

Everything you wanted to know about Tenant Involvement but were scared to ask!

Q Who does tenant involvement (tenant participation)?

A You do (all staff who have direct contact with tenants).

- We have a statutory requirement for tenant participation under the **Housing (Scotland) Act 2001**.
- There are massive benefits of tenant participation to staff, to tenants and to ACHA as an organisation (without tenant participation we would have no Board of Management, Area Committees, Tenants Associations or Tenants Panel).
- In the **Tenant Involvement Strategy** there is a section on the options for tenant involvement but currently we have around 10 tenants associations, the Argyll Tenants Panel, the newly formed Tenants Consultation Register (these are the formal tenant participation structures). Any time staff meet with tenants to discuss issues relating to their tenancy or ACHA's policies and practices, this could be deemed tenant participation. Take a look at the Strategy – **it's on our website and there are copies at all our front counters**.
- There are lots of **staff involved** in the formal tenant participation structures: Housing & Neighbourhood Services Managers, Assistant Managers, Admin Officers, HNS Officers. Local area staff look after the tenants associations in their area in terms of funding, registering groups and attending meetings. The Community Development Manager attends monthly Tenants Panel meetings and is responsible for making sure that ACHA meets statutory requirements but also continually develops and improves tenant participation.
- Who do I contact if a tenant asks for information about **setting up a tenants group**? The Community Development Manager has material that can assist in this and the Area Admin Officers can provide information on funding and registration of a group.
- Part of our statutory obligation is to hold a **Publicly Available Register** of all Tenants Groups (RTO's – Registered Tenants Organisations).
- This register is maintained by the Community Development Manager and updated each year.

Gillian McInnes, Community Development Manager 01546 60 4088
gillian.mcinnnes@acha.co.uk