A meeting of the Management Committee will take place on **Saturday 26 November 2022 at 9.30am** at the **Marine Hotel, North Berwick**

Please advise staff if you are unable to attend.

Joyce Bolan
Secretary

B U S I N E S S

1.0   GENERAL
1.1   Apologies
1.2   Declaration of Interest by Management Committee Members
1.3   Minutes of 29 September 2022 **– for approval**
1.4   Action List – for information
1.5   Matters Arising

2.0   GOVERNANCE
2.1   Secretary's Report – for information
2.2   Management Committee Calendar 2023/24 **– for approval**
2.3   Key Performance Indicators 2022/23 – for information

3.0   PRIORITY ITEMS
3.1   Independent Review of ELHA Performance – for information

4.0   POLICIES
4.1   Joint Policy on Registering Tenant Organisations Review **– for approval**
4.2   Tenant Participation Strategy Review **– for approval**

5.0   BUSINESS MANAGEMENT

6.0   ANY OTHER BUSINESS

DATE OF NEXT MANAGEMENT COMMITTEE MEETING
Thursday 23 February 2023 at ELHA Head Office, Haddington, at 7.00pm

Action List

Report by Martin Pollhammer, Chief Executive – for information

The table below sets out the required actions agreed at the last meeting of the Management Committee on 29 September 2022, and confirms the actions taken as a result.

Minute Ref	Action Required	Action By	Action Taken
1.3	Publish the papers and minutes from the August 2022 Management Committee meeting on elha.com	ES	Complete
1.4	Confirm £10k minimum level meets regulatory requirements	MP	Anderson Strathern have confirmed that a £10k limit would be appropriate, but a £5k limit would be a stronger position, therefore a £5k limit will be adopted
2.1	Update details of new Management Committee Members and Office Bearers on elha.com and update lenders with changes	ES	Complete
2.2	Update the register of all Management Committee appointments	ES	Complete
2.3	Confirm all Code of Conduct forms and Eligibility for Membership forms received from all Management Committee members	ES	Complete
4.1	Update the Sustainability Policy in the ELHA File Structure and publish on elha.com	ES	Complete
4.0	Update the Policy Review Timetable with updated review dates	ES	Complete
4.2	Amend the Flexible Working Policy in the ELHA File Structure and Management Committee area of elha.com	ES	Complete
4.3	Amend the Comments and Complaints Policy in the ELHA File Structure and publish on elha.com	ES	Complete
4.4	Add the Quality Assurance Framework – Money & Home Energy Advice to the ELHA File Structure and publish on elha.com	ES	Complete

Minute Ref	Action Required	Action By	Action Taken
4.5	Add the Vulnerable Customer Policy – Money & Home Energy Advice to the ELHA File Structure and publish on elha.com	ES	Complete

Secretary's Report – for information

1.0   Membership

No new membership applications have been received.

2.0   Use of Seal for Homologation

No use of the Seal to report.

Management Committee Calendar 2023/24

Report by Martin Pollhammer, Chief Executive – for information

Management Committee dates for 2023/24 are as follows (dates in 2023 are confirmed, dates in 2024 are provisional):

Date	Meeting Time	Venue
2023		
23 February 2023	7.00pm to 9.00pm	ELHA Conference Room
23 March 2023	7.00pm to 9.00pm	ELHA Conference Room
25 May 2023	7.00pm to 9.00pm	ELHA Conference Room
24 August 2023	7.00pm to 9.00pm	ELHA Conference Room
28 September 2023 (AGM)	2.00pm to 3.30pm	Maitlandfield Hotel, Haddington
28 September 2023	4.00pm to 6.00pm	ELHA Conference Room
25 November 2023	9.30am to 11.00am	To be confirmed
2024		
22 February 2024	7.00pm to 9.00pm	ELHA Conference Room
28 March 2024	7.00pm to 9.00pm	ELHA Conference Room
30 May 2024	7.00pm to 9.00pm	ELHA Conference Room
22 August 2024	7.00pm to 9.00pm	ELHA Conference Room
26 September 2024 (AGM)	2.00pm to 3.30pm	Maitlandfield Hotel, Haddington
26 September 2024	4.00pm to 6.00pm	ELHA Conference Room
23 November 2024	9.30am to 11.00am	To be confirmed

Key Performance Indicators 2022/23

Report by Martin Pollhammer, Chief Executive – for Information

1.0 Introduction

The Association's Key Performance Indicators (KPI's) for the second quarter of 2022/23 are attached as **Appendix 1** to this report.

2.0 ELHA Performance

The Association has missed the following targets:

2.1 Unit Reactive Maintenance Costs

Unit reactive and void maintenance costs are £878 compared to the target of £733. The overspend here has been driven by a number of factors. The unfavourable macroeconomics environment has meant there has been an increase in the cost of materials. There have been significant void costs in the period too, with several properties being returned in poor condition.

Remedial work has started at 1 Crossgates, Ormiston, after the major fire damage. These costs will be recoverable, but not until completion of the claim. On the other hand there have also been some roofing repairs required after temporary repairs were made after the storms at the end of 2021 and start of 2022, but due to insurance terms, only a small portion of this will be recoverable.

2.2 Stock Condition Inspections Completed

As previously reported, the annual sample size of the Stock Condition Survey will be increased to 30% each year from the previous level of 20% until the programme is back on schedule. The first phase of this will be progressed by the Asset Manager in the final quarter of the 2022/23 financial year.

2.3 Gold Key Tenants

Gold Key Tenants have decreased by just under 1% during the quarter to 13.8% and remain significantly under the ambitious target of 25%. During the quarter, emphasis continued to be placed on contacting those tenants who do not have a My Home account and / or who are not paper-free, however this group of tenants has almost been exhausted and staff will shortly focus on Bronze Key Tenants and encouraging them to move to Gold. A strategy for increasing the uptake of Gold Key Tenant status is also planned for later in the year.

2.4   Percentage of Tenants using their My Home Account

Numbers have increased by 1.3% on the previous quarter and now just fall short of the target of 88% by only 0.7%. The increase is likely due to the face-to-face visits being carried out by Housing Staff through the Healthy Happy Home Checks, where they have been able to demonstrate how easy it has been to report repairs. Increasing numbers are expected to continue throughout the remainder of the year, and to date only 0.75% of tenants (10) have specifically said that they do not want to be contacted about digital services.

2.5   Percentage of Tenants Paper Free

Paper-free tenants have increased again by 1% and now remain just 4% below the target of 88%. Though My Home accounts have been increasing through the Healthy Happy Home Checks, encouraging printed tenants to go paper-free has not been as easy.

2.6   Percentage of complaints responded to within target

There was one Stage One complaint (for Asset Management) that was not responded to within target. This was due to staff absence, and the tenant did receive a written apology one day out with the target.

Key Performance Indicators 2022/23

Performance Indicator	Quarterly Target	Q1	Q2	Q3	Q4	2022/23 Target	2021/22 Actual	Year to Date	Status
Rental Income									
Non-technical arrears as % of rental income	2.8%	2.53%	2.57%			2.8%	2.45%	2.57%	☺
Bad debts written off as % rental income	1.50%	1.26%	1.43%			1.50%	0.1%	1.43%	☺
Voids as % of rental income	0.75%	0.80%	0.65%			0.75%	0.51%	0.65%	☺
Finance/Treasury									
Interest cover (loan covenants)	110%	235%	264%			110%	286%	264%	☺
Gearing (loan covenants FRS102 definition)	<37%	23%	23%			<37%	24%	23%	☺
Current assets as a % of current liabilities	100%	140.00%	157.00%			100%	146.00%	157.00%	☺
Cash as a % of net rental and service charge income	>20%	30.00%	28.00%			>20%	39.00%	28.00%	☺
Unit management costs	£1,962	£1,780	£1,719			£1,962	£1,532	£1,719	☺
Unit reactive maintenance costs	£733	£1,187	£878			£733	£745	£878	☺
Asset Management									
Stock condition inspections completed	cumulative	0%	0%			30%	0%	0%	☺
Gas services completed within timescale	cumulative	100%	100%			100%	99%	100%	☺
Planned maintenance contracts with >5% overspend	0	0	0			0	0	0	☺
Average length of time taken to complete emegency repairs	<2 hours	01:14:40	01:10:19			<2 hours	1.16	01:12:49	☺
Average length of time taken to complete non-emegency repairs	< 6 days	6.09	3.94			< 6 days	6.5	4.99	☺
Repairs completed right first time	85%	93.95%	92.24%			85%	92.00%	93.07%	☺
Repair appointments kept	93%	97.00%	98.00%			93%	98.00%	97.00%	☺
Housing Management									
Properties allocated after 3 or more refusals	0	0	0			0	0	1	☺
Number of evictions carried out	no target	0	0			no target	0	1	
Number of ASBO's in force against tenants	no target	0	0			no target	0	0	
Bronze Key Tenants	40%	44.2%	46.2%			42%	44.2%	46.2%	☺
Gold Key Tenants	25%	14.7%	13.8%			20%	14.7%	13.8%	☺
Platinum Key Tenants	23%	24.7%	24.3%			20%	24.7%	24.3%	☺
Corporate									
Number of accidents reportable to HSE	0	0	0			0	0	0	☺
Network Availability	99%	99%	99%			99%	N/A	99%	☺
% working days lost through long term sick leave	5%	3.0%	2.8%			5%	3%	2.8%	☺
% working days lost through short term sick leave	2%	0.9%	0.8%			2%	1%	80.0%	☺
Management Committee Attendance	75%	83%	88%			75%	76%	86%	☺
Audit & Compliance Committee Attendance	75%	86%	79%			75%	73%	81%	☺
% of Tenants using their My Home Account	88%	86%	87%			80%	85%	87%	☺
% of Tenants Paper Free	88%	83%	84%			70%	82%	84%	☺
% of complaints responded to within target	100%	100%	97%			100%	97%	98%	☺

☺ **Performance Excellent**   ☺ **Performance Satisfactory**   ☹ **Performance Poor**

Independent Review of ELHA Performance

Report by Linda Ewart – for Information

1. Introduction

Following discussion by the Management Committee, the performance review for 2021/22 is based on a revised dataset, which is intended to provide a basis for comparison that is more relevant to elha, its tenant profile and operating environment. The previous benchmarking groups had, over time, diverged from elha, particularly in terms of scale, and the revised groups are intended to provide a more realistic base for comparison. The data is presented in a similar format to previous years, to aid the committee's consideration and, as before, the year-on-year comparison period is three years. elha's performance is compared over the period and then compared with the 'neighbours', the 'peers' and the Scottish average, as before.

The composition of the two comparison groups has been changed: the 'neighbours' group has been adjusted to remove East Lothian Council and replace with a RSL: consequently, the group now consists of Melville, Manor Estates, Places for People Scotland[1] and Berwickshire. The 'peer group' has been significantly altered (and slightly expanded) and now comprises Angus, Eildon, Loreburn, Osprey and Waverley[2]. Data from East Lothian Council is provided individually for reference. 2021/22, therefore, represents a new base for elha's performance benchmarking: the inclusion of data for each landlord over the last three years should help to support a consideration of trends, even although the comparisons themselves are new.

The following table shows the total number of units managed by each landlord[3]

Neighbours	Total Owned and Managed (at 31/3/22)
elha	1,344
Berwickshire	1,911
Places for People Scotland (PFPS)	7,372
Manor Estates (MEHA)	1,041
Melville	2,083
East Lothian Council	8,996
Peer Group	
Angus	2,039
Eildon	2,649
Loreburn	2,430
Osprey	1,672
Waverley	1,550

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[1] Part of the Places for People Group; formerly Castle Rock Edinvar (CRE) and rebranded in 2021, but still reported as CRE

[2] Previously, the peer group was Albyn, Eildon and Fyne Homes

[3] Scottish Housing Regulator (SHR) Annual Return on the Charter (ARC) data 2021/22

2.   Tenant Satisfaction

The performance reported is based on Tenant Satisfaction Surveys (TSS) carried out since 2019 by all landlords, providing some assurance that the comparisons are valid. It must be noted that some satisfaction information is more recent / up-to-date than others because of the different timescales and frequencies adopted by the various landlords. Anecdotal sector experience indicates that those landlords which have conducted a TSS since 2020 have recorded falls in levels of satisfaction. The SHR reports that just under half of landlords undertook a TSS during 2021/22[4], with satisfaction levels, nationally, described as having fallen 'marginally': there is a gap between average satisfaction levels for RSL tenants (89%) and tenants of Scottish local authorities (82%) – the combined average is 88% (-1% on 2021 report).

elha's last tenant satisfaction survey was carried out in 2019/20 and reported a very substantial improvement in tenant satisfaction: it will be important to monitor whether this has been maintained or improved when the next scheduled survey is conducted in the coming year: currently, elha's overall satisfaction is 6.5% above the Scottish average (compared to 4% below in 2019).

Table 1	Quality of service overall	Good at keeping informed about service & outcomes	Satisfied with opportunities to participate in decision making
elha 2022	94.5%	97.7%	92.3%
elha 2021	94.5%	97.7%	92.3%
elha 2020	94.5%	97.7%	92.3%
Scottish Av. 2022	88%	91%	87%
Scottish Av. 2021	89%	91.7%	86.6%
Scottish Av. 2020	89%	92%	87%

2.1   Tenant Satisfaction Comparison

Table 2 draws together the comparisons between elha, the Scottish average and the averages of the two benchmarking groups. As before, the Scottish averages are broadly comparable to the previous year, with only marginal differences recorded, meaning that national performance in terms of tenant satisfaction is relatively stable, although overall satisfaction levels have dipped slightly. The 'neighbours' record slight declines against each of the three indicators, although the 'gap' is more marked in respect of opportunities to participate which is almost -5%. It must be noted, however, that the group is composed slightly differently because of the removal of ELC and the substitution of Berwickshire, where satisfaction levels are lower than the other RSLs in the group. Previous year comparisons for the peer group have not been included because the composition of this group is so different in this first year.

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[4] SHR National Report on the Scottish Social Housing Charter: August 2022

Table 2 2022	Quality of service overall	Good at keeping informed about service & outcomes	Satisfied with opportunities to participate in decision making
elha	**94.5%**	**97.7%**	**92.3%**
Scottish Average	88% (2021: 89%)	91.2% (2021: 91.7%)	86.8% (2021: 86.6%)
Neighbours' Average	85% (2021: 86.6%)	90.5% (2021: 92%)	87.4% (2021: 92.2%)
Peer Group Average	86.3% (2021: 89%)	90.5% (2021: 89.4%)	83.6% (2021: 86.6%)
East Lothian Council	84.3% (2021: 84.3%)	88.6% (2021: 88.6%)	85.3% (2021: 85.3%

Against each of the three satisfaction indicators, elha out-performs against the Scottish, peer group and neighbours' averages and ELC. For quality of service, elha is now 9.5% ahead of the neighbours; for provision of information, elha's performance is 7.2% better compared to the neighbours.

For opportunities to participate in decision-making, elha is 4.9% ahead of the neighbours the same as the neighbours (compared to the same in 2021). It must be acknowledged, however, that these increased margins are largely attributable to the relatively poorer performance of Berwickshire in comparison to the other neighbours (especially in respect of opportunities to participate in decision-making where BHA's satisfaction level is 65.2%.   Against the new peer group, elha performs significantly better against all three indicators, as was the case with the original peer group comparison in 2021.

elha also performs better than ELC against each of the satisfaction indicators. The 2019 TSS results demonstrated that elha's performance had improved to become more closely aligned with all of the comparison groups[5]: in 2022, it is significantly better against all of comparisons against these three indicators. The next TSS, which will be reflected in the 2023 benchmarking report, will be significant in identifying whether elha's strong performance has been maintained during the recent and unprecedented uncertainty, when elha has continued to drive forward change.

3. Quality and Maintenance

Table 3 contains up to date information for elha based on the 2022 ARC, together with the Scottish averages for the same period.   Table 4 compares elha with the neighbours, peer group and ELC.

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[5] Performance had compared less favourably in previous years

In previous years, elha recorded a higher level of SHQS compliance than average (97.2% compared to the Scottish average of 91%,[6]) but, in 2022, this has been significantly reversed. elha's compliance with SHQS has fallen from 97.2% in 2021 to 43.6% in 2022: as the Management Committee is aware, this is entirely attributable to the pandemic and is due to elha's decision not to seek entry to properties to carry out electrical safety inspections. Consequently, many certificates have expired which means SHQS criteria are not satisfied: the properties affected are identified as 'being in abeyance' pending the renewal of the safety certificates and elha is working to ensure all outstanding certificates are renewed by 31 March 2023.

elha's performance in respect of emergency repairs times has improved compared to last year (when it fell slightly) and is now better than 2020 (i.e. pre-pandemic): elha's performance remains significantly better than the Scottish average (1.1 hours compared to 4.2). This result confirms that elha's repairs performance has been maintained without significant adverse impact on tenants during the lockdown periods and the emergence from the pandemic. elha's non-emergency repairs response times have increased more significantly (from 5.7 days to 7.6 days (i.e. almost +2 days); this increase is mirrored by the increase in the national average from 6.7 days to 8.9 days (+2.2 days). elha's performance in completing repairs 'right first time' has improved slightly on 2021 and is now 91.5% but remains behind performance in 2020 (95.5%). In 2021, elha's performance against the national average was slightly poorer but, in 2022, it is better (+c3%[7]) so elha's has improved performance against this indicator whilst the national performance has declined.

Overall satisfaction with elha's repairs service has fallen slightly, meaning that performance has been largely maintained, although it continues to be weaker than in 2020 (by almost 9%): it remains poorer than the Scottish average by -3.5%. This result indicates that elha's satisfaction level has been maintained whilst the national average has fallen (by 2%).

Table 3 Landlord	Meet SHQS	Av hrs for emerg. repair	Av days for non-emerg. repair	% reactive complete right 1st time	% tenants satisfied with service
elha '22	43.6%	1.1	7.6	91.5%	84.5%
elha '21	97.2%	1.5	5.7	90.9%	84.9%
elha '20	97.1%	1.2	5.4	95.5%	93.3%
S AV '22	73%	4.2	8.9	88.3%	88%
S Av '21	91%	4.2	6.7	91.5%	90.1%
S Av '20	94.4%	3.6	6.4	92.4%	91.3%

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[6] In 2021, elha recorded 97.2% compliance compared to the Scottish average of 91%, which had fallen, probably at least partly attributable to the impact of the pandemic on spending and programmes
[7] Similar to the comparison in 2020

3.1   Quality and Maintenance Comparison

Table 4 looks at the same indicators as Table 3 but with additional comparisons to provide a broader picture, encompassing the adjusted neighbours group, new peer group and, separately, ELC. In terms of SHQS compliance, elha's performance in 2022 is significantly adrift from all of the comparisons (having fallen by more than 505%) but, as has already been indicated, it is expected that this is an isolated outcome which is attributable to the pandemic. It should also be noted that SHQS compliance has declined for each of the comparisons, albeit not so dramatically: the Scottish average has fallen by 18%; the neighbours' is -c26% (but this may be attributable to Berwickshire's very low level of compliance: 33.4%); the peer group average is 78.6% and ELC's compliance is 63.1% (-34% from 2021).

During 2021/22, landlords sought to restart services which had been interrupted and to tackle maintenance backlogs but it is notable that the national average emergency repairs response time was unchanged.   Compared to the 2021 comparison, neighbours' emergency repairs performance appears to have declined slightly; the peer average is better and ELC's performance is broadly unchanged. elha's performance has improved, restoring service level to that of 2020 whereas other landlords have not yet recovered. elha's emergency response time slightly more than 3 hours' hours better than the Scottish average (a slightly increased margin on 2021): the four comparisons record average emergency response times within a range of 2.1 – 5.3 hours compared to elha's 1.1 hours. Although the peer group performance appears to have improved significantly, it is likely that this is impacted by the re-configuration of that group.

For non-emergency repairs, elha's performance fell (adding almost 2 days to the response time) reflecting the same level of decline as the Scottish average. elha's performance is better than any of the other comparisons.

In respect of 'right first time', elha has improved slightly from 90.9% to 91.5% but remains behind performance in 2020; elha performs better than the Scottish average and is ahead of the neighbours and ELC; peer group performance is marginally better (+0.5%). elha's overall satisfaction with the repairs service has fallen slightly, (by 0.4%) and is 3.5% behind the Scottish average: by contrast, elha was 2% ahead in 2020. elha's levels of overall satisfaction are slightly better than the neighbours, but significantly poorer than the peers (by 2.4% and -c7% respectively).

Table 4	Meet SHQS	Av hrs for emerg. repair	Av days for non-emerg. repair	% reactive complete right 1st time	% tenants satisfied with repairs service
elha '22	43.6%	1.1	7.6	91.5%	84.5%
elha '21	97.2%	1.5	5.7	90.9%	84.9%
elha '20	97.1%	1.2	5.4	95.5%	93.3%
S Av '22	73%	4.2	8.9	88.3%	88%
S Av '21	91%	4.2	6.7	91.5%	90.1%

S Av '20	**94.4%**	**3.6**	**6.4**	**92.4%**	**91.3%**
N Av '22	**66.3%**	**5.3**	**9.9**	**89.3%**	**82.1%**
N Av '21	**89.5%**	**4.8**	**7.1**	**91.2%**	**83.5%**
N Av '20	**92.9%**	**2.5**	**7.4**	**91.9%**	**89.9%**
P Av '22	**78.6%**	**2.1**	**9.2**	**92%**	**91.9%**
P Av '21	**91.8%**	**4.7**	**7.7**	**87.7%**	**84.2%**
P Av '20	**92.6%**	**3.7**	**5.5**	**87.7%**	**86.1%**
ELC '22	**63.1%**	**3.9**	**9.8**	**90.8%**	**90.4%**
ELC '21	**97.6%**	**4.3**	**8.2**	**94.2%**	**86.4%**
ELC '20	**97.5**	**4**	**7.2**	**90.2%**	**90.2%**

(S Av = Scottish average; N Av = neighbours' average; P AV = peers' average; ELC = East Lothian Council).

4.   Neighbourhoods - ELHA

elha has achieved a very substantial improvement in resolving ASB cases since 2018, although performance has fallen slightly in 2021/22 by (c 1%). elha's performance is c3% better than the current Scottish average.

Table 5	% resolved within local targets
elha 2022	**97.5%**
elha 2021	**98.7%**
elha 2020	**96.4%**
Scottish Av 2022	94.7%
Scottish Av 2021	94.4%
Scottish Av 2020	94.1%

4.1   Neighbourhoods Comparison

In 2020, elha recorded significant improvement in resolution performance, which was sustained in 2021, although has fallen marginally in the last year. elha's performance continues to exceed each of the other comparisons 3% better than the national average). This is a substantial turn-around from elha's position in 2016 when only 52% of complaints were resolved within agreed timescales.

Table 6	% resolved within local targets
elha 2022	**97.5%**
elha 2021	**98.7%**
elha 2020	**96.4%**
Scottish Av 2022	94.7%
Scottish Average 2021	94.4%
Scottish Average 2020	94.1%
Neighbours' Av 2022	92.2%
Neighbours' Av 2021	93.6%
Neighbours' Av 2020	89.2%
Peer's Av 2022	90.1%
Peers' Av 2021	84.5%
Peers' Av 2020	81.4%
ELC 2022	78.2%
ELC 2021	84.1%
ELC 2020	74.5%

5.   Value for Money: ELHA

elha's performance in collecting rent has improved slightly and has recovered to the 2019 level. Performance now exceeds the Scottish average. Void performance has declined marginally, but is better than the national average. The time taken to re-let has been maintained and remains significantly better than the national average, with elha's average re-let time being c50% shorter than the national average.

Table 7	% of total rent due collected	% rent not collected due to voids	Average number of days to re-let
elha 2022	**100.7%**	**0.5%**	**25.7**
elha 2021	**99.4%**	**0.3%**	**25.8**
elha 2020	**100%**	**0.4%**	**19.1**
Scottish Av 2022	99.3%	1.4%	51.6
Scottish Av 2021	99.1%	1.4%	56.3
Scottish Av 2020	99.3%	1.2%	31.8

5.1   Value for Money Comparison

Table 8 shows that elha's performance is better against most indicators compared to each of the comparison groups. In terms of elha's internal trend, performance against the rent collection indicators has recovered to 2020 levels. elha re-let times remain longer than in 2020, but are significantly better than the other comparisons: the neighbours and peers are similar to each other (between 33-40 days), but ELC and the Scottish averages are significantly poorer (66 days and 56 days respectively).

Table 8	% of total rent due collected	% rent not collected due to voids	Average number of days to re-let
elha 2022	**100.7%**	**0.5%**	**25.7**
elha 2021	**99.4%**	**0.3%**	**25.8**
elha 2020	**100%**	**0.4%**	**19.1**
Scottish Av 2022	**99.3%**	**1.4%**	**51.6**
Scottish Av 2021	**99.1%**	**1.4%**	**56.3**
Scottish Av 2020	**99.3%**	**1.2%**	**31.8**
Neighbours 2022	**100.8%**	**1.8%**	**39.8**
Neighbours 2021	**99.2%**	**0.6%**	**42.8**
Neighbours 2020	**101.3%**	**0.4%**	**22.1**
Peers 2022	**98.5%**	**1%**	**33**
Peers 2021	**99.5%**	**1.5%**	**57.6**
Peers 2020	**99.1%**	**0.8%**	**20.5**
ELC 2022	**103%**	**1%**	**66.2**
ELC 2021	**102.1%**	**0.6%**	**51.9**
ELC 2020	**102.2%**	**0.5%**	**30.8**

6. Complaints Handling

Table 9 includes comparison information for all of the landlords in respect of response times for Stage 1 and Stage 2[8]. Apart from elha, comparisons are provided for this year only: elha's performance has continued to improve with 100% of Stage 1 complaints being responded to in full and almost 96% of Stage 2 complaints. The percentage of Stage 1 complaints responded to in full by elha is comparable to the other landlords in the exercise; better than some and ahead of the national average of 97% for stage 1 complaints response. Comparisons are difficult because of the variations in number of complaints received by the landlords and the ongoing specific factors to consider in respect of the reporting period.

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[8] Extracted from SHR Dataset August 2022

Table 9	%Stage 1 responded in full	%Stage 2 responded in full
elha 2022	100%	95.8%
elha 2021	97.7	88.9
elha 2020	97.4	91.7
Angus 2022	95.6	82.35
Berwickshire 2022	100	100
CRE / PfPS 2022	89.2	86.9
Eildon 2022	97.2	95.65
ELC 2022	97.3	92.86
Loreburn 2022	99.4	100
Manor Estates 2022	100	84
Melville 2022	99.3	100
Osprey 2022	100	100
Waverley 2022	100	100

7. Conclusion

Clearly, the year under review has continued to be affected by the ongoing consequences of the pandemic. As the SHR noted in the Annual Performance Report, "…the scale of the recovery work required by landlords has been significant…"[9], referring also to the issues associated with increased costs and availability of both components and labour

The benchmarking comparison shows that elha's performance has, by and large, been maintained and / or improved in most areas and, in some significant areas, exceeds the comparisons, notably repairs response and re-let times. SHQS performance is a notable exception but the cause of this is well-known to the Committee. In terms of the sector's performance, the SHR reported that levels of overall tenant satisfaction decreased slightly, as did satisfaction with their landlord's management of the neighbourhood; satisfaction that rent is good value for money remained at 83%. The new selection of comparison landlords will provide a good basis for ongoing performance monitoring and the availability of updated tenant satisfaction information in 2022/23 will ensure that the exercise in 2023 is supported by up to date information about how elha's performance is viewed by tenants, taking account of both service development and the wider external and sector pressures that will continue to have an impact.

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[9] National Report on the Scottish Social Housing Charter (August 2022)

Joint Policy on Registering Tenants' Organisations Review

Report by Karen Barry, Director of Housing – for approval

1.0　　Introduction

The Joint Policy on Registering Tenants Organisations is due its periodic review.

2.0　　Policy Changes

Minor changes, which are self-explanatory, are tracked on the **Policy Document** attached to this report. These changes have been agreed in consultation with East Lothian Council, Homes for Life Housing Partnership and the East Lothian Tenants and Residents Panel.

Recommendation

The Management Committee is asked to approve the changes made to the Joint Policy on Registering Tenants Organisations.

> **JOINT POLICY ON REGISTERING TENANTS' ORGANISATIONS**

February 2009
Reviewed November 202217

Contents

Introduction

In July 2001, the Housing (Scotland) Act 2001 became law. It brought new rights for tenants and new duties for landlords.

Part of the Act states that landlords must produce a **Policy** and keep a **Register of Tenants' Organisations** as part of the landlord's **Tenant Participation Strategy**.

The Housing (Scotland) Act 2001 required Registered Social Landlords to have a Tenant Participation Strategy which must include that This gives tenants and residents associations' have a legal rights to participate and be consulted on issues that affect tenants.

The Act also requires landlords to maintain a register of tenant organisations and keep it open for public inspection at all reasonable times.

This document is East Lothian Council's (ELC), East Lothian Housing Association's (ELHA) and Homes for Life Housing Partnership's (HFLHP) *(participating landlords)* joint policy on registering tenants' organisations.   The participating landlords involved fully recognise the benefits of an active tenants and residents movement and are aware of the positive influence tenant participation has on influencing the management of housing accommodation and the services delivered by all landlords.

This policy for registering tenant organisations has been developed and reviewed jointly by the participating landlords and East Lothian Tenants and Residents Panel (ELTRP), the independent umbrella organisation of tenants and residents' groups in East Lothian.   The Policy is open to suggestions of change from any involved party.

The policy covers the following:

Background

1. Process for registering a Tenants' Organisation

Background

What is a Registered Tenants' Organisation?
Registered tenants' organisations (RTO's) are **independent** groups, set up mainly to **represent tenants' interests** in relation to housing and related services.   They have more commonly been called tenants and residents associations.

Why have rRegistration?
Registration will give tenants groups' rights to be properly recognised by their landlord.   Registration should ensure that the landlord asks for **and pays attention to** the views of tenants' groups, especially in relation to housing policies, housing conditions and housing and related services.

It is a new and improved right for tenants.   Groups do not have to register, but it is beneficial to do so.

Registration also gives tenants' groups the opportunity to show that they are open, democratic and accountable.

What are the benefits of rRegistration for RTOs?
Landlords must:

- Ask RTO's what issues they want to be consulted on.
- Make arrangements for obtaining and considering the views of RTO's.
- Notify RTO's of intent to make proposals or changes in relation to housing management, housing policy, housing conditions and related services.
- Give RTO's information about proposals under consideration.
- Allow RTO's time to consider draft proposals and put forward their views.

What about mMixed tTenure gGroups?

Many groups in East Lothian are tenants and residents' groups.   The participating landlords recognise that in East Lothian 'residents' or 'owner occupiers' as well as private tenants are involved in local Tenants and Residents Associations and East Lothian Tenants and Residents Panel (ELTRP).

Mixed tenure groups are welcome to register, as long as they can show that they represent the views of tenants in their area.

What about Tenants Federations or Umbrella Groups?
The Registration criteria is the same for Tenants Federations or umbrella organisations such as East Lothian Tenants and Residents Panel as for local tenants and residents' groups.   This means that when being consulted, ELTRP should ensure that the views it gives to landlords are those of the tenants it represents.

What do gGroups need to do become rRegistered?
To become a registered tenant organisation (RTO), groups must:
- Hhave an appropriate constitution
- Hhave an elected committee of at least three people, who may co-opt other members on to the group
- Iidentify the area that the group represents
- Hhave a Mmembership Ppolicy that shows that membership is open to all tenants in the defined area over 16 years old
- Sshow that the group's finances are used appropriately, recorded and independently audited each year
- Sshow that the group has open meetings, consults with the wider membership and acts on the views of the tenants that it represents.
- Have appropriate policies in place to protect the data privacy of data subjects e.g. tenants and residents.

Annual review of register
More details of how to register will be outlined later.
The Register will be reviewed annually by ELC and appropriate checks made to ensure the RTO still meet the criteria. RTOs should let East Lothian Council's Service Development Officer (Community Housing) know if any details change (e.g. office bearers, boundary, constitution or if the group becomes inactive).

How often must gGroups register?

Registration lasts three years from the point of registration.   Groups should let East Lothian Council's Service Development Officer (Community Housing) know if any details change (e.g. office bearers, boundary, constitution or if the group becomes inactive).

East Lothian's Registration Policy

East Lothian Council on behalf of ELHA and HFLHP will be responsible for managing the Register.   The Register is a **public document** that will be on display in the public areas of ELC's Housing Area Offices and the main offices of ~~ELHA and~~ HFLHP.   It will also be available, on request from any of the participating landlords and also on their respective websites.   The Register will be maintained by the Council's Service Development Officer (Community Housing) and will be updated regularly.

As this is a joint policy, registered tenants' organisations that have one, or more of the participating landlords represented in their area will only have to fill in one form.

1. Process for Registering a Tenants' Organisation

Application forms are available on request from ELC's Service Development Officer (Community Housing) at the address below.   The form should be completed and returned to:

Service Development Officer ~~(Community Housing~~)
~~Dept. of Community Services~~
Community Housing & Homelessness
East Lothian Council
Penston House
MACMERRY
EH33 1EX

Tel: 01620 827 526
Fax: 01875 618 682
Email: dpiner@eastlothian.gov.uk

If you have enquiries about registering or require assistance with the form contact the participating landlords or ELC's Service Development Officer (Community Housing) at the above address or:

> East Lothian Tenants and Residents Panel
> 47 Bridge Street
> MUSSELBURGH
> EH21 6AA
>
> Tel: 0131 665 9304
> Fax: 0131 665 8386
> Email: tenantspanel@hotmail.com

East Lothian Council will take no longer than 28 days to process the application and will respond in writing to the group.

2. Criteria for Registration of Tenants' Organisations

Registration gives RTOs rights to participate and be consulted, and the opportunity to demonstrate to landlords that they are open and democratic organisations.

~~In order to~~To achieve registration, a tenant organisation should meet all of the criteria set out below.

Criteria for Registration of Tenant Organisations

The organisation must have a publicly available written constitution that sets out:
- I~~t~~ts objectives and area of operation
- H~~h~~ow people can become members of the organisation
- T~~t~~he way the committee will operate
- H~~h~~ow the business of the organisation will be conducted
- H~~h~~ow decisions will be reached democratically (a statement should be provided setting out how the organisation plans to engage with its members and how it will represent their views)
- H~~h~~ow funds will be managed
- A~~a~~rrangements for public meetings (minimum of 2 open meetings ~~per~~ each year, one of which can be an Annual General Meeting (AGM))
- A~~a~~rrangements for an AGM
- H~~h~~ow changes can be made to the constitution
- I~~t~~ts commitment to equal opportunities
- It's commitment to data privacy
- H~~h~~ow the group can be dissolved

- It's commitment to the promotion of the housing and housing related interests of the tenants of the registering landlord(s).

ELC, ELHA and HFLHP recognise that newly established groups may require time and support to develop a constitution.   Assistance is available to develop a constitution from ELTRP or any of the participating landlords, please contact:

- ELTRP on 0131 665 9304
- ELC's Service Development Officer (Community Housing) on 01620 827 526
- ELHA's Housing Manager on 01620 825 032
- HFLHP on 01620 829 300.

The organisation must have a committee that:

- _____ (After the first year) is elected at an AGM
- _____ Has at least three members. (Committee members may be tenants of any involved landlords, owner-occupiers or private tenants)
- _____ Can co-opt others onto the committee during the course of the year
- _____ Has elected office bearers
- _____ Holds meetings that are open to any member of the organisation
- _____ Can demonstrate that decisions are reached democratically
- _____ Promotes equal opportunities.

Where an organisation has received a grant from one of the participating landlords:

- The organisation must present an annual financial statement (referred to as Treasurer's report in ELC's Grants Policy) to the participating landlord.

The organisation must operate within:

- An area in East Lothian, which includes housing stock, owned and managed by one or more of the landlords with whom it is seeking to register.

3.	**Removal from the Register**

The Housing (Scotland) Act 2001 states that a Registered Tenants' Organisation can be removed from the Register in any of the following circumstances:

- The Tenants' Organisation no longer meets the registration criteria; or
- The Tenants' Organisation ceases to exist or does not operate; or
- Tenants' Organisation no longer wishes to be registered.

Should the ~~group~~ RTO wish to be removed from the Register, they should apply in writing to the Council's Service Development Officer (Community Housing) giving the reasons why.   If the participating landlords decide not to remove the ~~group~~ RTO from the Register, they will notify the ~~group~~ RTO in writing giving the reasons why and informing the ~~group~~ RTO of their right to appeal.

ELC, ELHA and HFLHP may seek to remove a ~~group~~ RTO from the Register.   When considering removal, the participating landlords, after joint discussions, will ensure that attempts are made to discuss the reasons for removal with representatives from the ~~group~~ RTO in question.   Support will be provided where required to enable the ~~group~~ RTO to ensure it meets the registration criteria.   A representative from ELTRP may be involved in this discussion if this is agreeable to all parties.

Removal from the Register will take place 28 days following written notification to the group that explains:

- T~~t~~he reasons for removal
- T~~t~~imescale for removal
- I~~i~~nformation on the appeal process.

When the participating landlord(s) decides to remove an organisation from the register, the group will be notified in writing and also given a right of appeal.

The Act obliges the landlord to keep a record of RTOs that are removed from the Register.

4.	**Process for Appeals**

The Housing (Scotland) Act 2001 states that a tenants' organisation may appeal against a landlord's decision to:

- N~~n~~ot register the organisation; or

- Rremove the organisation from the Register; or
- Nnot remove the organisation from the Register.

The appeals process will have various stages these are outlined below:

1. The **RTO should write** to the participating landlords explaining their reason for their appeal:

If **ELC** is the landlord, then:

- The (R)TO **should write** to the Service Development Officer for East Lothian Council
- The appeal against the landlord's decision will be considered by the Service Development Manager who will instruct an investigation into the appeal

If **ELHA** or **HFLHP** is the landlord, then:

- An appeal should be made through the individual landlord's appeals process

In cases of mixed tenure and where there is more than one landlord, ELC can provide support and assistance to advise who would hear the appeal. Please contact ELC's Service Development Officer on 01620 827 526 or email dpiner@eastlothian.gov.uk.

- The respective landlord will have **28 days** to make a decision and inform the (R)TO in writing.

- If the appeal is successful, the landlord will reinstate the ~~group~~ organisation to the register and inform the RTO in writing.

- If the appeal is unsuccessful, the (R)TO can appeal to the Scottish Housing Regulator, ~~Highlander House, 58 Waterloo Street, Glasgow,~~ Buchanan House, 58 Prt Dundas Road, Glasgow G4 0HF , email shr@shr.gov.scot~~G2 7DA~~ , who will investigate on behalf of Scottish Ministers.   The Scottish Housing Regulator will be responsible for the process of the second stage appeal and the timescales involved.

5. Groups that do not want to Register

There may be circumstances where a tenant group does not wish to register with the landlord.   Where this is the case individual group members, as individual tenants of the landlord, will still have their right to be consulted.   Landlords whenever appropriate should as a matter of good practice, consult with non-registered groups, particularly if this is an informal group, brought together over a specific issue in a certain area.

Landlords will have to apply a judgement, possibly with the assistance of ELTRP as to the representative nature of the group. Consultation with such a group would still remain outwith the statutory provisions of the Act.

In line with the aims of the participating landlords' individual Tenant Participation Strategies, ELC, ELHA and HFLHP~~we~~ will ensure that all ~~our~~ their tenants have opportunities to get involved in a way that suits them.   ~~We~~ They recognise that a range of options need to be available to enable involvement ~~and we~~ will promote a menu of options for participation.   ~~We~~ ELC, ELHA & HLFHP value all forms of tenant participation equally and will ensure that support is available to encourage tenants to get involved.

6. Complaints

Complaints about Landlords

ELC, ELHA and HFLHP endeavour to provide a high quality service, but in the event that your Group would like to make a complaint against a landlord, please contact the relevant agency who will inform the Group of the next stage of complaint should you be unsatisfied in the first instance.   Copies of the complaints policies are also available by contacting below:

Customer Feedback Team ~~Complaints Manager~~ East Lothian Council ~~Dept. of Community Services~~ ~~9-11 Lodge Street~~ John Muir House Haddington EH41 3DX Tel: 01 31 653 5290 ~~620 827 497~~ Email: feedback@eastlothian.gov.uk Web: www.eastlothian.gov.uk	East Lothian Housing Association 18-20 Market Street Haddington EH41 3JL Tel: 01620 825032 ~~Fax: 01620 826596~~ Email: enquiries@elha.com Web: www.elha.com

Homes for Life Housing Partnership
Tolbooth Gate
57 Market Street
HADDINGTON
East Lothian
EH41 3JG

Tel: 01620 829300
Fax: 01620 829993
Email: info@homesforlife.co.uk
Web: www.homesforlife.co.uk

Complaints about RTO

Complaints about RTO ~~should be referred to the~~ cCommittee. If
the complaint is not re~~solved, the RTO may~~ request the
assistance of an indep~~endent party who will assist in trying to reso~~lve the matter.

If a complaint is made about an RTO's failure to comply with the registration
criteria, this will be investigated depending on the nature of the complaint by one
of the following:

- The ELC Service Development Officer for Community Housing
  Services
- Another delegated member of ELC staff
- A representative of ELHA or HFLHP
- An independent party e.g. Tenants Information Service, Tenant
  Participation Advisory Service etc.

The RTO will be notified in writing that an investigation will be carried out.   The
investigation will take no longer than 28 days (unless in exceptional circumstances)
and the findings will be shared with the cCommittee of the RTO~~group~~.

Appendix A: Application for Registration as a Registered Tenants' Organisation

Please read the policy and guidance before filling in this form.   This is a joint application form for groups that represent tenants of East Lothian Council, East Lothian Housing Association or Homes for Life Housing Partnership.

1. Name of G̶group

2. Contact details of G̶group (You may ask to keep this confidential, as the Register is a publicly available document.   You can also choose to register your G̶group with the ELTRP Office as a contact address. Contact ELTRP for more details.)

Contact name:
Position in Group:
Address:
Postcode:
Tel:
Fax:
Email:

3. Area of operation (List the streets that your ~~organisation~~ Group covers)

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┌─────────────────────────────────────────────────────────────┐
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│                                                             │
│                                                             │
│                                                             │
│                                                             │
└─────────────────────────────────────────────────────────────┘
```

4. Do you have a written, publicly available constitution?

Yes ☐   No ☐

Please remember to include this with your application.

5. Does your organisation have a committee of at least three members who have been elected at your Annual General Meeting?

Yes ☐   No ☐

Please provide a copy of the minutes of your last Annual General Meeting with the application form.

Please provide your Office Bearers' contact details.

	Name	Position	Address
1.			
2.			
3.			
4.			

6. Is your organisation committed to representing the views of ELC, ELHA or HFLHP tenants in your area?

Yes ☐   No ☐

```
┌─────────────────────────────────────────────────────────────┐
│ Please tell us briefly how you will represent your members' │
│ views, for example, the number of public meetings you will  │
│ hold; newsletters you produce and how you will publicise    │
│ your AGM;                                                   │
│                                                             │
│                                                             │
```

4

7. ~~Data Protection Act 1998~~UK GDPR Data Protection Act 2018

Under the terms of the UK GDPR Data Protection Act 2018~~1998~~, East Lothian Council needs to provide information about how people's personal data will be stored and describe what it will be used for.   The Data Controller is East Lothian Council.

The personal data that you provide will be held by ELC only for the purposes of managing the Register of Tenants' Organisations. In order to process your application to register, your details will be shared with ELHA and HFLHP.   The lawful basis for this is legitimate interest.
The Scottish Government will also, from time to time, ask ELC to pass on information, from our Register of Tenant Organisations to them. The lawful basis for this is legal obligation.

If ELC wishes to use this data for any other reason in the future, we will contact you and ask you for your consent before we go ahead.

Under the Freedom of Information (Scotland) Act people have a right to ask for recorded information held by East Lothian Council.   Some information may be covered by the exemptions listed in the Act.   If ELC does not provide you with the information you have requested, it has to give full reasons for not doing so and you have the right to appeal to the Scottish Information Commissioner. If you would like to request information, please email foi@eastlothian.gov.uk or contact any East Lothian Council office.

8. Check list
Please ensure that you have included the following:
- Application form with all sections completed
- Constitution
- Minutes of last AGM

9. Confirming information
Please complete the section below to confirm that you are the person who has completed this application form on behalf of the Group and that all the information about your Group is correct.

Your Name:	Position in Group:
Your Address:	
Postcode:	
Tel:	

Please return the completed application and attached papers to:
Service Development Officer (Community Housing)
~~Dept. of Community Services~~ Community Housing & Homelessness
East Lothian Council
Penston House
MACMERRY
EH33 1EX
Tel: 01620 827 526
Fax: 01875 618 682
Email: dpiner@eastlothian.gov.uk

Forms can also be returned to the participating landlords:
East Lothian Housing Association
18-20 Market Street
Haddington
EH41 3JL
Tel: 01620 825032
~~Fax: 01620 826596~~
Email: enquiries@elha.com

Homes for Life Housing Partnership
Tolbooth Gate
57 Market Street
HADDINGTON
East Lothian EH41 3JG
Tel: 01620 829300
Fax: 01620 829993
Email: info@homesforlife.co.uk

For assistance with this form, please contact the Council's Service Development Officer (Community Housing), ELHA, HFLHP or:

East Lothian Tenants and Residents Panel
47 Bridge Street
Musselburgh
EH21 6AA
Tel: 0131 665 9304
Fax: 0131 665 8386
Email: tenantspanel@hotmail.com

Tenant Participation Strategy Review

Report by Karen Barry, Director of Housing – for approval

1.0   Introduction

The Tenant Participation Strategy is due its periodic review.

2.0   Changes to The Strategy

Recommended changes to the Tenant Participation Strategy are minor in nature and are tracked on the **Strategy Document** attached to this report.

The document has been mainly updated to reflect the work that has been carried out during the last three years. In addition, there has been a slight change to the wording on page 6 relating to Outcome 3 of the Scottish Social Housing Charter which has been revised and a new version issued on 1 November 2022.

Tenants were invited to participate in the review of this Strategy through the pages of the newsletter and e-news, and the TIG-Panel and staff were also consulted. No feedback was received.

Recommendation

The Management Committee is asked to approve the revised Tenant Participation Strategy.

Tenant Participation Strategy

20230-20263

Contents

Section 6: Working with RTO's and Tenant Groups

Working with Registered Tenants' Organisations

Supporting Tenant Groups

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Funding RTOs

Section 9: Partnership Working

Section 10: Monitoring & Review

Monitoring & Review

<u>**Appendices**</u>

Section 1: Introduction

Tenant Participation – What it Means to Us

Tenant Participation is about tenants taking part in decision making and influencing decisions about:

- our policies that affect them
- housing conditions
- the services we provide
- issues that affect the wider community

It is a two-way process which involves the sharing of information, ideas and power. Its aim is to improve the standard of housing conditions, policies, and services.

Our Commitment

We are committed to tenant participation. We aim to meet the needs and aspirations of tenants by providing opportunities for them to access all levels of the decision making process.

A lot of good work has been done since the last review of our Strategy in 2019 despite a pandemic that spanned two years.16. Some of our successes include:

- Developing a Communication Strategy which sets out plans for effective communications, underpinning our commitment to achieving our vision of Healthy Happy Homes, our values, key priorities set out in our Business Plan as well as the outcome and standards for communication, contained within the Scottish Social Housing Charter. The TIG were involved in the development of this Strategy which is supported by this Tenant Participation Strategy

- The TIG were also involved in reviewing our quarterly Complaints Analysis report, assisting staff in reviewing the frequency of the stair cleaning survey as well as reviewing the results of a number of satisfaction surveys and consultation exercises; and appointing the consultant for the most recent large tenant satisfaction survey

- Adapting during the pandemic to meeting 'digitally' with our TIG-Panel through Teams and taking the decision to offer this option long term, to make meetings as accessible as possible to tenants

- Further increasing response rates to our annual Rent Increase Consultation by substantially redesigning the consultation and developing a microsite on elha.com, designed for use on mobile phones and other digital devices, and information thereafter printed out for the minority of printed tenants. In 2021 we achieved record breaking results with 29% of tenants responding compared to 24% the previous year.

- Worked with our TIG-Web to test and develop our new Rent Collector app. This took place over nine months, and over 80 tenants took part by using the

app to pay their rent, reporting bugs, and completing several surveys on their experience of the app as they progressed from a new user to a regular payer. The tenant input was invaluable for producing a stable app on multiple devices and operating systems.

- Launching e-news in February 2020 for paper-free tenants which was timely and proved invaluable as we moved into Lockdown in March 2020. We were very quickly able to get information out to the majority of our tenants about services as we moved through the pandemic. This quickly developed into routine monthly e-news and e-newsflashes with the information continuing to be printed in 'Talkback' newsletters for those tenants who prefer not to use digital services.

- Consulting all our tenants and applicants on proposals to make significant changes to our Allocations Policy and to introducing a new Digital Lettings Service, These Homes

- Working closely with over 200 tenants on the stair and communal area cleaning contract to improve services which resulted in the early termination of a contract and a new stair cleaning contractor being appointed. And with tenants in a particular development regarding their heating which led to the development of e-factsheets; providing specific information about their heating systems and solar panels, the format which has been adopted to provide specific groups of tenants with information about their home

- We retained our Gold level accreditation with the Tenant Participation Advisory Service (TPAS); with a score of 6 out of 6 in all categories, improving on our average score of 5 out of 6 three years ago.
- The TIG Panel have helped us to review some of our leaflets, including 'Getting Along with Neighbours', which look better, are clearer and a more interesting read
- We have increased our response rates to our annual Rent Increase Consultation substantially. In 2017, 7.1% of tenants responded, and in 2018, this had more than doubled to 14.7%. Much of the increase can be attributed to our Key Tenant Scheme, which rewards online participation with the highest level of rent discount
- Our Talkback newsletter has continued to develop, and most newsletters have been issued with surveys, allowing tenants to have their say on issues from whether we should allow dogs to live in our flats, to making changes to how we report our performance
- We won first place in the annual TPAS awards in 2018 in the category of 'Digital Participation' in recognition of the impact of our Key Tenant Scheme in improving digital participation
- Following feedback from tenants on the cost of our annual report and to improve the availability of information on how we are performing, we have introduced 'Performance 365' so that tenants (and other interested parties) can assess our performance
- We have introduced group meeting for residents of new developments to allow people to meet before they move into their new home, and to find out

~~more together about our services and how they can become involved with the Association~~

This strategy sets out our plans for involving our tenants in making decisions and influencing policies and procedures about the houses they live in and the services they receive over the next three years and is closely linked to our vision of healthy, happy homes. We are committed to provide:

- First class affordable rented homes
- Excellent customer care
- Expert maintenance services
- Support for independent living

Our services should always be provided in a professional, honest, reliable, and friendly manner.

This strategy outlines our commitment to working with our tenants to improve the services that we provide (including through scrutinising our work), encouraging them to influence decisions about their homes and their communities, and providing them with the means to do so. The strategy gives details of how we hope this process will be developed, by whom, and how tenants will play a bigger part in our activities in the future.

We will review the progress of the strategy regularly to identify and examine the issues that matter to and affect our tenants, and to make sure that we manage and maintain the services we provide for our tenants to achieve high levels of satisfaction.

Together with our tenants we want to deliver a high quality, regularly reviewed tenant participation process that demonstrates that we are doing what we say we will do and allows our tenants to be involved at the heart of all of our work.

Scottish Social Housing Charter

The Scottish Social Housing Charter was introduced by the Housing (Scotland) Act 2010 and came into force on 1 April 2012. The revised Charter, which took effect from 1 November~~April~~ 2022~~17~~ sets out the standards and outcomes that all social landlords should aim to achieve when performing their housing activities and offers tenants a new way to get involved and participate with us.

Outcome 3 of the Scottish Social Housing Charter states that:

"Social landlords manage their businesses so that: tenants and other customers are offered a range of opportunities that make~~find~~ it easy for them to participate in,~~and~~ influence their landlord's decisions at a level they feel comfortable with."

The Charter replaces the Performance Standards set out in the guidance issued under the Housing (Scotland) Act 2001 but it does not replace any legal duties under this Act.

The Scottish Housing Regulator is responsible for monitoring, assessing and reporting on how well landlords achieve the Charter outcomes. The results of their findings are reported in an Annual Report on the Charter (ARC). Our tenants are involved in our self assessment of our services, most notably through scrutiny projects, regular discussions on performance, and through having an input into what is reported in our monthly and annual reports, through Performance 365.

Benefits of Tenant Participation

We recognise the potential benefits of tenant participation in the delivery and development of our services. These include:

- Improving our services and achieving better value for money
- Improving overall tenant satisfaction with their home, community and the services that we provide
- Better communication between staff and tenants
- Chances for people to develop new knowledge and skills

We acknowledge that it may take time to achieve these benefits and different types of opportunities to become involved must be available to suit different tenants. We strongly believe that there is no 'one size fits all' approach to tenant participation and want to support interested tenants to participate in ways that work for them.

By involving tenants and supporting their involvement, we will continue to develop new and practical ways to improve the communities in which our tenants live.

Our Key Principles

We have adopted the following key principles:

- Successful tenant participation requires a culture of mutual trust, respect and partnership between tenants, committee members, and staff at all levels, working together towards a common goal of better housing conditions and housing services.

- Tenant participation in practice is a continuous process where information and ideas are shared, common understanding of problems is sought and solutions are achieved.

- Effective tenant participation allows all partners to contribute to the agenda. All participants must have the full and detailed information they need to consider issues properly; information must be clear, timely and accessible and take account of equal opportunities.

- How the decision making process works should be open, clear and accountable.

- Tenants must be given enough time to consider issues properly. If they want to, tenants should have the opportunity to meet, discuss and work out a common view in advance of meeting with us.

- Effective tenant participation requires us, as landlord, to recognise and respect the independence of tenants' organisations.

- Good working relationships evolve gradually and should be flexible to adapt to local circumstances.

- Tenant organisations need adequate resources for organisation, training and support**.**

- Tenant participation in rural areas must be tailored to suit the particular circumstances and needs of tenants in such communities.

- Tenant participation must meet the requirements of current housing legislation and best practice and should help to remove barriers caused by age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation.

Section 2 : Encouraging Involvement

The involvement and approval of all of our customers- but primarily our tenants- has always been important to us and so the additional legal requirements to provide opportunities for customers to become involved in our work resulting from the Housing (Scotland) Act 2010 only served to reinforce much of what we had been doing for years.

At the start of this strategy period, tenant participation is well established within ELHA and all of the processes, policies and resources are in place to enable effective customer involvement. However, we continue to strive to improve levels of participation and have found that we have achieved most significant gains through our efforts to promotes digital involvement during the last three years.

In our TIG Panel we have a core of dedicated tenants without whom we would struggle to meet our legal obligations. We do, however, struggle to recruit new members prepared to give up their time to participate in the more traditional ways, principally by attending meetings. In saying that, accessibility to meetings has improved in recent years through the introduction of hybrid meetings, where tenants can attend in person or from their home by using Teams. It is hoped that in time this will further encourage tenants to join meetings. Our staff continue to promote membership of the TIG Panel and we have agreed targets for member recruitment with staff.

This coupled with other changes within the social housing environment, particularly Welfare Reform, has prompted us to look at how we encourage and enable tenants to become involved. Over the three year strategy period, in addition to the work outlined in the remainder of this document, we will:

- Continue to develop the potential of My Home to enable tenants to voice their opinions and influence decisions in the most convenient ways
- Consider ways to promote Platinum Gold level membership of the Key Tenant Scheme to assist in encouraging digital engagement
- Continue to Rre-organise the workload within our Housing team to enable frontline staff to spend more time encouraging tenants to become involved

- Aim to better demonstrate the direct advantages of becoming involved in issues that affect whole communities by prioritising estate management expenditure to community led projects
- Instigate visits to tenants we don't normally see to garner their views and encourage them to get involved
- Continue to seek to increase the number of tenants using My Home and paper free services where submitting comments and opinions can be done easily at any time
- Promote services like Praise or Grumble, Ffacebook, 5 minute surveys and so on to get occasional snapshot views from our tenants
- Continue to wWork on developing our social media presence to promote tenant participation and encourage engagement
- Hone the skills of the designated Tenant Participation Champion to ensure evey opportunity for colleagues and tenants alike to work together to improve services is maximised
- Designate a "Tenant Participation Champion" within the Housing Team to encourage colleagues and tenants alike to work together to improve services
- Ensure the resources needed for effective Tenant Involvement are available
- Involve the whole staff team in working with tenants to achieve improvements within our developments
- Record praise with the same consistency that we record complaints so that we benefit from positive feedback as well as acting on negative feedback

Section 3: Our Management Committee, Membership and the Tenant Involvement Group

Our Management Committee

We are run by a voluntary Management Committee which is elected by our members at each Annual General Meeting (AGM). Management Committee members can be tenants or other people with a real interest in housing. We have strong community representation on our Management Committee and this helps us to know what issues are important to tenants and others in the communities we work in.

Our Management Committee is made up of 15 members, of whom up to 5 may be co-opted members. They control our business by:

- Setting the policies to be followed by staff
- Making sure that staff are carrying out our legal and financial responsibilities
- Giving authority to staff to carry out the decisions of the Management Committee and to attend to the day to day business

Management Committee members must work within our Rules. They are also accountable to the Scottish Housing Regulator.

Becoming a Member

The most direct way of participating in our work is to become a Member of the Association. Membership costs only £1.00 and is for life. We provide full details of how to become a member of the Association to all of our tenants. An information

leaflet and application form is available from our office and on elha.com. Our members may attend the AGM and vote for, or be elected to, our Management Committee.

We believe that promoting membership of the Association, encouraging tenants to become members and attend our Annual General Meetings or other organised meetings is an important aspect of tenant participation.

For those Members who are elected onto the Management Committee, we will ensure that appropriate training is provided to support them in their role.

Our Tenant Involvement Group (TIG)

We have a Tenant Involvement Group (TIG) made up of tenants who have indicated an interest in getting involved in a variety of ways, for example, focus groups, surveys, via social media or My Home or being part of the TIG Panel.

The TIG Panel is responsible for reviewing and implementing our Tenant Participation Strategy, scrutinising our performance in relation to the Scottish Social Housing Charter outcomes and for working with us to increase tenant participation in all areas of our work. The Panel generally meets six times each year and works with our staff to develop and review the Tenant Participation Action Plan each year. The remit of the TIG Panel is attached at **Appendix 1.**

Section 4 : Tenant Involvement in Performance Assessment

Legal and Regulatory Framework

The Housing (Scotland) Act 2010 sets out the foundations for the regulatory system that formally takes account of tenant's views and in April 2012 the Scottish Social Housing Charter (the Charter) was launched. Social landlords in Scotland are responsible for meeting the Charter standards and outcomes and gathering evidence to demonstrate that they are doing so.

The role of the Scottish Housing Regulator (SHR) is to monitor, report and assess how well social landlords are achieving the Charter standards and outcomes. The SHR is not prescriptive about how tenants can be involved but do require landlords to:

- Agree their approach to self assessment with tenants
- Ensure that it is effective and meaningful
- Publicise the approach to tenants
- Demonstrate their approach is being implemented
- Provide a statement of how they will involve service users, customers, homeless people, homeowners and hard to reach groups in their self-assessment activities.

Tenant Scrutiny

Tenant scrutiny aims to give tenants more power in holding their landlord to account for their decisions, performance and conduct. It is the name given to tenants being involved in agreeing the landlord's self assessment process then independently scrutinising the landlord's results in relation to the Charter Outcomes.

Scrutiny in Practice

The Tenant Involvement Group's Scrutiny sub-group is responsible for scrutinising our performance to ensure that the outcomes in relation to the Charter are met. The TIG-Scrutiny Group have been successful in working with the Association to improve practices, including ~~assessing our telephone system and working with staff to make it easier for customers to speak to the right person first time.~~investigating out of target repairs which led to an overhaul of repair monitoring processes and monthly repair performance analysis.

A procedure detailing how tenant scrutiny is implemented within ELHA can be found at **Appendix 2**. The process continues to evolve as the tenants involved gain experience and confidence.

Section 5: Information, Consultation and Research

Provision of Information

Individual tenants, Tenants Groups and Registered Tenant Organisations (RTOs) need accurate and accessible information if they are to make informed choices. We always aim to provide good, clear information, in Plain English, so that tenants, Tenants Groups and RTOs know what is happening. If it is not possible to provide any information requested, we will explain why.

All new tenants are provided with a menu of options for getting involved with our work and we provide information on how people can get involved before their tenancy starts. Our 'My New Home' process allows applicants to make decisions on how they'd like us to communicate with them once they become a tenant and think before they even get their keys about what sort of ways that may suit them to get involved.

One of the options available to all of our tenants is joining our Tenant Involvement Group to ensure that they are consulted in the way that they want to be (by post, internet, face to face etc.), and can nominate specific topics in which they have a particular interest. On request, and where it is reasonable to do so, we will take practical steps, such as arranging interpreting and translation (we are members of Happy to Translate), information on CD, in larger print, and in languages other than English, if this is easier for tenants.

We provide tenants with a range of information either by post, in our office or through elha.com~~, Performance 365,~~ and My Home including:

- A written tenancy agreement
- A regular Newsletter
- Information about our Complaints Procedure
- Information about Right to Repair

- ~~Our performance against locally agreed targets and standards each year~~
- All Policies relating to tenants
- Detailed information about their rent account, repair history and tenant documents held in our systems
- Our Tenant Participation Strategy
- Non-confidential Management Committee papers and Minutes of meetings

and on request we will supply:

- Information about how decisions are made
- Full printed reports on the 3 yearly Tenant Satisfaction Survey

Following feedback from tenants about our annual report, we replaced it with our Performance 365 microsite on elha.com, which communicates up to date performance information for tenants and other interested parties. This allows us to update tenants monthly in addition to annually. We also produce a Performance Summary leaflet for digitally excluded tenants, with top line statistics and Income & Expenditure details.

We will use a variety of communication methods to ensure a style and format that promotes accessibility for everyone, and all our communication will be instantly recognisable and corporately branded.

Tenant Consultation

We consult with our tenants to give them the opportunity to comment on services, policies and procedures before they are finally agreed. Proposals for tenants to consider will have been developed before reaching this stage.

We will consult tenants en masse ~~through our 5 minute comment cards issued with our Newsletter~~, individually, in informal groups, as part of a Registered Tenants Organisation (RTO) or a Focus Group, on the following:

- If we want to make changes to policy or service standards relating to housing management or repairs and maintenance, and the change would have a significant impact on tenants
- Before introducing new services
- Our Tenant Participation Strategy
- Our rent increase proposals
- If we were to sell any of our properties that have tenants in them which would result in a change of Landlord or owner
- Local issues such as waste management

We will use a variety of ways to consult tenants in the way that suits them best. For example:

- Through My Home
- Individual letters to tenants with ~~reply slips~~ survey/consultation forms and return envelopes
- Through our ~~newsletter~~print and e-newsletters
- Door to door surveys

- ~~On elha.com~~
- ~~Facebook~~
- As part of an RTO or tenant group
- Through a 3rd party, e.g., a market research consultant

We have set a minimum standard for all consultations with tenants. Every year we will:

- Advise tenants about the topics we propose to consult them on for the following year
- Provide a timetable of main events including time for responses by the tenants
- Explain what information we will make available to individual tenants to help them take an informed and effective part in the consultation

At the time of consultation, we will provide the following details:

- How the proposal may affect tenants
- A clear indication of what can be changed and clear information about what tenants can expect to see happen as a result of any surveyHow and within what timescale tenants can make their views known to us
- How and when a final decision will be taken
- Details of how tenants will be informed of the results of consultation.
- The staff members dealing with the matter
- Information on how and where to complain if the need arises.

Appendix 3 sets out our procedure for consultation and research.

Community Consultation

There will be times when we will need to consult with the wider community on issues that affect them. For example, we ~~would~~ will consult applicants who are registered with us for housing if we want to make changes to our Allocations policy or, if carrying out major work in a mixed tenure estate, we ~~would~~ will consult those who may be affected by the work. In these circumstances we will follow the same procedure set out at **Appendix 3.**

Satisfaction Surveys

We will always seek comments from tenants on our maintenance services, through feedback on routine repairs and surveys on maintenance projects such as window, door or kitchen renewals. Tenants will also be given opportunities to comment on the range and standard of all services through regular satisfaction surveys.

Every three years we will carry out a comprehensive, large scale Tenant Satisfaction Survey, and will employ an independent consultant to carry out this work.

The results of surveys will be monitored by the TIG Panel and our Management Committee and will be reported to tenants in our Newsletters.

Online Housing Office

All of our housing services are accessible via elha.com and My Home (the only exception being where we need a person's signature). Tenants can apply for an available property, order and schedule repairs, view their rent account, pay rent, read our policies or information leaflets, obtain energy advice and make complaints. Every page has a praise or grumble feature which allows tenants to provide us with feedback, good or bad.

Tenants who have registered with My Home can sign up for our paper-free service. ~~This is an opt-in service, but we~~ We strongly encourage tenants to ~~do~~ so~~.~~ go paper free, and incentivise this through the Key Tenant Scheme. ~~, and~~ Ttenants can change their preferences on My Home at any time.

elha.com and My Home are designed to be as accessible as possible, set up to be easily navigated by tenants using screen readers or tabbed browsing, and are Browsealoud enabled. Every page of elha.com includes the option to translate the page into over 100 languages.

The Live Help service is essentially a phone call for people who cannot, or prefer not to, use the phone.   The service is open Monday to Friday when tenants and other

Ccustomers have instant access to an on-line advisor who can provide them with a range of information and advice.

Our expansion into social media (Facebook) has had a positive impact on tenant participation. We are now reaching tenants who do not normally engage in traditional tenant participation activities and we expect this to continue to grow. The Communication Strategy lays out standards and plans for this growth.

These online tools are beneficial to both the Association and our customers and serve to enhance traditional methods of communication and engagement and not to replace them. Every tenant who uses the online services saves us time and money meaning more resources are available to engage with people through traditional methods of communication who prefer this option.   It is also worth noting that working electronically reduces our carbon footprint.

Section 6: Working with RTOs and Tenant Groups

Developing a Tenant Participation Strategy committed to tenants is part of a process that aims to take people from being informed and consulted on options through to making decisions and acting together to make their voices heard. Meaningful and effective participation leads to liaising with, and including, other agencies and groups for wider action projects in our communities, where this is needed and wanted.

Many tenants may be satisfied with the quality of services provided by us but, in trying to further improve our performance, we want to build tenants confidence and skills so that they can decide and act on the things that affect their daily lives.

Working with Registered Tenants' Organisations

A Registered Tenants' Organisation (RTO) is an independent organisation set up by tenants to represent their housing and related interests. It will normally have elected office bearers and a formal constitution. These RTOs can represent the views of people from defined, specific areas or about a specific issue. The RTOs will also have a recognised role in the tenant participation process.

As we continue to develop tenant participation, we make the following commitments:

- We will provide RTOs with advance notice of how and when decisions will be taken, which affect the management and maintenance of the housing stock. We will make sure that enough time is given to allow for meaningful participation and proper consideration of the tenant's views

- We will speak to RTOs about how they can be involved in our decision-making processes

- We will provide RTOs with a chance to make representations to our Management Committee, either in writing or in person

- Our policies and procedures will, where appropriate, reflect how we involve tenants and RTOs in the decision-making process

- We will allow flexibility for tenants' representatives to state their views on issues they would like to take forward so that they are not just dealing with issues that we want them to consider

- We will involve RTOs in agreeing on ways for collecting wider tenant opinion

- We will involve RTOs in the development and review of our Tenant Participation Strategy

- We will also normally work with informal groups of tenants who have either not yet registered as a tenants' organisation or choose not to go down this route

We have agreed a joint policy with East Lothian Council and Homes for Life Housing Partnership for Registering Tenants Organisations which is reviewed every five years. This means that the registration process is the same for any tenants group in East Lothian, regardless of who their landlord is. To avoid bombarding tenants with information, which is of no relevance to them, we consult only with the RTO's that represent areas in which we own properties.

Section 7: Improving Housing and Wider Action

New Developments and Improvements

We have regularly involved the local community and individual tenants in the planning of new housing developments or the upgrading of existing properties in the following ways:

- Through local councillors and officials involved in determining the overall housing strategy for East Lothian
- Through membership of our Management Committee
- Consultation with our tenants on our delivery plan for the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (EESSH).
- Where properties are being upgraded, through our tenants being involved in making choices on details for their home
- Meeting with incoming tenants as a group when their new development is near to completion to provide information on their properties, the area, and the Association, encouraging community spirit and tenant involvement
- After each project is completed, through our tenants giving their views on the work carried out as a part of a Tenant Feedback Survey

We will continue to build on these arrangements for involving tenants, prospective tenants and the wider community in future plans through:

- Providing information to all who need it in clear language and using models, drawings, etc. to help explain our plans

- Whenever possible continuing to offer a range of choices to tenants, while taking into account costs, the need to plan for future maintenance, and our legal responsibilities

- Further development of our online services allowing tenants to participate at times to suit them

Wider Action

Involvement with wider community groups (for example, Community Councils, Area Committees, Neighbourhood Watch Schemes, etc) will also be developed on request and where we can contribute to the enhancement of community life.

Section 8: Funding and Resources

Resource provision (including training)

We recognise the need to provide training for both staff and tenants involved in tenant participation. We will provide resources for individual tenants or groups of tenants who get involved to encourage their further participation. This training commitment will be provided by us or by other bodies specialising in training, empowering and assisting the development of tenants (for example groups such as the Tenant Information Service (TIS) or the Tenant Participation Advisory Service (TPAS)).

Where Registered Tenant Organisations (RTOs) or informal tenants groups are formed, we will, if necessary, provide training for the tenants involved (for example, in running meetings, minute taking, keeping financial records etc). We have links with organisations that provide advice, information and training to tenants groups

and will work with these organisations to help develop tailored training to meet the needs that tenants identify.

Appropriate training will be provided to our Management Committee members, staff and tenants to ensure that they have the necessary information, skills and self confidence to contribute effectively. This training may be in-house or provided by external agencies. The full costs of any agreed training will be paid for by the Association.

As well as helping to identify training needs and funding courses for tenants, we will provide funding where possible for printing newsletters and other information. Our staff will help arrange and organise meetings and provide administrative support for groups seeking to form tenants' associations, or evolving into RTOs. Administrative support could include typing, photocopying and posting, computer access and support and help in setting up filing and storage systems. Direct support will also be provided by our Housing Officers.

Importantly, we will make sure that tenants are able to attend meetings at times convenient to them and at an appropriate venue (e.g. arranging a meeting for residents of a particular development as close as possible to their homes). Meetings with staff will be arranged at times that take account of the needs of the majority of tenants. We will also provide travel and childcare costs where these are relevant to attending training courses, meetings, etc.

Where required, our staff will be available to assist tenants in developing Forums, Panels, etc to maintain tenant involvement in monitoring and reviewing how our services are provided.

Funding Tenant Groups

As RTOs and Tenants Groups develop, they will need funding to allow them to achieve their aims and to meet the requirements of registration.

Our properties are often in areas of mixed tenure and so we will pay grants proportionate to the number of tenancies we have in the area that a group covers. Grants payable at the start of this strategy are:

Start Up Grant: £235.00 thereafter

Annual Grant: £90.00 plus £1.50 per tenancy

These amounts are reviewed at the same time as our strategy.

Annual grants will be payable to any group meeting registration conditions set out in our joint policy with ELC & HfLHP on Registering Tenants Organisations. These will be paid into the bank account of the group within one month of a claim being submitted and annually thereafter providing the group remains registered and continues to satisfy the registration criteria.

For any group in the process of getting started, legitimate expenses will be met by us from the start up grant, with any balance being paid into the bank account of the group once it has registered. Each RTO that receives a grant will be required to

maintain annual accounts and show their accounts to us each year before an annual grant will be paid.

Tenants groups that choose not to register may still apply for funding and will have to specify how much money they need, what it will be used for, and how it will be protected for the use of the group. Such applications will be considered by the TIG Panel who will make a recommendation to the Management Committee as to whether the grant should be paid and any conditions that should be applied.

Section 9 : Partnership Working

We recognise the importance of working in partnership with other agencies that provide and deliver services which affect the communities our tenants live in.

We have developed close working relationships with East Lothian Council and other Registered Social Landlords in East Lothian through the East Lothian TP Liaison Group. We will continue to improve working relations by exploring opportunities for joint working and sharing new ideas and good practice.

We will also continue to network with other Registered Social Landlords, agencies and tenant participation workers outwith East Lothian to promote tenant participation, share good practice and learn from their experiences.

Section 10: Monitoring and Review

This Strategy sets out how we will encourage and develop tenant participation during the next three years. We regularly review the progress of our Tenant Participation Strategy as required by law and the Scottish Housing Regulator with our tenants to ensure that our Tenant Participation activity is working well and having a positive impact.

The TIG Panel sets a three year action plan and an annual calendar of activity for implementing the strategy which details the work to be carried out to encourage effective participation. The Panel is also involved in setting the Tenant Participation budget each year to maximise tenant involvement in our activities.

Every three years, we engage independent consultants to complete a tenant satisfaction survey in partnership with our TIG-Panel. This survey provides a large amount of base line information to identify our strengths, weaknesses, opportunities and training needs. Having direction and information relating to the services we provide allows us to target what areas we need to consider and invite tenants to engage with us to prioritise these. The TIG Panel will agree and oversee the implementation of an action plan to bring about any improvements.

We have produced a performance monitoring framework (a list of indicators and outputs is detailed at **Appendix 4**) which will help us to record the quantitive and qualitive measures. Regular reports are provided to the TIG Panel and the Audit and Assurance Committee who monitor tenant participation activity such as, (but not limited to):

- Tenant and staff training
- Meetings with Tenant Groups, RTO's, Focus or Community Groups
- Consultations
- Tenant satisfaction
- Use of elha.com and My Home
- Information and advice provided to tenants
- Contacts with external agencies (e.g East Lothian TP Liaison Group)

An annual Tenant Participation report is also provided to our Management Committee.

We will provide tenants with regular information about progress against our Strategy, principally through our regular e-news and printed newsletters.

Appendix 1 – Tenant Involvement Group Remit

1 . Introduction

Overall responsibility for ensuring that tenants are involved with the work of East Lothian Housing Association in accordance with law and good practice rests with the Management Committee. The Management Committee delegates some of its powers to the Audit and Assurance Committee as laid out in Standing Orders which also allow for Working Groups to be formed to address particular areas of work. The Tenant Involvement Group Panel (TIG-Panel) is one such group.

For ease of monitoring, the Tenant Involvement Group functions are divided into TIG-Panel, who oversee TP activities and implement the TP Strategy and Action Plan, TIG-Scrutiny, who scrutinise our services, TIG-Web, an informal group who assist in the development of digital services, TIG-Focus, for tenants who only want to get involved at a local level or for a specific issue, and TIG-Other, for tenants who may be involved in some other aspect of TP.

The Tenant Involvement Group is a permanent Working Group set up to operate on behalf of, and be driven by, tenants and other customers, to ensure that ELHA

- o provides housing services that meet customers' needs
- o ensures services are delivered to the highest standard
- o works to continually review and improve housing services
- o involves customers in the self-assessment of ELHA performance against the Scottish Social Housing Charter outcomes

2. Aims and Objectives of the Tenant Involvement Group

- To raise awareness of tenant participation and the role of scrutiny within the organisation resulting in an increased number of tenants becoming involved in the scrutiny of ELHA performance.

- To make recommendations to senior managers, ELHA Management and Sub-Committees and Local Authority Elected Members (if appropriate) on how housing services can be improved.

- To ensure that the ELHA Management Committee and staff demonstrate accountability to tenants and residents.

- To provide an opportunity for tenants to examine housing service performance and procedures, and challenge and question staff who manage and deliver the service.

3. The Remit of the Tenant Involvement Group Panel

- To develop and implement ELHA's Tenant Participation Strategy

- To oversee the Tenant Satisfaction Survey, including approval of the brief and appointment of a Consultant, considering the results, recommending an action plan to Management Committee for approval

- To develop appropriate policies relating to tenant participation for approval by the Management Committee

- In liaison with ELHA, to agree the scrutiny priorities and approaches to tenant led scrutiny

- To act as a link between ELHA customers (tenants, residents, sharing owners, those receiving factoring service, and applicants) and staff / Management Committee in order to drive forward performance improvement

- To request and review information and statistics on agreed priorities to enable housing services to be scrutinised

- To examine the evidence and make recommendations for service improvements

- To report recommendations to the Management Committee

- To monitor and review agreed action plans

- To share the work of TIG with other customers and encourage involvement

- To play an active role in developing and encouraging digital tenant participation

4. Membership of the Tenant Involvement Group Panel

- Up to 12 places will be available for membership.

- Members should reflect the geographical and demographic nature of the housing stock, where possible.

- Residents of ELHA properties will be eligible for membership.

- ELHA staff and other relevant people will be invited to attend TIG meetings to present information or provide support as required by the Panel.

5. Tenant Involvement Group Recruitment and Succession.

- TIG members will be recruited through a rolling recruitment process via an advertisement to all tenants. The article will be advertised on elha.com, Facebook, newsletters, in our office and through face to face contact between ELHA staff and customers

- TIG members or ELHA staff will meet with interested customers to explain the role of TIG. Thereafter new TIG members will be mentored or have a buddy (existing TIG member) to ensure they understand their role and responsibilities as a TIG member

6. Tenant Involvement Group Panel Meetings

- The TIG Panel will:
-
  - Meet every two months at a time and place to suit the membership. Pre meetings may be required by members before attendance of staff at meetings
  - recognise that to ensure maximum participation within the meetings, the times of meeting may need to be varied and flexible
  - keep meetings to no longer than 2 hours

- The TIG- Panel will form and consider the role of sub groups when required

- A quorum will be more than 50% of members. Inquorate meetings will be noted and decisions ratified at the next quorate meeting.

- The Tenant Involvement Group will be supported and advised by staff in respect of the activities described in this remit

- The Tenant Involvement Group will have access to staff and Management Committee members to enable the terms of this remit to be fulfilled

- The Convenor and Vice-Convenor of TIG will be an appropriate person and will be agreed by the Group following the ELHA AGM

7. TIG-Panel Programme of Work

- In partnership with ELHA, TIG will develop a programme of scrutiny work and review this each year. The priority areas will be decided using feedback from all available sources including:

  o Performance reports
  o Reports from Service Review Groups, Tenant Inspectors, Mystery Shoppers, Focus Groups, estate inspections
  o Tenants and Residents Associations
  o Residents surveys
  o Complaints
  o Benchmarking

8. Tenant Involvement Group Panel Accountability to Tenants, Customers and ELHA

- The TIG will refer to a wide range of formal and informal sources to inform its work programme and priorities

- TIG will gather the views of customers through elha.com and My Home, Facebook, customer comment cards and "Talk to the TIG" sessions

- The TIG will consider if an existing programme of work should be revised to take account of any trigger or issue arising from customer feedback

- The TIG minutes and all reports will be made available on My Homesite and to any customer on request

9. Tenant Involvement Group Resources

- The TIG will receive administrative support and services from ELHA staff

- ELHA has made a commitment through the Tenant Participation Budget to support the development of TIG and associated scrutiny activities. This commitment will be reviewed annually

- ELHA will ensure that new members of TIG are provided with an opportunity to take part in a TIG induction programme

- The training and capacity building requirements of all TIG members will be assessed on a regular basis

- A training programme will be developed, delivered and regularly reviewed. A budget for training will be incorporated into the TIG resource and support requirements

- TIG and ELHA may negotiate independent development support and training from external tenant support organisations as required.

10. Tenant Involvement Group – Monitoring and Evaluation

- TIG will monitor and evaluate its activities at an annual review session. A report on the impact of TIG activities will be presented to the ELHA Management Committee and senior staff. The report will also be available to customers on elha.com

- The assessment may be facilitated by an independent organisation. This could be an organisation with similar business to ELHA or an independent tenant support organisation

Date Issued   February 2014

Department   Corporate

Title   Tenant Involvement in Performance Assessment

Objective   **To ensure that tenant involvement in monitoring service delivery and performance is incorporated into our working practices and supported appropriately.**

Responsible   Housing Manager

Date Reviewed: November 20~~19~~22

Next Review Date   November ~~2022~~2025

1.0   INTRODUCTION

1.1 In terms of the Housing (Scotland) Act 2010 social landlords are expected to work together with their tenants to monitor performance and service delivery and to ensure that this results in improvements to services.

1.2 We have built upon the existing structures in place to deliver effective Tenant Participation and have agreed a new remit with our Tenant Involvement Group (TIG) enabling the TIG Panel to scrutinise our services and self- assessment processes and report their findings to our Management Committee.

1.3 This procedure describes how the process will work to ensure that the TIG Panel is appropriately supported in carrying out this important function whilst at the same time ensuring that Scrutiny activities are embedded into routine Group work plans.

1.4 It is the responsibility of the Senior Management Team to ensure that appropriate staff resources are made available to the TIG Panel to enable effective Tenant Scrutiny within ELHA.

2.0   PLANNING

2.1 The TIG Panel will plan scrutiny activities for the forthcoming year using all of the information available to it including, but not limited to;

- The three yearly Tenant Satisfaction Survey (TSS)
- Ad hoc Tenant Consultations

- Complaints data
- The Annual Return on the Charter (ARC)
- Self-Assessment Exercises against the Scottish Social Housing Charter outcomes
- Performance Reports
- Relevant internal audit reports
- Reports from Tenant Inspectors, Mystery Shopping. Focus groups and Estate Inspections
- Information from Tenant & Resident Associations

2.2 A proposed timetable including an estimate of how much time the audit will require and suggested dates will be passed to the Senior Management Team for consideration and inclusion in our work plans for the forthcoming year (See table 1 **Appendix 1**).

2.3 Wherever possible the plan will be approved but if there are any clashes e.g with other planned work or planned staff leave suggested revisions will be negotiated and agreed with the TIG Panel.

2.4 Once agreed the audit plan will be incorporated into the Group Business plan which is submitted to our Management Committee for approval in March each year.

2.5 The plan will also be a standing item on TIG meeting agendas so that the TIG Panel can monitor progress.

3.0   PREPARING FOR THE AUDIT

3.1 Once the annual plan is approved, individual audits will be considered by the TIG Panel. The Panel will consider the specific issues they want to look at, questions they would like to have answered, background information they will need, which staff need to be involved and how the audit will be conducted (review of policies/procedures; interviews with staff; shadowing; mystery shopping etc). ELHA staff will *assist* in this process.

3.2 This information will be pulled together into an audit action plan (template attached at **Appendix 1**) and passed to the relevant staff in advance of the audit allowing sufficient time for staff to provide the required information and plan any required activities.

3.3 If any of the information requested or planned activities cannot be accommodated (for example because it doesn't exist or because of other staff commitments) a full explanation will be offered and, wherever possible, an alternative will be suggested.

4.0   DURING THE AUDIT

4.1 All staff involved in the audit will be briefed beforehand.

4.2 The audit will be conducted in an open and transparent manner. The tenant auditors will be given access to any information they require unless there is very good reason why they can't when a full explanation will be offered.

4.3 If staff have any concerns about the sensitivity or confidentiality of information requested this will be referred immediately to a Manager/Director for a decision.

5.0   AFTER THE AUDIT

5.1 On completion of the audit a report will be compiled giving a brief description of how the audit was conducted, highlighting areas that the auditors felt demonstrated good practice or were particularly good and areas that the auditors felt required attention or improvement. A list of suggested actions will be compiled.

5.2 The completed audit report will be passed to the Senior Management Team for consideration and response.

5.3 The staff response, including agreed actions with timescales and the Manager responsible for ensuring the action is taken will be passed back to the TIG Panel for agreement. If necessary, an explanation of why suggested actions cannot be implemented will be provided wherever possible with an alternative suggestion for improvement.

5.4 The TIG report will be made available on elha.com and to any customer on request.

6.0   ONGOING MONITORING AND REPORTING

6.1 Once agreed with TIG, approved actions will be incorporated into the Group Action Plans and progress will be monitored monthly at Business Management meetings along with other business priorities.

6.2 Progress will also be reported back to TIG as a regular agenda item.

6.3 The Chief Executive will include action agreed as a result of Tenant Scrutiny in the annual Group Business Action plan report submitted to the Management Committee in May each year.

6.4 The TIG will report to tenants on their activities and findings through the newsletter and on elha.com.

7.0   PROCEDURE REVIEW

7.1 At a minimum, the Housing Manager will ensure that the procedure is reviewed along with the Tenant Participation Strategy of which it forms part.

Appendix 1

TENANT SCRUTINY WORKPLAN (date to date)

Service Area to be Audited	Audit Dates	Time "On site"	Staff involved	Charter Outcome	Comments

AUDIT 1 PLAN

	Finding	Recommendation	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer

AUDIT REPORT

Tenant Involvement Group Scrutiny Panel		**Date of Report**
Subject	**Scope**	
Information/Documentation Reviewed	**Staff Interviewed**	
Summary		

Name of Area to be Audited						
What do we want to examine/find out?	**Background Information we will need**	**Who will provide it?**	**What do we want to do? Who will we need to see?**	**How long will it take?**	**Comments**	**Budget**
List questions/issues here	List policies/procedures/meetings/reports/performance information needed	Staff member names	List suggested on site meetings, work shadowing proposals, customer surveys or anything else proposed as part of the audit			

DEPARTMENT	**Corporate**
TITLE	**Corporate Consultation Procedure**
OBJECTIVE	**To provide consistency in the consultation process**
Date Issued:	**December 2009**
Review date:	~~March 2021~~November 2022
Responsible:	~~Customer Information~~ Digital Services Officer
Next Review Date:	**November 2025**

Introduction

This procedure should be read in conjunction with our Tenant Participation Strategy and sets out the procedure for staff to follow when carrying out a consultation exercise. Appendix 1 to this procedure is a consultation table and provides details of the most common consultations exercises carried out in ELHA.

1.0 Planning a Consultation

1.1   Planning should be undertaken **at least one month before the consultation is due to start**. This is to ensure that resources and critical staff will be available during the consultation period.

1.2 ~~Record who you will be consulting with, (eg: spreadsheet with names & addresses)~~ Ensure the tenant group is identified within SDM, e.g. through the use of extended data or built in filters like paper free.

~~1.2~~1.3 Check the SDM extended database for tenants with any problems which may prevent them from taking part (eg: language barriers, disabilities), and assess the best way to consult with them.

~~1.3~~1.4 Record the questions you want to ask, and how you want people to answer those questions, (eg: yes/no, limited options or free text).

~~1.4~~1.5 Decide which methods you will use to consult (eg: letters, web forms, phone calls, interviews, etc) and ensure that you are able to carry them out.

1.6 Create draft letters~~/My Home or elha.com pages/PDA~~ and surveys/consultation forms, etc to be approved by the department manager or head of department. Ensure to create letters suitable for both print and paper free tenants.

1.7   Pass the approved survey/consulation form and any relevant documentation to the Digital Services Officer so the paper-free version can be built and the URL for paper-free letters provided.

~~1.5~~1.8 Pass the approved drafts to the relevant member of staff to put in place in the SDMLetters folder.

1.9   Set a realistic timeframe for the consultation period, eg: 10-14 days from mailing to consultation close for paper/electronic surveys, 14-30 days for face-to-face surveys.

1.10   If the survey is to be required for Platinum Key tenants, the survey must be scheduled between the 29th and the 28th of the following month, e.g., letters out on the 2nd of the month and scheduled to close on the 28th of the month

~~1.6~~1.11   Check available resources:

- is there enough stationery?
- inform Admin of the mailing in advance, including details of the SDM settings required and the deadline for postage
- if a Royal Mail pick-up is required, let Admin know at least a week in advance the exact day it will be needed.
- if additional staff are needed to stuff envelopes/make home visits/etc, check that they will be available when needed.
- if information is required from a third-party source, ensure that you have the information before proceeding.

~~1.7 Decide how you will analyse and report on the data gathered.~~

1.12   Set up a result record – usually an Excel spreadsheet. Unless otherwise stated, all survey and consultations will be recorded through My Home. On receipt of a paper form, Admin staff will log into the tenant's My Home account and log the responses on the digital form.
~~1.8~~

~~1.9~~1.13   Make a note of which edition of e-Talk or Talkback the feedback will be included in, and put a placeholder file, (eg: a Word document named 'xxx consultation article') in the relevant folder in Corporate Publications.

2.0   Consulting

2.1   Carry out the consultation as planned above at 1.0 and record responses and any issues that arise during the consultation period.

~~2.2   Responses should be scanned and saved to the tenant's SDM record~~

2.2~~3~~ Any consultation forms which have been returned with comments or complaints which require a response should be responded to within customer care timescales.

3.0   Review

3.1   Analyse the data received as planned above at 1.0.

3.2   Write a report summarising the results received:

- Rrecord the reason for consulting, (eg: legal requirement, checking customer satisfaction, seeking opinions on possible future projects).
- Rrecord who you consulted with, and how many people responded.
- if the consultation was undertaken to gauge customer preference for a possible future project, include the findings and recommend a course of action.
- Iinclude appendices with statistical data, graphs, comments, etc.

4.0   Feedback & Reporting

4.1   The prepared report may go to the next appropriate TIG, Sub-Committee meeting and/or Audit & Assurance Committee meeting. If so, the report should be saved to the relevant folder in Meetings, and appropriate headers and footers applied.

4.2   Feedback to tenants is normally via e-Talk or Talkback, the tenant newsletter. An article based on a plain English version of the consultation report should be prepared and saved to the next issue folder in Corporate Publications. This should include any charts, but not individual tenant feedback.

4.3   Letters may also be sent out to interested parties. This should have already been scheduled in the planning stages, and any resources or staff time allocated.

4.4   If the consultation is for internal use only, the report (if required) should be passed to the relevant member of staff.

Appendix 3 – Consultation Flow Chart

Subject prepared (or updated) and approved by the Housing Manager and Director of Housing

TIMESCALE 2 MONTHS

Information sent to all Registered Tenants Organisations.

Responsibility: Customer InformationDigital Services Officer (CIODSO)

Article in Talkback newsletter/elha.com advising of information and asking tenants to contact CIO if interested in being involved in discussion / review.

Responsibility: CIODSO

Information sent to Tenant Involvement Group members who expressed interest in that specific topic.

Responsibility: CIODSO

Feedback sought from groups/individuals through method suited to them, i.e meetings, home visits, telephone contact and website.
Responsibility: CIODSO

Comments come back from all the above and are collated by CIO DSO and reviewed by the Housing Manager. Report regarding feedback and recommendations prepared for Committee.
Responsibility: Housing Manager

Report submitted to Committee.
Responsibility: Director of Housing

Summary for tenants on outcome in Talkback newsletter / elha.com
Responsibility:

Research Flow Chart

CIO DSO produces cover letter and questionnaire for approval by the Housing Manager.

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TIMESCALE – 6 WEEKS

Letter sent to tenants, giving relevant information to enable them to complete questionnaire with time scale for return in pre-paid envelope/link to e-survey. **Responsibility: DSCI**	Time permitting, article in Newsletter advising survey/research will take place in certain area on specific topic. **Responsibility: DSCIO**	For face to face research similar letter sent to tenants advising of date and time of visit. Such research will produce more reliable data. **Responsibility: DSCIO**

A mixture of methods of investigation can be beneficial in order to enhance and validate findings and strengthen conclusion.

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Responses on questionnaires are collated and put on to a spreadsheet for analysis and report written by CIO DSO to be approved by HM or Director of Housing. Decisions are made.

Responsibility: Housing Manager

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Letters sent to all tenants who took part in survey advising of decisions taken.
Responsibility: CIODSO

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Summary of research in newsletter / elha.com
Responsibility: DSCIO

Appendix 4 – Tenant Participation Performance Indicators

Indicator

Tenants & Tenant Groups

- No. of formal/informal groups formed
- No. of groups dissolved
- No. of RTO's and % of tenants this represents
- No. of tenants in the TIG
- No. of new tenants signed up to TIG
- Amount of grant funding paid to tenants organisations

Meetings

- No. of TIG Panel meetings held during the year
- No. of tenant group meetings attended during the year
- No. of TP liaison group/network meetings attended during the year and any joint work carried out
- No. of estate inspections during the year and % of tenant representation
- Outcomes from the estate inspections
- No. of tenant events and % tenants attending during the year
- Facilities offered to encourage participation and maximise accessibility

Consultation & Information

- No. of consultations carried out during the year
- No. of RTO's consulted during the year
- Methods used for consultation and to maximise accessibility
- Methods used to encourage participation (e.g. Prize draws)
- No. of tenant surveys issued during the year
- Response rate to surveys
- How the results of surveys were fed back to tenants
- No. of newsletters issued during year
- No. of information leaflets introduced during year
- Level of tenant influence

TP Training and Awareness

- Staff attendance at training/awareness sessions
- Tenant/Panel member attendance at training/awareness sessions
- No. of training/information sessions provided by Association staff
- Membership of external bodies e.g. TIS or TPAS

Budget

- Amount budgeted for TP and actual amount spent during the year

Outputs

- TIG Panel Report to the AGM
- Annual Tenant Participation report to Management Committee
- Quarterly reports to ~~Housing & Property Services Sub~~<u>Audit & Assurance</u> Committee
- Quarterly TIG Panel Minutes
- Tenant Participation Strategy Action Plan
- Consultation & Survey Reports
- Joint RTO Register
- <u>Talkback Newsletter</u>
- <u>Performance 365</u>