



# TENANT PARTICIPATION STRATEGY

2025 – 2028

YOUR HOME – YOUR VOICE



## Foreword

Our mission for the Housing Service is to create places people are proud to call home and we understand that the best way to achieve this is by actively involving you – our tenants – in shaping the services we deliver. Your experiences, insights, and feedback are crucial in helping us identify areas for improvement and ensuring that the services we provide reflect your needs.

In 2023, we conducted a Tenant Satisfaction Survey, and the results highlighted several areas where we need to improve. The survey results showed a significant decline in satisfaction around how we communicate with tenants and opportunities for tenants to participate in decision making. We recognise that we need to improve our approach to Tenant Participation, ensuring that every tenant feels heard, valued and actively involved in the decisions that affect their homes and communities.

This Tenant Participation Strategy outlines our commitment to ensuring that all tenants have meaningful opportunities to influence decisions that affect their homes and neighbourhoods. We believe that by working together, we can drive continuous improvement and deliver high-quality, customer-focussed services.

Through this strategy, we aim to provide a variety of opportunities for you to engage with us—whether through traditional methods like meetings and surveys, or through digital platforms that make participation easier and more accessible for everyone. In Scotland, tenant participation is not just a legal requirement, it is about recognising that the best ideas for improvement often come from those who experience our services firsthand.

I would like to extend my sincere thanks to all who have contributed to the creation of this strategy. Your input has been invaluable, and your continued participation will be key to its success. We look forward to working with you to bring this strategy to life, ensuring that our housing services continue to meet your needs and exceed your expectations.

*Catherine Johnson*  
Service Leader, Housing

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# Strategy on a Page

Tenant Participation - Strategy on a Page		Creating Places People are Proud to Call Home				
Our Vision	Communicate effectively with our tenants and provide opportunities for participation and involvement that are accessible to all and ensure that tenants voices are heard, respected, and at the centre of decision-making processes					
Our Values	• Collaboration	• Fairness	• Focus on People	• Integrity	• Respect	
Guiding Principles	Inclusivity	Accessibility	Transparency Responsiveness Sustainability Building Strong Communities	Representation	Feedback	
Strategic Priorities	<b>Empowering Tenants</b> <ul style="list-style-type: none"> <li>Ensuring tenants have the knowledge, skills, and confidence to engage effectively in decision-making processes affecting their homes and communities.</li> <li>Provide resources and support to tenant groups to ensure they can carry out their roles effectively.</li> </ul>	<b>Communication and Information</b> <ul style="list-style-type: none"> <li>Improving awareness and communication channels between housing services and tenants to facilitate open, honest, and transparent dialogue.</li> <li>Provide tenants with timely and relevant information about policies, decisions, and changes affecting them.</li> </ul>	<b>Improving Services</b> <ul style="list-style-type: none"> <li>Using tenant feedback to shape and improve housing services, ensuring they meet the needs and expectations of the tenants</li> <li>Implement regular consultation processes to gather tenant feedback of key issues and decisions.</li> <li>Demonstrate how tenant feedback influences service improvement.</li> </ul>	<b>Inclusion and Diversity</b> <ul style="list-style-type: none"> <li>Promoting equal opportunities and inclusive participation by engaging with a diverse range of tenants, including those from underrepresented groups, to ensure that all voices are heard.</li> </ul>	<b>Accountability</b> <ul style="list-style-type: none"> <li>Holding Angus Council accountable by establishing ways tenants can monitor and evaluate the performance of housing services.</li> </ul>	
	<b>Building Trust</b> <ul style="list-style-type: none"> <li>Being responsive and acting on tenant feedback to show that feedback leads to changes and improvements.</li> <li>Keeping tenants informed about how their input has influenced decisions and what actions have been taken as a result.</li> </ul>					
Enablers	<b>Collaboration &amp; Partnership</b> <ul style="list-style-type: none"> <li>Working in partnership with tenants. Recognising tenants as experts of their own living conditions.</li> <li>Working with other services/ organisations, community groups and elected members to promote and enhance tenant participation opportunities.</li> </ul>					

## Introduction

Tenant participation is at the heart of our commitment to delivering high quality-housing services that meet the needs and aspirations of our communities and help us to achieve our mission to create places that people are proud to call home.

Our Tenant Participation Strategy 2025 - 2028 has been developed following feedback received from tenants and outlines our approach to ensuring that tenants have a meaningful role in shaping the policies and decisions that affect their homes and communities.

Tenant participation involves tenants and landlords sharing ideas and information in order to shape and improve our housing policies, housing services and the standards of our housing stock. It is an important part of our service improvement process and offers a number of benefits, for both tenants and the Council. These include:

- Better service delivery and improved outcomes for tenants which give value for money.
- Working together for common goals with respect and understanding.
- Informed and knowledgeable tenants who have the skills and confidence to influence decisions.
- Increased tenant satisfaction with their home and neighbourhood.
- Identifying actions for service and performance improvements and working together to implement these recommended improvements.

*"Tenant Participation has dramatically improved our community relationship with Angus Council. With the help of our Tenant Participation Officers and Housing Officers we are able to sensibly discuss challenges, concerns, and aspirations. We feel better informed, happier, and more valued".*

**Mike Cameron**

**Treasurer, Lyell Court Community Group**



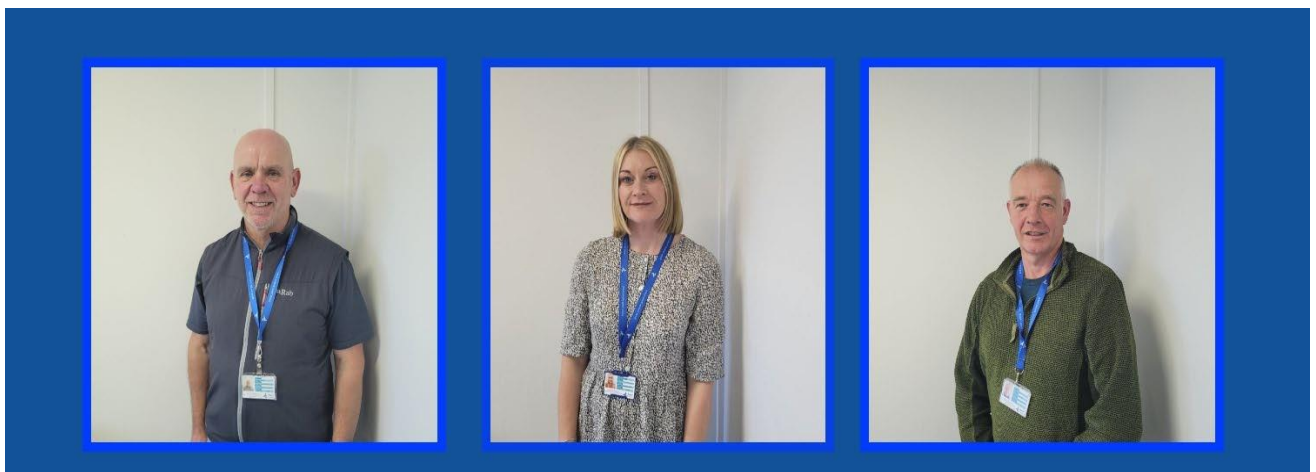
This strategy outlines how we will deliver our vision for tenant participation:

**Communicate effectively with our tenants and provide opportunities for participation and involvement that are accessible to all, ensuring that tenants voices are heard, respected, and at the centre of decision-making.**

## **The Tenant Participation Team**

The main role of the Tenant Participation team is to support the delivery of tenant participation activities in Angus.

The team play a key role in meeting our aim for tenant participation. They provide support to tenants' and residents' groups, involve tenants in improving and shaping housing services by engaging and consulting with tenants and provide information, support, and advice to help develop and strengthen participation across Angus.



*Angus Council Tenant Participation Officers: Graeme Hodge, Claire Warrender and Gordon Grewar.*

The Tenant Participation Officers provide support to different geographical areas and work closely with the operational housing teams in Angus.



## National Legislative and Strategic Context

Tenant participation is a vital aspect of the Scottish social housing framework, supported by the Housing (Scotland) Act 2001 and the Scottish Social Housing Charter. These frameworks set out clear expectations for social housing providers to engage with tenants, promote transparency, and ensure accountability in the management of housing services.

Legislation	Duties and Responsibilities	How will we do this?
<b>Housing (Scotland) Act 2001</b>	<p>Legal requirement for social landlords to develop and support Tenant Participation and to produce a Tenant Participation Strategy.</p> <p>Tenants were given rights to be consulted on decision making on their landlord's housing services and in improving landlord performance.</p>	<p>We will engage and consult with tenants when we are developing and implementing strategies, policies and plans, and reporting performance.</p> <p>We will improve our approach to tenant scrutiny activity and ensure tenants are provided information on how we are performing as a landlord in the areas that matter most to them.</p>
<b>Housing (Scotland) Act 2010</b>	<p>The Scottish Social Housing Charter and the independent Scottish Housing Regulator (SHR) were introduced, with outcomes and standards for communication and participation. Tenants are required to be asked how satisfied they are with how their landlord keeps them informed on services and opportunities to participate in decision making.</p>	<p>We will undertake a large-scale Tenant Satisfaction Survey every two years and develop and implement an approach to capture tenant feedback in an ongoing way.</p>

<b>Community Empowerment (Scotland) Act 2015</b>	This helps local communities' voices to be heard in the planning and delivery of local services.	We will make links with and encourage tenant representatives to attend community groups and boards to ensure the voice of tenants is listened to in wider decision making.
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### The National Guidance

The National Standards for Community Engagement provides good practice principles to improve and guide the process of community engagement. Our Tenant Participation Strategy was developed in line with the [National Standards for Community Engagement](#) and the [Scottish Government's Guide to Successful Tenant Participation](#).

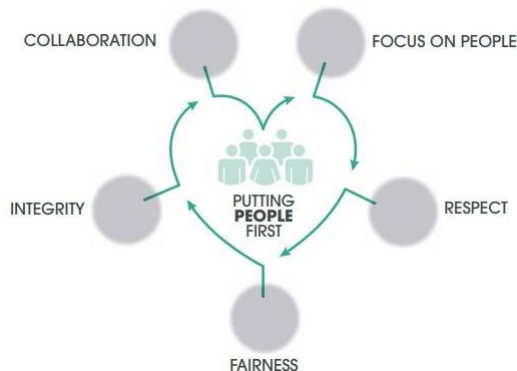




## Local Context and links to other Strategies and Plans

The [Angus Council Plan 2023-28](#) sets out how the Council will deliver its services to meet the vision, **Angus is a great place to live, work and visit.**

The Tenant Participation Strategy supports the delivery of this vision and the values we hold as an organisation drive the way in which we aim to work together with our tenants.



The [Angus Local Housing Strategy](#) (LHS) provides the framework for how we deliver housing and related services, provides an assessment of housing need and demand and sets out how we will meet our vision, **everyone in Angus has a good quality, safe, secure and warm home that they can afford.**

The LHS recognises that housing is more than just bricks and mortar and that through good housing and support, we can strengthen our communities, tackle inequalities and poverty, support the local economy, and do our bit for the climate agenda.

The [Housing Service Improvement Plan](#) sets out how the Service will make the operational improvements needed to meet the vision of the LHS and provide consistently high quality, customer focused services. The service improvement priorities are informed by the Annual Return on the Charter Return (ARC) results, the Annual Engagement Plan with the Scottish Housing Regulator as well as customer feedback from our Tenant Satisfaction Survey and an evaluation of customer complaints.

Improvement actions have been identified across three service improvement priority areas: Customer Excellence, Housing Quality and Place, and Prevention and Homelessness.

One of the guiding principles of the improvement plan is to ensure housing services are built and led around people. We have made a commitment to better understand our tenants' needs, involve tenants in decisions and listen and learn from tenants' experiences of housing services. Our Tenant Participation Strategy sets out how we will meet this commitment.

# Regulation and Performance Monitoring

## Scottish Social Housing Charter

The Scottish Social Housing Charter aims to improve the quality and value of services provided by social landlords in Scotland. It sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

The Charter has seven sections, covering: equalities; the customer/landlord relationship; housing quality and maintenance; neighbourhood and community; access to housing and support; getting good value from rents and service charges; and other customers. It contains a total of 16 outcomes and standards that social landlords should achieve. The customer / landlord relationship outcomes include equalities, communication and participation and apply across all sections of the Charter.

## The customer/landlord relationship

### 1. Equalities

Social landlords perform all aspects of their housing services so that:

- they support the right to adequate housing
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

### 2. Communication

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

### 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 at a level they feel comfortable with.

A full list of the [Charter outcomes and standards](#) is included within the supporting documents available on the Scottish Government website.

Under the 2010 Act, the Scottish Housing Regulator (SHR) is responsible for monitoring, assessing and reporting on how well social landlords achieve the Charter's outcomes. Social landlords must provide the SHR with an Annual Return on the Charter (ARC) by the end of May each year.

## Tenant Satisfaction



As part of the ARC, we are required to report on how satisfied our tenants are. A survey was completed in 2023 with 1,000 tenants. Tenant satisfaction has declined since the previous survey was completed in 2020. The findings from the survey have informed the priorities and actions within the Improvement Plan. The development and delivery of a revised Tenant Participation Strategy is identified as a key milestone as we recognise a need to review our approach to Tenant Participation to ensure we improve communication with tenants and provide a range of opportunities for tenants to participate in decision making.

Scottish Social Housing Charter Indicator	2020/21	2023/24	Performance	Scottish Local Authorities Average
Percentage of tenants satisfied with the overall service provided by their landlord.	88.04%	71.20%	Declined	80.28%
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	94.02%	64.70%	Declined	82.31%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	93.02%	41.40%	Declined	80.88%

## Vision and Priorities

We developed our vision and priorities through consultation with local tenants' and resident's groups and through our online survey and focus groups.

The overall vision of our Tenant Participation Strategy is:

**Communicate effectively with our tenants and provide opportunities for participation and involvement that are accessible to all, ensuring that tenants voices are heard, respected, and at the centre of decision-making.**

To achieve our aim, we have developed five priority areas for delivering action. These are:



# Developing the Strategy

## Timeline: Developing the Strategy

### 1. TENANT SATISFACTION SURVEY    OCTOBER-NOVEMBER 2023

A tenant satisfaction survey was undertaken in late 2023 and the results showed significant declining satisfaction for keeping tenants informed about services and decisions and with the opportunities given to tenants to participate in their landlord's decision-making processes. This suggests we need to revisit engagement with tenants to better understand how they wish to be informed and how they would like to participate to help inform the development of a revised Tenant Participation Strategy.



### 2. RESEARCH

JUNE 2024

We researched other social landlords' tenant participation strategies to determine good practice.



### 3. REVIEW

JULY 2024

We reviewed the previous Tenant Participation Strategy and learned from feedback during engagement with tenants and staff which included:

- Monthly meetings with the Tenant Participation Focus Group
- Self-assessment exercise with tenants to identify further measures, we can take to improve practice.
- Tenant Participation Survey



### 4. CONSULT

SEPTEMBER 2024

We consulted with tenants, staff and elected members on the draft Strategy and their feedback shaped the final strategy and delivery plan.



## Tenant Feedback

A survey was undertaken with tenants during July 2024 to gather their views and experiences of tenant participation. Here are some of the key findings:

- **52%** of tenants felt that Angus Council were not good at keeping them informed.
- Only **24%** of tenants are satisfied with the opportunities to participate in the Housing Service decision making process.
- The **top 3 service areas** that tenants want to be informed about are:

**Repairs and maintenance:** (82%)

**Tenant activities and events:** (60%)

**Housing performance and improvement:** (43%)

- **50%** of respondents would like to receive monthly updates on housing services and decisions.
- **69%** prefer to be contacted by email.
- The **top 3 participation activities** that tenants are interested in are:

**Online surveys:** (60%)

**Community or tenants' meetings:** (43%)

**Tenant participation groups:** (30%)

We received feedback from tenants through the survey and consultation events that have help us to develop our priorities and goals:

You Said	We Will
I am not aware of tenant participation activities.	Increase awareness of tenant participation activities across Angus.
I don't feel my opinion will make a difference.	Promote activities well in advance, expand the scheduling of events to include more evening and weekend options, and ensure events are held across all towns in Angus.
We don't know who our housing officer is or how to contact them.	Demonstrate how tenant feedback influences service improvement.
I would like to be informed on what is happening in my area.	Develop communication channels between housing services and tenants.
	Increase visibility of Housing Officers.
I don't have access to the internet.	Produce an E Newsletter to provide information and share success stories and achievements from local areas.
You need to make it easier for people with disabilities.	Provide various ways for tenants to engage, including in-person meetings, consultations, telephone feedback, surveys, and suggestion boxes.
	Maintain a register of tenants who require information in alternative formats or need specific assistance to effectively participate.

## How to Get Involved

Angus Council tenants can engage in tenant participation through a variety of ways. Opportunities for involvement include:

### **Register of Interested Tenants**

We maintain a database of tenants who have expressed an interest in being consulted on housing-related issues or participating in tenant engagement activities. Those who join will be contacted to share their views on areas of the Housing Service that interest them. This gives tenants the opportunity to have a say on the issues that matter to them and participate in a way that they choose.

### **Tenants' and Residents' Groups**

Some tenants choose to become formally involved in the form of either nonregistered or registered tenants' and residents' groups. Becoming a Registered Tenants Organisation (RTO) gives groups a recognised role in the decision-making process and are supported by grant funding. Contact details for our RTOs are published on a [public register](#) for consultation and information distribution.

We would encourage groups to apply for RTO status, however non-registered groups can still promote the interests of their neighbourhood and are included on the Tenant Participation consultation database and contact list.

There are currently 12 formal and informal local tenants' and residents' groups in Angus.

### **Tenant Participation Group**

This group has been formed by Council officers and representatives of tenants' groups to develop and implement the Tenant Participation Strategy.

### **Housing Revenue Account (HRA) Tenants Review Group**

An HRA Tenants Review Group has been established to provide a vehicle for discussion between Angus Council and tenants on the budgetary process and key financial requirements for delivering housing services. This group meets around four times a year and supports rent setting discussions each year.

### **Neighbourhood Walkabouts and Pop-up sessions**

Tenant Participation Officers, Housing Officers and other relevant service providers undertake neighbourhood walkabouts and pop-up neighbourhood events with local tenants, providing tenants with the opportunity to share their ideas and experiences, help identify improvements and connect with their neighbours.



## **Tenant Scrutiny**

Tenant scrutiny typically involves tenants coming together for a few weeks to undertake an in-depth review or assessment of a specific part of the housing service. We plan to engage with tenants during this strategy to identify the best methods for undertaking Tenant Scrutiny activity.

## **Surveys**

We regularly conduct various surveys and questionnaires to gather feedback on our services, including our Tenant Satisfaction Survey. Our recent Tenant Participation Survey was created to understand tenants' views on participation. The insights and suggestions collected from these surveys were integral in shaping our current strategy, ensuring that it meets the needs and expectations of our tenants.

## **Engage Angus**

Our [Tenant Participation Engagement Platform](#) serves as a hub for all tenant participation activities. It provides easy access to a calendar of events happening across Angus, ongoing consultations, online surveys, our strategy, and our performance. This platform is designed to keep tenants informed and involved, offering a one-stop resource for staying up to date on all participation opportunities.

## **Social Media**

Our Angus Council social media pages for Facebook, Instagram and Twitter are used to maximise and promote housing updates and involvement opportunities. We use the Council's social media to promote online surveys, topical news and Tenant Participation events.

## **Housing News Blog**

Our [Housing News Blog](#) keeps tenants informed about the latest developments across the Housing Service. By subscribing, tenants can have the latest news stories sent directly to their email, ensuring they stay up to date with everything that's happening.

## **E-Newsletter**

We have recently launched an electronic newsletter designed specifically to provide tenants with a round-up of the latest housing news and updates, resources, and a space to share their experiences and ideas. To join the Housing Newsletter mailing list, tenants can [subscribe here](#).

## **Training and Development**

Training and briefing sessions are delivered to consult with and inform our tenants and customers on key service areas. We provide tenants learning opportunities and information sessions, and give advice, training and support to help tenants set up and run a tenants' group.

## National Tenant Engagement

The Scottish Government supports registered tenants' groups through four regional networks. The regional networks provide tenants' groups representatives the opportunity to communicate with the Scottish Government on national policy issues. The networks also help the government to tap into the knowledge and expertise of tenant members.

## Tenant Participation Budget

The table and chart below provide a breakdown of the budget agreed for tenant participation for 2024/25.

Description	£	% of budget
Staff Costs	139,400	86.0
Events & Engagement	5,000	3.0
RTO Grant Funding*	1,000	0.5
Conferences & Training	2,000	1.5
Tenants Scrutiny	2,000	1.5
Tenant Satisfaction Surveys	14,600	9.0
<b>Total</b>	<b>162,000</b>	<b>100.0</b>

A start up grant of £300 is paid to all newly Registered Tenants Organisations (RTOs). Annually, each RTO is eligible to apply for a grant of up to £200 upon submission of their audited annual accounts within eight weeks of their Annual General Meeting (AGM).

The budget for RTO grant funding will be reviewed on an annual basis to reflect the number of RTOs.

## **Monitoring and Evaluation**

The Tenant Participation Group meets every 2 months and involves tenant representatives, Council Officers and is chaired by the Housing Performance and Improvement Manager. This group is responsible for tracking progress against the delivery plan.

An annual report that reviews the progress of the Tenant Participation Strategy, including key achievements, challenges, and areas for improvement will be published and shared with tenants.

This document can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

To make a request, or if you would like to comment on the strategy or wish to get involved in tenant participation, please contact our Tenant Participation team via our contact centre on 03452 777 778 or by emailing [TenantParticipation@angus.gov.uk](mailto:TenantParticipation@angus.gov.uk) .

## Delivery Plan

Our delivery plan outlines the actions we will take to achieve our priorities and goals for tenant participation.

Priority 1	Empowering Tenants		
Goals	Actions	Timescale	What does success look like?
<p>Tenants have the knowledge, skills, and confidence to engage effectively in decision-making processes affecting their homes and communities.</p>	<p>Develop materials to increase awareness and knowledge of housing finances to support rent setting consultations.</p> <p>Complete a training needs analysis with tenants.</p> <p>Develop and start delivery of a training programme in response to feedback from tenants.</p>	<p>July 2025</p> <p>September 2025</p> <p>April 2026</p>	<p>Increased tenant involvement.</p> <p>Increase in tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.</p> <p>We will measure:</p> <ul style="list-style-type: none"> <li>- Number of registered tenant groups.</li> <li>- Number of tenants on register of interested tenants.</li> <li>- Number of tenants responding to surveys.</li> <li>- % of tenants satisfied with the opportunities given</li> </ul>
<p>Tenant groups are provided with resources and support to ensure they can</p>	<p>Facilitate mentoring from established tenants' groups to newly formed groups.</p>	<p>September 2025</p> <p>Ongoing</p>	

<p>carry out their roles effectively.</p>	<p>Encourage and support Registered Tenants Groups to apply for annual grant funding.</p> <p>Facilitate access to external experts, such as TIS, to provide specialised advice to tenants' groups, when needed.</p> <p>Finalise and publish guidance for tenants on how to set up and manage a successful tenants' group.</p> <p>Develop clear communication channels with tenants' groups, including regular attendance from housing staff and regular service updates.</p> <p>Support tenants' groups to develop and manage community-led initiatives, such as gardening clubs, repair and maintenance projects, or social events - supporting them to apply for funding or facilitating them to partner with local organisations.</p>	<p>Ongoing</p> <p>April 2025</p> <p>April 2025</p> <p>Ongoing</p>	<p>to them to participate in their landlord's decision-making processes.</p>
<p>Work with other services/</p>	<p>Identify opportunities and support tenants to provide deputations for</p>	<p>Ongoing</p>	

organisations, community groups and elected members to enhance tenant participation opportunities.	housing reports considered by Committee.		
	Attend local community events to promote tenant participation opportunities.  Build relationships and work with other community groups to raise awareness of Tenant Participation and co-host events, workshops, or projects.	Ongoing  Ongoing	

Priority 2		Communication and Information	
Goals	Actions	Timescale	What does success look like?
Improve awareness of tenant participation.	Review and create information and promotional materials to raise awareness of tenant participation, both internally and externally.  Promote tenant participation through a variety of different methods.  Undertake briefing sessions with elected members, housing teams	April 2025   Ongoing	Increase in tenants who feel their landlord is good at keeping them informed about their services and decisions.  We will measure:  - % of tenants who feel their landlord is good at keeping them informed

	<p>and other relevant services and groups.</p> <p>Identify and support tenant champions who are enthusiastic about participation to encourage involvement.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>about their services and decisions.</p>
<p>Develop communication channels between housing services and tenants to facilitate open, honest, and transparent dialogue.</p>	<p>Monitor how tenants engage with different communication channels to inform our communication strategies.</p> <p>Launch our housing E Newsletter and publish a housing E Newsletter every quarter.</p> <p>Establish a Newsletter working group involving tenants to develop content ideas and tenant articles.</p> <p>Develop a calendar of estate walkabouts, promote estate walkabouts and ensure they are carried out in line with our service standards.</p> <p>Ensure tenants registered on the 'register of interested tenants' are contacted through their preferred method of contact.</p>	<p>Ongoing</p> <p>October 2024</p> <p>April 2025</p> <p>Ongoing</p> <p>Ongoing</p>	

	<p>Explore other mechanisms to communicate with tenants, e.g. text messaging.</p> <p>Develop the housing online tenants' portal so tenants can access information about their accounts, report repairs, provide feedback, and participate in consultations.</p>	<p>April 2026</p> <p>Ongoing</p>	
<p>Provide tenants with timely and relevant information about policies, decisions, and changes affecting them.</p>	<p>Continue to share relevant information on the Housing Blog and Housing E Newsletter.</p> <p>Development of the Housing E Newsletter so stories are tailored to tenant's area.</p>	<p>Ongoing</p> <p>April 2026</p>	



Priority 3	Improving Services		
Goal	Actions	Timescale	What does success look like?
<p>Use tenant feedback to shape and improve housing services, ensuring they meet the needs and expectations of our tenants.</p>	<p>Undertake a large-scale tenant satisfaction survey every 2 years.</p> <p>Develop and implement an approach to capture tenant feedback in an ongoing way.</p> <p>Develop opportunities for tenants to take part in evaluating service improvements through tenant-led inspections or review groups.</p> <p>Introduce a 'tenant approved' stamp for new and revised housing strategies and policies.</p>	<p>Every 2 years</p> <p>April 2025</p> <p>December 2025</p> <p>April 2025</p>	<p>Increase in tenants who are satisfied with the overall service provided by their landlord.</p> <p>We will measure:</p> <ul style="list-style-type: none"> <li>- % of tenants satisfied with the overall service provided by their landlord.</li> </ul>
<p>Implement regular consultation processes to gather tenant</p>	<p>Develop and implement a good practice guide for tenant consultation.</p>	<p>April 2025</p>	

feedback on key issues and decisions.	Produce and promote a calendar of policies for review and consultation annually.	April 2025	
Demonstrate how tenant feedback influences service improvement.	Communicate outcomes from consultations to participants and publicise them via Engage Angus website, our Housing Blog and Housing E Newsletter.	Ongoing	

Priority 4	Inclusion and Diversity		
Goal	Actions	Timescale	What does success look like?
Promote equal opportunities and inclusive participation by engaging with a diverse range of tenants, including those from underrepresented groups, to ensure that all voices are heard.	<p>Develop and implement system for recording tenant participation activity.</p> <p>Undertake a review of good practice to improve our approach to inclusive participation.</p> <p>Explore opportunities to link in with community groups and organisations</p>	<p>January 2025</p> <p>April 2025</p> <p>Ongoing</p>	<p>Increased participation across different demographics.</p> <p>We will measure:</p> <ul style="list-style-type: none"> <li>- Number of participants by age, gender, ethnicity, disability.</li> </ul>

	<p>that represent under-represented groups.</p> <p>Review tenant meeting spaces to ensure tenant engagement meetings are held in accessible venues.</p>	January 2025	
<p>Work in partnership with tenants to identify and remove any barriers to participation.</p>	<p>Undertake regular surveys with tenants to identify specific barriers to participation so we can tailor solutions to meet tenants needs.</p> <p>Maintain a register of tenants who require information in alternative formats or need specific assistance to effectively participate.</p> <p>Provide various ways for tenants to engage, including in-person meetings, online consultations, telephone feedback, surveys, and suggestion boxes.</p> <p>Explore and promote digital literacy training and opportunities to provide access to technology to tenants who may lack digital skills or resources.</p>	<p>Ongoing</p> <p>January 2025</p> <p>Ongoing</p> <p>Ongoing</p>	

Priority 5	Accountability		
Goal	Actions	Timescale	What does success look like?
<p>Ensure we are accountable by establishing ways tenants can monitor and evaluate the performance of housing services.</p>	<p>Review and develop revised approach to tenant scrutiny.</p> <p>Provide performance information in each edition of the Housing E Newsletter.</p> <p>Produce and publish an annual performance report in consultation with tenants.</p> <p>Involve tenants in setting priorities for spending through the Tenants' HRA Review Group.</p>	<p>December 2025</p> <p>April 2025</p> <p>September 2025</p> <p>Ongoing</p>	<p>Increase in tenants who feel their landlord is good at keeping them informed about their services and decisions.</p> <p>Increase in tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.</p> <p>We will measure:</p> <ul style="list-style-type: none"> <li>- % tenants who feel their landlord is good at keeping them informed about their services and decisions.</li> <li>- % tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.</li> </ul>

