



Tenant Consultation Programme 2019-21

| Date | Service being consulted | Who is consulted | Stage of consultation | Timing of Consultation |
|-------------|---------------------------|---|--|---|
| August 2019 | Estate Management Service | <ol style="list-style-type: none"> 1. Tenants with registered email address 2. Tenants who have registered complaints about Estate Management or Services | <ol style="list-style-type: none"> 1. Online survey 2. Follow up meeting/ Option of online survey for those unable to attend 3. Revised Policy to CSC 4. Recommended Policy to MC 5. Feedback to tenants 6. Policy implemented | <ol style="list-style-type: none"> 1. July 2019 2. August 2019 3. November 2019 4. January 2020 5. February 2020 6. February 2020 onwards |

For full details of tenant consultation in the review of the Estate Management Service in 2019, see the Scrutiny Report presented to the Customer Services Committee on 14 November 2019.

1. Online Survey: Completed July 2019
2. Follow up meeting : Completed August 2019
3. Revised Policy submitted to Customer Services Committee: Completed November 2019

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| September 2019 | Tenant Participation Strategy | <ol style="list-style-type: none"> 1. Tenants opted in to RIT 2. Tenants who have responded to previous consultations (Rent Increase and Performance Report) 3. Tenants who respond Facebook post inviting interest | <ol style="list-style-type: none"> 1. Online survey 2. Follow up meeting/ Option of online survey for those unable to attend 3. Revised Policy to CSC 4. Recommended Policy to MC 5. Feedback to tenants 6. Policy implemented | <ol style="list-style-type: none"> 1. September 2019 2. October 2019 3. November 2019 4. January 2020 5. February 2020 6. February 2020 onwards |
| <p>Tenant Consultation in the review of the TP Strategy has been postponed in order to take advice and assistance from TPAS on 28 October and will be rescheduled after that</p> | | | | |

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| October 2019 | Complaints Procedure | Service users who have registered a complaint in previous 12 months | <ol style="list-style-type: none"> 1. Online survey 2. Follow up meeting/ Option of online survey for those unable to attend 3. Revised Policy to CSC 4. Recommended Policy to MC 5. Feedback to tenants 6. Policy implemented | <ol style="list-style-type: none"> 1. October 2019 2. November 2019 3. December 2019 4. January 2020 5. February 2020 6. February 2020 onwards |
| <p>The Scottish Public Services Ombudsman (SPSO) has advised that the revised version of the Model Complaints Handling Procedure for Registered Social Landlords (MCHPRSL) will be published in January 2020. We will be expected to have adopted and implemented the revised MCHP by 31st March 2020. Therefore consultation has been postponed until the revised MCHP has been published.</p> | | | | |

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| November 2019 | Tenant Survey Action Plan | Tenants who have opted in to workshops during the Survey process | Managed by KP | November 2019 |

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| April 2020 | <u>Tenancy Management Policies</u> 1. Succession Policy 2. Sub-letting Policy 3. Assignment Policy 4. Lodgers Policy 5. Joint Tenancy Policy | 1. Tenants opted in to RIT 2. Tenants who have recently (<12 months) applied for permission 3. Tenants who respond Facebook post inviting interest | 1. Online survey 2. Follow up meeting/ Option of online survey for those unable to attend 3. Revised Policy to CSC 4. Recommended Policy to MC 5. Feedback to tenants 6. Policy implemented | 1. April 2020 2. May 2020 3. June 2020 4. July 2020 5. August 2020 6. August 2020 |
| July 2020 | Lettable Standard | Tenants who have commenced a tenancy in <12 months | 1. Online Survey 2. Follow up meeting 3. Revised Policy to CSC 4. Recommended Policy to MC 5. Feedback to tenants 6. Policy Implemented | 1. July 2020 2. August 2020 3. September 2020 4. October 2020 5. November 2020 6. November 2020 |

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| August 2020 | Annual Assurance Statement | <ol style="list-style-type: none"> 1. Tenants opted in to RIT 2. Tenants who have responded to previous consultations (Rent Increase and Performance Report) 3. Tenants who respond Facebook post inviting interest | <ol style="list-style-type: none"> 1. This process to proceed in alignment with the committee process of producing the AAS | <ol style="list-style-type: none"> 1. Commence August 2020 |

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| November 2020 | Customer Services and Standards Policy | <ol style="list-style-type: none"> 1. Tenants opted in to RIT 2. Tenants who have recently made comments (+ or -) on Association service 3. Tenants who respond Facebook post inviting interest | <ol style="list-style-type: none"> 1. Online Survey 2. Follow up meeting 3. Revised Policy to CSC 4. Recommended Policy to MC 5. Feedback to tenants 6. Policy Implemented | <ol style="list-style-type: none"> 1. July 2020 2. August 2020 3. September 2020 4. October 2020 5. November 2020 6. November 2020 |
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