

Tenant Engagement Plan 2023/24

Category/Action	2023/24 Plan items & target
1. Tenant Forum	
<p>Programme of meetings throughout the year (roughly every 2 months) open to all tenants on topics to be agreed in advance with Forum members.</p> <p>The Forum's purpose is to provide tenants with an opportunity to discuss the Association's housing and property maintenance services with senior Association staff and thereby help shape the future development of these services. Individual complaints are not discussed. The meetings will usually last no more than 2 hours.</p>	Meetings schedule to be agreed in June 2023
2. Information about SHA activities/services to all tenants	
<ul style="list-style-type: none"> • 3 x newsletters per year 	June 2023
	Sept /Oct 2023
	Winter 2023
<ul style="list-style-type: none"> • Annual Performance Report 	Report to all tenants on the Association's performance in delivering services against Scottish Social Housing Charter in 2022/23. Issue in September advance of AGM following consultation with Tenant Forum.
<ul style="list-style-type: none"> • Website content and social media output. 	Ongoing feedback from Forum

Category/Action	2023/24 Plan items & target
3. Tenant Satisfaction Survey	
<ul style="list-style-type: none"> Design questionnaire /sampling process in conjunction with consultant 	Complete
<ul style="list-style-type: none"> Fieldwork: face to face survey of representative sample (c. 40%) of all tenants by appointed independent consultant. 	Complete
<ul style="list-style-type: none"> Review results/findings and consider action plan for improvement. 	Draft Action Plan to be developed following further consultation with Focus Groups in June /July (with external facilitation by the Knowledge Partnership) and discussed with Tenant Forum in August.
<ul style="list-style-type: none"> Publicise Results/action Plan 	Social media and Newsletter/Annual Report in September/October
4. Other ongoing tenant feedback	
<ul style="list-style-type: none"> Complaints performance and analysis of issues/lessons learned Repairs feedback New tenant satisfaction 	Results and lessons learned to be shared with tenants in newsletters and Annual Performance Report from June 2023
5. Policy reviews	
<p>All to involve, where feasible, at least:</p> <ul style="list-style-type: none"> Article in newsletter Comments invited – through texting/social media plus Tenant Forum 	

Category/Action	2023/24 Plan items & target
a) Housing allocations policy	Tenant Forum meeting in June. Wider consultation after August '23
b) Customer Service Standards	August Tenant Forum meeting
c) Revised void re-let Standards	August Tenant Forum meeting
d) Rent Policy/service charges (restructuring proposals)	Consultation with tenants during Autumn from around September '23 (detailed programme of consultation still to be developed)
6. Grow Association membership and increase tenant representation on SHA Board	
<ul style="list-style-type: none"> Promote share-holding membership and opportunity to join Board to tenants 	June newsletter and social media
<ul style="list-style-type: none"> Invite nominations for Board Membership 	As above and pre-AGM letter to all share-holding members
7. Annual Rent Increase from 1/4/24	
Consultation process to be agreed in advance with Tenant Forum.	Autumn /Winter 2023
8. Annual review of Tenant Engagement Plan	
Issues and actions for the consultation with tenants during 2024/25	Consult with Tenant Forum – Spring 2023