

EX87. Tenant & Customer Participation Strategy (2019 – 2022)

The Executive considered a report by the Director of Corporate and Housing Services which sought approval of the Tenant & Customer Participation Strategy (2019 – 2022).

The Council met the requirements of The Scottish Social Housing Charter by providing a range of ways for tenants to be involved in service planning and decision making at a level at which they feel comfortable. Tenants were represented on the Housing Asset Management Plan (HAMP) group, participated in focus groups including “How Your Rent Money is Spent” and approved publications through the Editorial Panel as well as participating in Scrutiny Panels. The Tenant Satisfaction Survey (2018) results showed that 93% of tenants were satisfied with the “opportunity to participate” and 95% were satisfied that they were “kept informed by their landlord”. Both statistics exceeded the national average.

Decision

The Executive approved the Tenant & Customer Participation Strategy (2019 – 2022) as set out in appendix 1 to the report.