

HOUSING IMPROVEMENT TEAM ANNUAL REPORT 2022/23

NAME OF HIT: Tenant Participation HIT

SUMMARY OF ACTIVITY DURING THE YEAR:

A restructure of the Communities service resulted in tenant participation staff being redeployed into the Housing Service. The HIT went into hiatus because of this, and the main focus since then has been getting the new team set up and agreeing a workplan. The team is now established temporarily in the Housing Strategy Team, but a permanent home will still need to be identified for it. Once that has happened, we will re-establish the HIT with representatives from relevant teams.

A draft Tenant Participation Strategy was produced towards the end of 2022. However, the changes to the tenant participation establishment meant that the draft Strategy no longer reflected the position in the Council, and the draft Strategy action plan will need to be amended reflect the changes in the service.

The Tenant Strategy/Steering Group continued to meet during 2022/23 and the Rent Consultation took place in summer 2022 to identify appropriate options to send out to the wider tenant group. The results of the rent increase survey were:

- Option 1 - 4.10% increase – 129 votes (58.64%)
- Option 2 - 5.10% increase (Rent Setting Group recommended) – 63 votes (28.64%)
- Option 3 - 6.10% increase – 28 votes (12.72%)

While the response rate continues to be disappointing, the number of votes is up 44% on the previous year.

The Tenant Participation Officers have continued to support local tenant groups including funding for the Registered Tenant Organisations.

A tenant walkabout was held in Wirren Gardens and an action plan developed to improve the environment for tenants locally.

A survey of Monifieth sheltered housing tenants was held following the decision to close the library – tenants were of the view they did not wish us to identify an alternative lounge provision.

PRIORITIES FOR NEXT YEAR:

Strategic activity

- Redraft Tenant Participation Strategy
- Finalise workplan for the new team
- Find permanent home for new team
- Work with TIS to improve engagement with tenants on the HRA Business Plan
- Work with Knowledge Partnership to carry out full Customer Satisfaction Survey (1000 telephone surveys)

Operational activities include:

- Produce flyer and other promotional material for new team
- Attend engagement events and community resources locally to promote tenant participation
- Carrying out tenant surveys to ascertain Value for Money of new build developments
- Working with Education on music engagement with Gypsy/Travellers in Montrose
- Setting up community flat in Prosen Rad, Kirriemuir and establishment of a local tenants group
- Establishment of a local tenants group at Lyell Court in Kirriemuir
- Engagement with tenants of new build properties in Timmergreens to explore opportunities for them to decide how to spend money from a community benefit fund.

SUMMARY OF KEY PERFORMANCE DATA AND ANALYSIS (NOTING ANY SIGNIFICANT CHANGES IN PERFORMANCE):

There have been no changes to our key performance indicators as they are contained in the customer satisfaction survey which took place 3 years ago – we await the results of the survey to be carried out by the end of 2023.

PROGRESS AGAINST CHARTER OUTCOMES

The main Charter Outcome affecting tenant participation is:

Outcome 3 – Participation:

Social landlords manage their businesses so that:

tenants and other customers are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions.

We continue to maintain and develop a number of avenues for tenants to be able to engage with our services and influence decisions, including:

- Tenant Steering Group
- Rent Increase consultation
- E-Panel
- Walkabouts
- Various surveys
- Local tenant and community groups
- Working with TIS to gain knowledge and support to develop our business planning engagement

HIT CHAIR: Gary McKenzie, Team Leader - Performance