

**Tenant Participation Strategy
Action Plan 2021-22**

Item	Action	Lead Officer	Others included	Timescale	Resources
1.	Engagement				
1.1	Provide information on ways to get involved with the Association at sign up and ensure this is followed up.	HHCS	HO		Staff time
1.2	Tenant Day - Organise joint OHAL/OIC drop in day for tenants to include information on relevant topics affecting housing. (When COVID safe)	HHCS	C&EO	Sept 21	Staff time Budgetary
2.	Digital				
2.1	Continue to explore ways to increase digital engagement, looking at new channels to communicate with tenants.	SHO	C&EO		Staff time
2.2	Provide feedback on all consultations to residents through Facebook, website and newsletters.	HHCS	C&EO		Time
2.3	Report on outcomes of Action Plan in Annual Report to Tenants.	HHCS	C&EO RP		Staff time
2.4	Review and develop an interactive digital Tenant Handbook	HHCS	C&EO		Staff time
3.	Resident Panel				
3.1	Agree an annual training plan with members of the Residents Panel.	C&EO	RP		Staff time Budgetary
3.2	Plan, and carry out if time allows, future scrutiny exercises resulting in a report presented to Management Committee.	HHCS	C&EO & RP		Staff Time RP training

4.	Other				
4.1	Work with OIC Housing to promote tenant participation and opportunities for shared events.	HHCS	C&EO	Ongoing	Budgetary provision

Key SSHC – Scottish Social Housing Charter, HHCS – Head of Housing & Customer Service, SHO - Senior Housing Officer, HO - Housing Officer Team, LT – Leadership Team, RP – Residents Panel, C&EO - Communication & Engagement Officer.