the right method(s) often comes with experience and knowledge of tenants and communities. TPAS Scotland is available to help you develop the right methods for your tenants and communities.

Contact Details

enquiries@tpasscotland.org.uk
0141 552 3633