

- **Estate Walkabouts**

We regularly visit the communities where we have homes to check that the area is in a good state. Tenants are welcome to join us on these visits and we will notify all tenants in that area when we plan to come along.

- **Becoming an Ochil View Member**

By signing up to become a member of Ochil View, a tenant can attend our AGM and put themselves forward to be elected to our Board, or if a vacancy at another time during the year. This ensures we have engagement opportunities at every possible level within the Association.

### Getting started with engagement

Visit our website at: [www.ochilviewha.co.uk](http://www.ochilviewha.co.uk)

Our Facebook page is: @Ochilviewha

Our Twitter handle is: @ViewOchil

We have a Tenant Engagement and Communications Officer, who can be contacted via the following ways:

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Mobile: 07874 864 323

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Honorary President: Jennifer, Lady Balfour of Burleigh, Chairperson: Margaret Baxter,  
Chief Executive and Company Secretary: Anne Smith, MA CA

Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213  
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# Tenant Engagement & Communication



## Introduction

At Ochil View Housing, we understand the importance of engaging with our tenants. A dedicated approach to engagement and communication will help create an open and transparent environment, one which can empower tenants and help us continue to deliver the best possible services. We have a Tenant Engagement Strategy and Action Plan that set out this commitment. You can find these documents under 'Our Tenants – Getting Involved' on our website, or on request.

Benefits of effective engagement can include:

- Improved value for money
- Efficiency savings
- A more open and inclusive service
- Opportunities for tenants to socially engage and learn new skills
- An increased awareness of both staff and tenants' perspectives

We are committed to sharing the following information with tenants:

- Their rights and responsibilities as tenants
- How we are performing and developing as a housing association
- Our plans and vision for the future
- How tenants can play a role in the decisions we make

Good engagement, however, goes beyond information sharing. We want tenants to work in partnership with us to identify any areas for improvement, how we manage our resources and sustain the best possible homes and communities.

## How can tenants get involved?

It is up to tenants to engage in a way that suits them. This can be at home or getting out and meeting people. It can be taking an hour to read the newsletter, attending a tenant session once a month to joining our Board. Whatever way a tenant would like to get involved; we will support in any way we can.

### • **Reading our materials**

We produce 3 Ochil View Newsletters each year, along with our Annual Performance Report and an Annual Tenant Engagement Report.

Tenants will find lots of key information on what is happening within the Association and how well we are doing within these publications, and they can feedback on each through our communication channels.

### • **Accessing our website and social media**

Our website contains a library of useful information and our social media channels provide rolling content on what is happening within Ochil View. Tenants can reply to what we post, as well as send us a personal message, should they have a query.

### • **Communicating with staff**

It sounds simple but talking directly with staff on the phone or in person is an effective way of engaging. By directly telling us your thoughts, ideas or concerns, means staff instantly have the information and can address it from there.

### • **Surveys**

We carry out a range of surveys during each year. These cover a wide range of topics, all designed to help us continue developing our services. Tenants may be asked for their thoughts on a recent repair they've had carried out, or how they have settled into their new home, if they have recently moved. We also issue surveys out if there is to be a possible change in service, or if we are reviewing a particular area. There are also annual surveys, for the likes of rent setting for the next budget year.

### • **My Home**

Our My Home service, available via our website, is accessible 24 hours a day, 365 days a year. This portal provides tenants with all the information they need in respect of their tenancy, as well as how to report a repair, pay rent etc. There is also a platform for feeding back on the services they receive and any suggestions they may have for improvement.

### • **Register of Interested Tenants**

We hold a Register of Interested Tenants at Ochil View Housing. This is a list of tenants who have expressed an interest in engaging with us. We can then contact them to get their input into key issues. This can be done on a one-to-one or group setting, whatever the tenant prefers.

### • **Tenant Scrutiny Group**

We have an independent tenant group who scrutinise our services and put forward recommendations for improvement. They are supported by the Association and meet monthly in our office. You do not need previous experience to be part of this group, full support and training is provided, as well as any transport requirements. You can contact us for an informal chat to learn more about the group.