



# **A view from Scotland** **the future - empowering,** **challenging?**

**Lesley Baird TPAS**



tenant  
participation  
advisory service

# Context

- Legal right to be involved & consulted
  - Individually or collectively
  - Decisions reflect views of tenants
  - Free info
  - Strategy developed with tenants
    - Must include – info, consult, support etc
      - Consulted over
        - » Rents?
        - » Services
        - » Performance
        - » Change of landlord

# Context

- Scottish Housing Regulator
  - Significant performance failures
  - 2 upheld
- Tenant Priorities Team
  - Support Regional Networks
- So TP before, during & after COVID is fab & working well?

# The Charter



- Introduced in 2012 – designed by tenants for tenants – reviewed every 5 years
  - What tenants should expect from their landlord – measured by Scottish Housing Regulator
  - Review this year
  - Goes to parliament in 2022
- SHR use this to measure performance
- Performance comparison tool

# Housing to 2040

- Put place at the heart, creating not only quality homes but quality places too
- Put communities at heart of developing places
- Recognise the unique needs of rural and island communities
- All done with tenants –
  - before – ideas
  - During – have we got it right
  - Now – taking it forward with tenants and communities



# Why bother?

- ✓ Because its the law?
- ✓ Because TPAS thinks you should?
- ✓ Issues
  - ✓ no feedback
    - ✓ Never heard a peep
  - ✓ no evidence of change
    - ✓ no matter how small tell everyone!
  - ✓ its dull and boring
    - ✓ Range of options -
      - ✓ Light touch, medium, takes a bit of time
- ✓ Mind your language

# So where were we?

- ✓ Challenging – before COVID
  - ✓ Engagement in different context –
    - ✓ Quality home and services
  - ✓ No more campaigns/rent strikes
- ✓ Some really good stuff happening & planned
  - ✓ Some ignoring – it's the law!!
- ✓ Coronation st
- ✓ Timing .....surveyed
  - ✓ Avoid overload/overwhelmed
    - ✓ Keen to get going!
  - ✓ Organisations calendar of events/key dates

# Where are we now?

- ✓ Lessons learned from COVID?
- ✓ Raising expectations?
  - ✓ More of the same
- ✓ Some lessons learned
  - ✓ Assumptions
    - ✓ Older people don't do tech
    - ✓ Younger people are hard to reach
      - ✓ Why use the term hard to reach!
        - ✓ Its just different, no assumptions
        - ✓ Use of the telephone?



# and ...

- ✓ Whose agenda?
  - ✓ We talk to tenants about what we want to talk to them about
  - ✓ We need to talk to tenants about what they want to talk to us about?
    - ✓ A mix of both?
      - ✓ To all tenants
      - ✓ Going local?
      - ✓ Feedback
- ✓ Formal Vs informal

# what about

- ✓ Whose role?
  - ✓ All staff
    - ✓ Building the bridges
      - ✓ Heard nothing – badge with pride
    - ✓ Trained – our way, involve tenants
      - ✓ Just a tenant!
      - ✓ Attitudes

# what about

- ✓ Buy in from the top – or no embedded/no impact
- ✓ Every team meeting – TP
- ✓ Every Board meeting – TP
- ✓ Involvement before decisions made
- ✓ Audit – healthy engagement
  - ✓ Gaps barriers/good stuff

# What's happening & will stay

- ✓ Getting to know tenants better - through contact
  - ✓ The best and worst
    - ✓ What would you do?
    - ✓ How about .....
- ✓ Scrutiny
  - ✓ + in a day
- ✓ Comms – ribbons and script

# Local or global?

- ✓ Jointly planned with tenants
- ✓ Things that involve all?
  - ✓ What methods
  - ✓ Survey 😞😊
    - ✓ Wee groups
    - ✓ Event with stars 😊
    - ✓ capture interest – follow up
- ✓ Going local

# Local or global?

- ✓ Going local
  - ✓ Ice cream van
  - ✓ What is a walkabout?
  - ✓ Tesco
  - ✓ Pop up
  - ✓ Panto bus
  - ✓ Tenant bus
  - ✓ Coffee/chat/cake in a box
  - ✓ Car boot
  - ✓ Skip
  - ✓ Tenants talking to tenants
  - ✓ Look at what we did
  - ✓ Kids and food

# Local or global?

- ✓ Nostalgia café
- ✓ Dogs trust
- ✓ The pantry

# challenges

- ✓ Its not cheap
- ✓ Its not easy
  - ✓ But its proven to improve satisfaction
- ✓ Staff buy in
  - ✓ The right staff!
  - ✓ Customer care
- ✓ Communication
  - ✓ Boring
  - ✓ Corporate
  - ✓ Lack of
- ✓ Geography
- ✓ Connectivity
- ✓ Loudest voices squeeze out



# and almost finally

- ✓ Embedding?
  - ✓ Its not a stickle brick
  - ✓ It's a culture
    - ✓ All embracing
    - ✓ From the top
      - ✓ Lead by example
    - ✓ Action plan
      - ✓ Tenant officer monitor
    - ✓ Success – tell everyone
    - ✓ Commitment
- ✓ Actions
  - ✓ Tell everyone
  - ✓ No magic wands
  - ✓ Co-operation/confrontation/partnership?

# Finally

Questions?

Enjoy your conference

[lesley.baird@tpasscotland.org.uk](mailto:lesley.baird@tpasscotland.org.uk)

