

EX92. TENANT & CUSTOMER PARTICIPATION STRATEGY 2016-19

The Executive considered a report by the Director of Corporate and Housing Services presenting the Tenant and Customer Participation Strategy 2016 – 2019 and associated action plan for approval.

The Council has a duty, in terms of the Housing (Scotland) Act 2001, to (a) consult tenants on any proposed increases in rent or other charges, (b) to publish a Tenant Participation Strategy, (c) to publish a list of registered Tenant Organisations and (d) to notify tenants about, and explain the likely effect of, any proposals that would significantly affect them. Additionally the Scottish Social Housing Charter defined the Customer/Landlord relationship in terms of equalities, communication and participation.

The Tenant and Resident Participation Strategy 2013-2016 was developed in 2012. The report highlighted achievements and instances of external recognition in terms of the current Strategy and set out the consultations undertaken to develop the draft Tenant and Customer Participation Strategy 2016 – 2019. The aims of the strategy are to ensure the Council complies with its legal obligation and gives tenants and other residents a bigger say in how housing services are run. It includes a Housing Participation Action Plan based on the duties outlined in the preceding paragraph. The benefits of participation were highlighted.

In terms of the Act, the Strategy must incorporate the resources required to implement it. The costs (£190,000) will be met from current budgets.

Councillor C Martin, seconded by Councillor Blackwood, moved that *the Executive approves the Tenant and Customer Participation Strategy 2016-2019 and associated action plan.*

As an amendment, Councillor Alexander, seconded by Councillor Coleman, moved that, in addition:

An annual postal survey of all tenants is undertaken each year at the same time as information is provided about any proposed rent increase.

On a division, 7 members voted for the motion and 2 voted for the amendment, with voting as follows:-

For the motion (7) – Councillors Blackwood, D Goldie, Gow, Mahoney, C Martin, C R Martin and Nimmo.

For the amendment (2) – Councillors Alexander and Coleman.

Decision

The Executive agreed the motion.