

## **Tenant Participation Strategy Action Plan 2023-24**

<b>Item</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Others included.</b>	<b>Timescale</b>	<b>Resources</b>
<b>1.</b>	<b>Engagement</b>				
1.1	<b>Drop in Sessions</b> – Host a series of short specific sessions across the Orkney Mainland to try and engage with tenants and promote tenant participation in general.	C&EO	All staff	Ongoing	Staff time Budgetary
1.2	<b>Estate Walkabouts</b> – Carry out pre-arranged walkabouts within Association estates, including Housing Officers, Senior Housing Officers, Residents and Resident Panel Members.	SHO	C&EO	Mar 24	Staff Time
1.3	<b>Summer Engagement Tour</b> – MC and Residents Panel visit to East Mainland and South Ronaldsay.	LT	C&EO	Aug 23	Staff Time Budgetary
1.4	<b>Rent Consultation</b> – Inform tenants of the options for the annual rent review ahead of rents being set for 2024-25.	DO	HS Staff	Feb 24	Staff Time
<b>2.</b>	<b>Digital</b>				
2.1	Continue to explore ways to increase digital engagement: <ul style="list-style-type: none"> <li>• Tenant Webinar/Facebook live events on specific cost of living issues such as energy, welfare benefits, debt advice.</li> <li>• Channels of communicating with tenants' important information on services.</li> <li>• Collecting information from daily interactions with tenants to inform the previous two points.</li> </ul>	SHO	C&EO/SHO	Ongoing	Staff time
2.2	Provide feedback on all consultations to residents through Facebook, website and newsletters.	C&EO	HS Staff	Oct 23	Staff time
2.3	Report on outcomes of Action Plan in Annual Report to Tenants.	C&EO	RP	Sep 23	Staff time

<b>3.</b>	<b>Resident Panel</b>				
3.1	Agree an annual training plan with members of the Residents Panel.	C&EO	<i>RP</i>	<i>Dec 23</i>	<i>Staff time/ Budgetary</i>
3.2	Provide feedback on the Associations future changes in respect of. <ul style="list-style-type: none"> <li>• Tenant &amp; Resident Handbook</li> <li>• Void Property Management Procedures.</li> <li>• New Void Letting Standard.</li> <li>• Responsive Repairs Policy</li> </ul>	C&EO	<i>RP</i>	<i>Oct 23</i>	<i>Staff time</i>
3.3	Consider options and carry out Residents Panel Recruitment exercise.	C&EO	<i>All staff</i>	<i>Dec 23</i>	<i>Staff time</i>
<b>4.</b>	<b>Partnership Working</b>				
4.1	Work with OIC Housing to promote tenant participation and opportunities for shared events.	C&EO	<i>All Staff</i>	<i>Ongoing</i>	<i>Staff time/ Budgetary</i>
4.2	Consider opportunities for learning and joint working with the Northern Tenant Partnership.	C&EO	<i>All staff</i>	<i>Ongoing</i>	<i>Staff time/ Budgetary</i>

*Key: SSHC – Scottish Social Housing Charter, DO - Director of Operations, SHO - Senior Housing Officer, HO - Housing Officer Team, LT – Leadership Team, RP – Residents Panel, C&EO - Communication & Engagement Officer.*