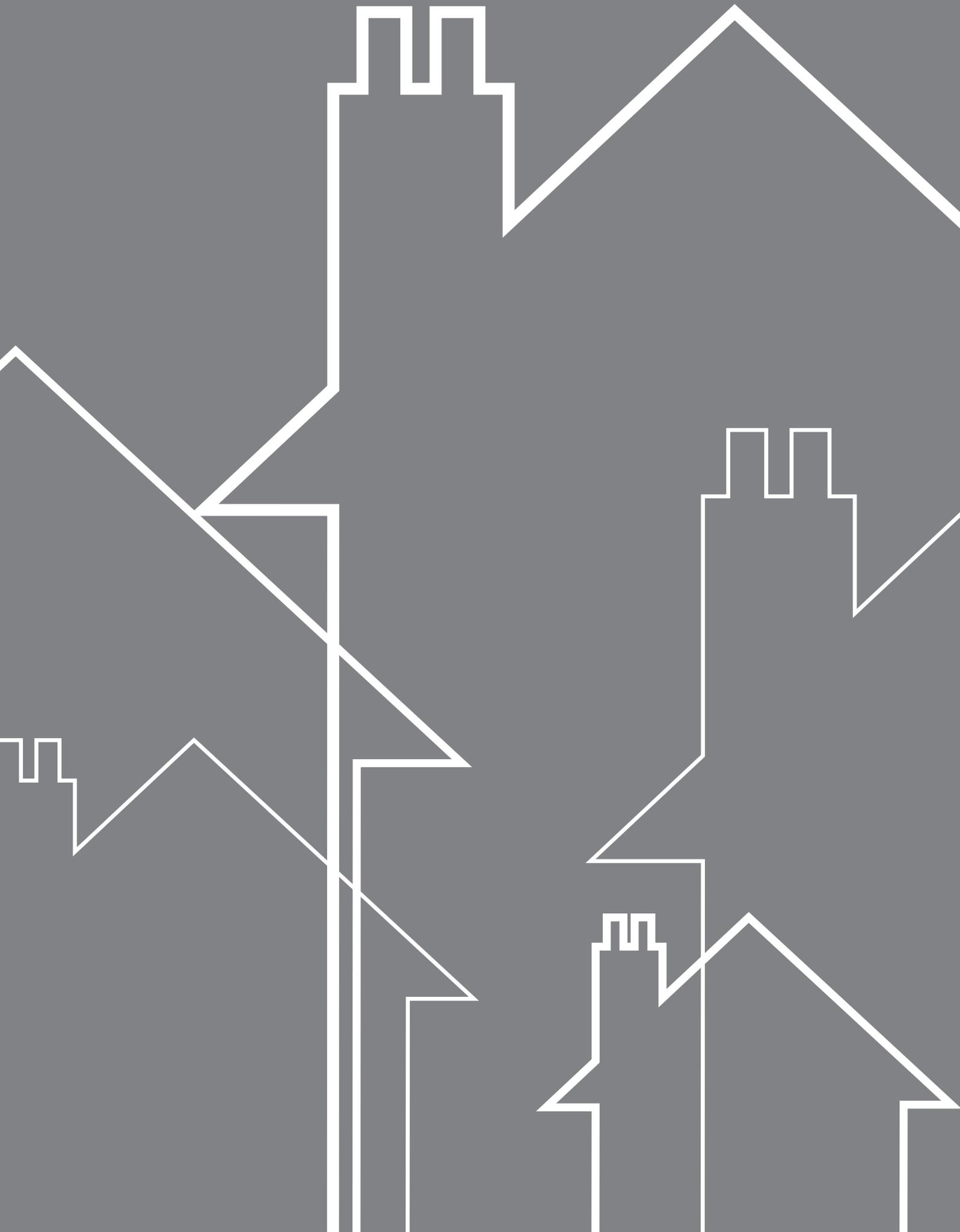




# Tenant Participation Strategy 2014 - 2017





# Contents

Foreword	4
Introduction	5
Linking to Publications and Organisations	6
Our Strategic Aims	9
Tenant Participation Strategy Monitoring & Implementation Group	11
Developing the New Strategy	11
Participation Opportunities and Methods of Involvement	12
East Ayrshire Tenants and Residents Federation	17
Existing Resources and Support	18
How Much We Spend on Tenant Participation	19
Our Progress in Tenant Participation	20
Standards of Service	21
Charter Outcomes and Standards	22
Monitoring and Evaluation of the Tenant Participation Strategy	25
Local Achievements	26
Action Plan	31
Appendix 1 - Our Tenant Participation Principles	38
Appendix 2 - National Standards for Community Engagement	39
Appendix 3 - Registration of Tenant Organisations Procedure	40
Appendix 4 - Jargon Buster	45

# Foreword

**Welcome to East Ayrshire Council's fourth Tenant Participation Strategy covering the period 2014 – 2017. It has been developed by working closely with the East Ayrshire Tenants and Residents Federation and tenant representatives.**

Tenant Participation is about involving tenants and service users in the shaping of Housing and related services. Since the introduction of the first Tenant Participation Strategy in 2004 we have made significant progress in the development of our services by involving and consulting tenants in a range of ways, and on a variety of topics.

We are committed to working together with tenants and service users to promote meaningful involvement in the neighbourhoods across East Ayrshire. Over the period of this Strategy, we will be developing existing tenant involvement structures to give tenants greater opportunities to influence the services they receive and to reflect tenant priorities and needs.

The Strategy takes account of the introduction of the Scottish Social Housing Charter (SSHC) and the role of the Scottish Housing Regulator (SHR), as set out in the Housing (Scotland) Act 2010.

East Ayrshire Council recognises that involving tenants is an essential part of our decision-making process and we are committed to making sure that there are opportunities for all tenants to participate in the design and delivery of our Housing Service.



**Fiona Lees**  
*Chief Executive*



**Councillor Douglas Reid**  
*Leader of the Council*



# Introduction

Section 53 (1) of the Housing (Scotland) Act 2001 places a statutory duty on landlords to develop a Tenant Participation Strategy.

This Strategy meets with that statutory requirement. East Ayrshire Council is committed to continually developing and improving Tenant Participation practice throughout the local authority and across the whole range of housing and housing related services. This Strategy outlines the following:

- The Council's commitment to tenant participation
- The range of tenant participation opportunities available
- How tenant participation will be supported and resourced
- The actions that will be taken to ensure the continual development of effective participation
- The monitoring and evaluation mechanisms

The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter (SSHC) which is effective from 1 April 2012. The purpose of the Charter is to help improve the quality and value of the services that social landlords should aim to achieve when performing their housing activities.

The Charter sets out standards and objectives in the form of 16 outcomes which social landlords should aim to achieve when performing housing activities.

Self assessment by landlords is a key Charter expectation as is submitting an Annual Return on the Charter to the Scottish Housing Regulator (SHR). Social landlords need to report their progress in meeting the outcomes in the Charter to their tenants and residents. Good practice on self-assessment requires tenants to be involved in assessing the performance of their landlord in the context of the Charter.

East Ayrshire Council's Housing Service is committed to working with tenants and residents to implement and report on the outcomes within the Charter. The following outcomes are particularly relevant to our tenant participation activities:

## **Outcome 2 – Communication**

Social landlords manage their businesses so that:

- Tenants and other customers (i.e. residents) 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 the landlord provides.

## **Outcome 3 – Participation**

Social landlords manage their businesses so that:

- Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.

Through our previous Tenant Participation Strategies and joint working with the East Ayrshire Tenants & Residents Federation, the Council has a good foundation for taking forward our plans to achieve these outcomes.

# Linking to Publications and Organisations

As well as adhering to the landlord duties outlined in the Housing (Scotland) Act 2001, this Strategy is inextricably linked to the tenant participation principles of the National Strategy for Tenant Participation “Partners in Participation” and to the ten statements of commitment outlined in the National Standards for Community Engagement (Appendix 2).

## Community Planning in East Ayrshire – ‘One Council One Plan’

Community Planning is about a range of partners in the public and voluntary sectors working together to better plan, resource and deliver quality services that meet the needs of people who live and work in East Ayrshire. Community Planning puts local people at the heart of delivering services.

Community Planning is enshrined in legislation through the Local Government in Scotland Act 2003, which not only places a statutory duty on Councils to lead and facilitate Community Planning, but also introduces a corresponding duty on a range of partners to participate in local community planning processes. At the time of production, the core Community Planning Partners in East Ayrshire are the Community of East Ayrshire, East Ayrshire Council, Police Scotland, NHS Ayrshire and Arran, Scottish Fire and Rescue Service, Scottish Enterprise, Strathclyde Partnership for Transport, Skills Development Scotland and the Further and Higher Education Colleges represented by Ayrshire College.

The East Ayrshire Community Plan is the overarching strategic planning document for the delivery of public services in East Ayrshire over the 12 years from 2003 to 2015 and sets out the overall vision for the local area. A wide range of plans and strategies sit beneath the Community Plan and detail the activity of the partners in relation to specific issues. In this instance, the Tenant Participation Strategy highlights the commitment to seeking the views of tenants and involving them in decision-making about services, and sets out how this will be done.

## Our Vision

The Vision set out in the Community Plan is that:

*“East Ayrshire will be a place with strong vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services, which are sustainable, accessible and meet people’s needs.”*

## Priority Themes

The priority themes of the Community Plan, each of which has an associated four-year Action Plan, are:

- Promoting Lifelong Learning;
- Delivering Community Regeneration;
- Improving Community Safety; and
- Improving Health and Wellbeing.

The key focus of the Action Plan is on the delivery of tangible actions, which make a difference in the communities across East Ayrshire. Action is delivered through the four Community Plan Action Plans and the service/implementation plans of all the Partner agencies.

The effective involvement of tenants through the activity detailed in the Tenant Participation Strategy will ensure that their views and priorities influence the development and delivery of the Community Plan Action Plan.

In particular, the activity within the Strategy in relation to supporting, engaging and involving tenants will directly contribute to the achievement of the following local outcomes:

- Promoting Lifelong Learning - community capacity, spirit and cohesion developed.
- Delivering Community Regeneration – sustainable and affordable housing solutions delivered.
- Improving Community Safety – community safety in neighbourhoods and homes improved.



## Guiding Principles

The Community Plan has six guiding principles, which underpin all activity, as follows:

- Promotes equality of opportunity, social justice and social inclusion;
- Ensures effective community engagement in the planning and development of local services;
- Ensures quality and accessibility;
- Builds sustainability into what we do;
- Delivers continuous improvement and best value while improving efficiency and productivity; and
- Promotes early intervention in the delivery of services.

The commitment to “ensuring effective community engagement in the planning and development of local services” has particular relevance in the context of the Tenant Participation Strategy. The Strategy details the context within which tenants are engaged in planning and decision making processes in relation to housing and associated activity.

## Vibrant Communities “Transforming our relationship with the communities we serve”

The Vibrant Communities Service was established in April 2013 and works with, rather than for communities. The service delivers a range of services focused on developing sustainable communities. It also seeks to reduce inequalities, by providing prevention and early intervention services.

The aim is to seek culture change and unlock the knowledge, skills and experience of local people and employees, to harness the enthusiasm, talent and ‘can do’ spirit that exists across East Ayrshire

The Sustainability team works with key organisations including Tenants and Residents groups and the Third Sector Interface to develop capacity and sustainability. The work of the team incorporates leveraging in external funding, volunteering and employability, social marketing, membership schemes and time-banking.

## Local Housing Strategy 2013-2018

This Strategy is closely linked to the East Ayrshire Local Housing Strategy 2013 - 2018 (LHS). The Local Housing Strategy is the key strategic housing document. It sets out details of how investment will be used to meet the need and demand for housing all tenures and how the quality of housing will be improved. It also includes actions to: tackle the prevention and alleviation of homelessness; fuel poverty issues and meeting housing support needs.

The East Ayrshire Local Housing Strategy describes the extent and location of housing need and demand across East Ayrshire (as evidenced in the Housing Need and Demand Assessment).

The Local Housing Strategy:

- Sets out our strategic vision for the future of housing across all tenures, taking account of national and local priorities.
- Details the six key outcomes that should be delivered in order to realise this strategic vision.
- Provides a clear strategic direction for housing investment.
- Sets out how the standard of housing will be improved.
- Details the ways in which people will be supported to find, and remain in, appropriate housing that meets their needs.
- Consults with tenants and residents to help shape the contents of the current Local Housing Strategy.
- Aims to ensure, through the Tenant Participation Strategy, that tenants have the opportunities to have their voices heard, and their priorities taken into account as part of the annual update process, and as part of the Action Plan implementation process.

Key to developing a robust Local Housing Strategy is the acknowledgement of tenant priorities. This Tenant Participation Strategy will ensure that tenants have the opportunities to have their voices heard and their priorities taken into account.

## Promoting Equal Opportunities and Diversity

East Ayrshire Council places equality at the heart of everything it does and is committed to ensuring equality of opportunity and social inclusion for all our service users, visitors and employees.

This Strategy embeds the Council's legislative duties as set out in the Equality Act 2010 which came into force in April 2011, replacing previous anti-discrimination laws with a single Act. The Equality Act introduced the concept of nine protected characteristics namely: age, disability, gender reassignment, pregnancy and maternity, race religion and belief, sex, sexual orientation and marriage and civil partnership

The Strategy builds on the Council's **Equality Outcomes** and **Equality Mainstreaming Report** and aims to mainstream equality and diversity. The aims, objectives and vision of the Tenant Participation Strategy support all aspects of the Council's Equality Outcomes through delivering opportunities to drive forward the equalities agenda.

This Strategy focuses specifically on how tenants can be actively involved in developing and shaping Housing Services and influencing key decisions which impact directly on themselves and their neighbourhoods. Through this, East Ayrshire Council will encourage and promote wider representation from all community groups to ensure the views of local communities are fully reflected.

East Ayrshire Council will endeavour to provide a range of accessible opportunities and information for tenants and residents so as to be involved and to specifically explore other innovative ways of encouraging under-represented community groups to fully participate in shaping Housing Services.

The Council will establish and build strong relationships with all excluded groups and will work in partnership with them to develop a framework of equal opportunities strategies that remove or overcome the barriers that prevent tenants from getting involved.

Similar links will be established with organisations representing other traditionally excluded groups, including those affected by homelessness who may be hard to reach. Links with disabled people and young people will also be strengthened, with the aim of better understanding their needs and developing strategies that enable rather than deter participation.

As part of the Council's duties an equality impact assessment has been carried out on this Strategy to identify any potential negative impact on any group(s) with protected characteristics and any opportunities to promote equality and opportunities to engage in public life and foster good relations between group(s) with protected characteristics and other community groups.

## Partnership Working

Partnership working simply means people from different organisations working together for a common aim. Successful tenant participation involves working together to improve services and communities. The most successful partnerships will include people or groups with a shared interest.

This might include any or all of the following:

- Tenants and Residents Associations or individual tenants
- Other Community Groups such as Community Councils or Associations
- Elected Members
- Council Departments
- Registered Social Landlords
- Police Scotland
- Other agencies such as Transport Providers or Health Authorities

There are many benefits to be gained from working together. Communication will lead to a better mutual understanding of issues as we share experience, knowledge and skills. This, in turn, will build on mutual trust and respect. Working with others will also increase power and influence and provide the momentum to focus on agreed goals.



# Our Strategic Aims

There are five Aims (what we want to achieve): each of which has a list of actions for the next three years.

## **Aim 1 - Raise awareness of Tenant Participation through improved communication to tenants and tenants and residents groups.**

- Review existing information leaflets for new tenants highlighting the benefits of tenant participation and who is eligible to become involved
- Update written report of tenant group successes for display at community events
- Ongoing review of information pack distributed to new groups
- Explore innovative methods of engaging with our tenants via technology
- Ongoing development of information available on the Council's website
- Ongoing work with East Ayrshire Tenants and Residents Federation to enhance communication to all tenants and residents groups
- Produce an annual performance report to demonstrate how we are meeting the Scottish Social Housing Charter Outcomes
- Develop a DVD which highlights the successes and benefits of getting involved.

## **Aim 2 - Increase the opportunities for individual tenants to become involved in Tenant Participation.**

- Ongoing development of the East Ayrshire Residents Syndicate (EARS) as a means for individuals to become involved in consultations
- Develop a Community Voice scheme in areas where there are no tenants and residents associations.

## **Aim 3 - Increase the number of democratically elected tenant and resident organisations in East Ayrshire, in particular those achieving RTO (Registered Tenant Organisation) status, including supporting the development of groups particularly in areas or within sectors of the population that are traditionally not very well represented.**

- Provide information stalls at Community Events and in public areas such as supermarkets, actively targeting areas with no tenants groups
- Ongoing engagement with existing networks such as Vibrant Communities, Community Councils or Associations
- Identify and develop opportunities via existing networks to engage with minority groups, including young people, disabled people, ethnic minorities and other under-represented groups
- Develop tenants groups within supported accommodation
- Work with East Ayrshire Tenants & Residents Federation to enhance communication with under-represented groups.

## **Aim 4 - Increase opportunities for tenants and tenants and residents organisations to influence decisions taken in relation to their housing conditions and services and to exercise their influence beyond housing.**

- Develop a Scrutiny Framework with East Ayrshire Tenants and Residents Federation
- Continue to support the East Ayrshire Tenants and Residents Federation in its drive to motivate communities to influence services
- Ensure there is tenant representation on all Housing policy and service reviews

- Support ongoing development of Estate Walkabouts
- Ensure tenant priorities influence the Diary of Participation Events
- Support ongoing development of Tenant-led Inspections of our services
- Encourage RTOs and TARAs who operate in multi-landlord areas to register and seek funding from Registered Social Landlords
- Develop ongoing links with South West Network of Tenant Participation Officers forum.

**Aim 5 - Ensure Tenant Participation is integral to Housing Services and a fair framework of support is provided to tenants and tenants and residents groups to enable them to operate effectively.**

- Conduct an annual review of RTOs/TARAs to include a satisfaction survey
- Review the Communications Code of Practice and monitor this alongside the Tenant Participation Strategy
- Review funding available to groups
- Develop and deliver joint tenant / staff training and information sessions



# Tenant Participation Strategy Monitoring & Implementation Group

This Strategy was developed by the Tenant Participation Strategy Monitoring & Implementation Group, comprising representatives of tenants and residents groups and East Ayrshire Tenants and Residents Federation (EATRF) and Housing Services staff.

The group was facilitated by Independent Tenant Advisors and held a series of meetings agreeing the content of the Strategy and developing the Action Plan.

The group members are:

## Tenant Representatives

Betty Cassidy	<i>Onthank Tenants and Residents Association</i>
Bruce Cuthbertson	<i>Hurlford Tenants and Residents Association and EATRF</i>
Janet Steele	<i>Bellsbank Tenants and Residents Association and EATRF</i>
Paul Dustor	<i>Altonhill Residents Association and EATRF</i>
Ronnie Whitelaw	<i>East Gauchallands Tenants and Residents Association</i>
Russell Murdoch	<i>Kirkstyle Tenants and Residents Association and EATRF</i>
Sam Craig	<i>Onthank Tenants and Residents Association and EATRF</i>

## Housing Services Staff

David Murray	<i>Housing Officer, North Division</i>
James McKee	<i>Customer Liaison Officer</i>
Kevin Hamilton	<i>Housing Officer, South Division</i>
Lesley Thomson	<i>Housing Officer, North Division</i>
Marie Johnson	<i>Housing Officer, South Division</i>

## Developing the New Strategy

This Strategy builds on previous Tenant Participation strategies. The first Strategy was developed and published in 2004. The strategy was then reviewed in 2006 and again in 2010, to make sure it was up to date and working effectively.

The content, aims and objectives of the Strategy were agreed in consultation with tenants and staff.

It is based on the feedback and comments that were received via consultation. Following this work, a detailed Action Plan has been developed to assist in taking forward the Tenant Participation Strategy.

This Strategy has been written in line with the Tenant Participation Principles (Appendix 1) and the National Standards for Community Engagement (Appendix 2). You can find more information about the National Standards for Community Engagement on Scottish Community Development Centre website at:

**[www.scdc.org.uk/national-standards-community-engagement](http://www.scdc.org.uk/national-standards-community-engagement)**

# Participation Opportunities and Methods of Involvement

Traditionally, tenant participation has focused on consulting with formal Tenants and Residents Associations. However, we recognise that not everyone wants to get involved in this way.

We want to encourage as many tenants as possible to have their say on how the Housing Service is managed and delivered. This is why, over the years, we have developed a range of options for tenants to get involved and to influence decisions that affect them at a level, time and place that suits them best.

## Annual Tenants Conference

The first joint Tenants Conference, with East Ayrshire Tenants & Residents Federation, took place in 2013 and we are looking forward to further joint conferences in the future. All East Ayrshire Council tenants are invited to attend the annual conference and tenants are able to raise their concerns and aspirations through a number of themed workshops. The feedback is used to shape future service delivery.

## Attendance at other conferences

The range of conferences includes Chartered Institute of Housing (CIH) Scotland conference, Tenants Information Service conference, Tenant Participation Advisory Service (TPAS) Scotland conference and the East Ayrshire Tenants and Residents Federation conference.

## Communications Code of Practice

This agreement sets out a framework for effective communication between the Housing Service and East Ayrshire Tenants and Residents Federation, Registered Tenant Organisations and Tenants and Residents Associations.

## Community Voice

Community Voices are interested individuals who represent the views of a small community which does not have enough representation to form a group. This might be a rural area or a minority group.

## Consulting on specific topics

Consultation events can vary and will be held in local venues to seek the views of all relevant people within the area, e.g. new Council House building.

## Diary of Participation Events

The Diary of Participation Events is a calendar of forthcoming consultations. It allows tenants and the Housing Service to plan consultations more effectively.

## East Ayrshire Residents Syndicate

The East Ayrshire Residents Syndicate is a database of individual tenants who have expressed an interest in Housing consultations.

## East Ayrshire Tenants and Residents Federation

An umbrella organisation that represents Tenants and Residents Associations operating in East Ayrshire.

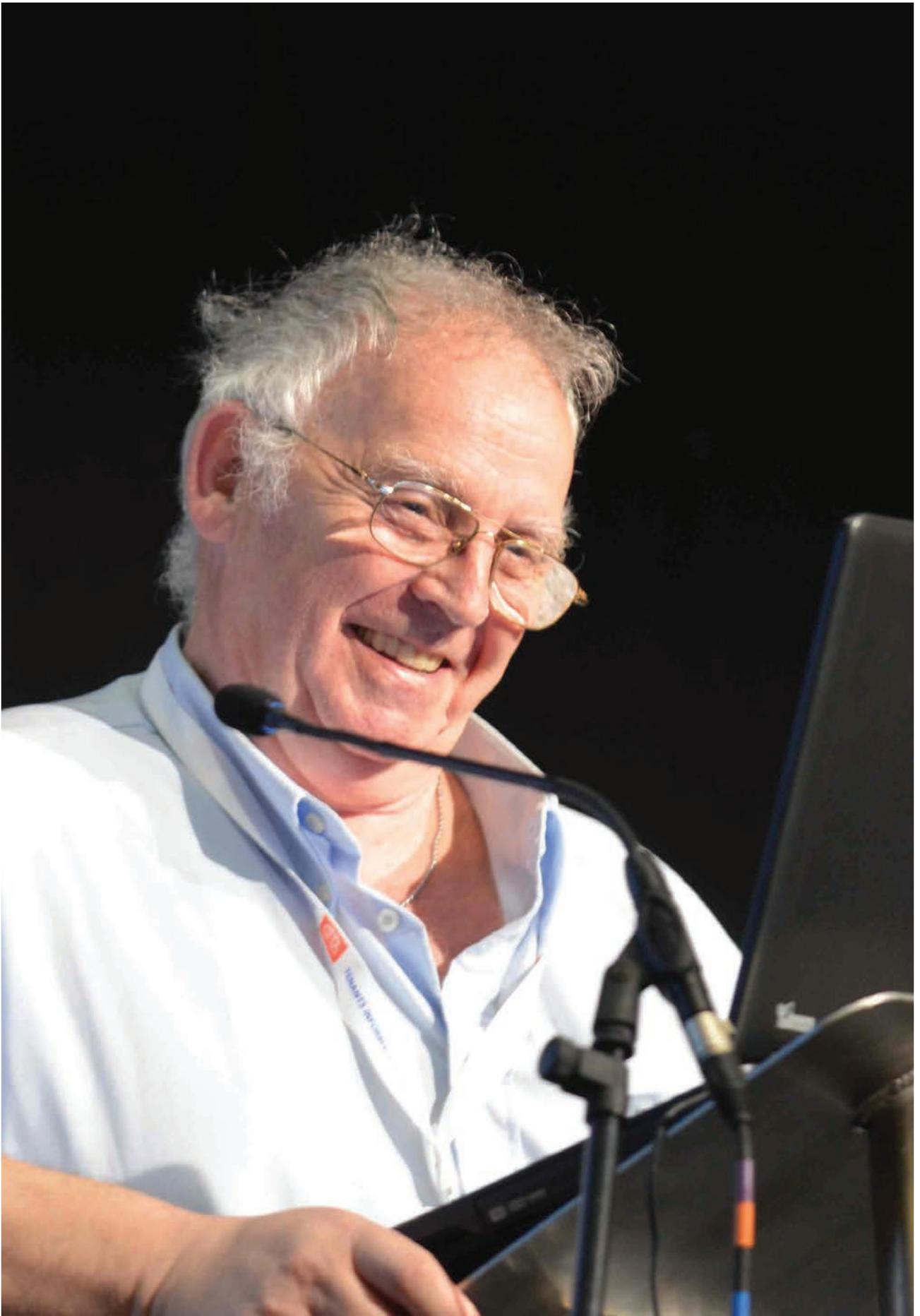
## Estate Walkabouts

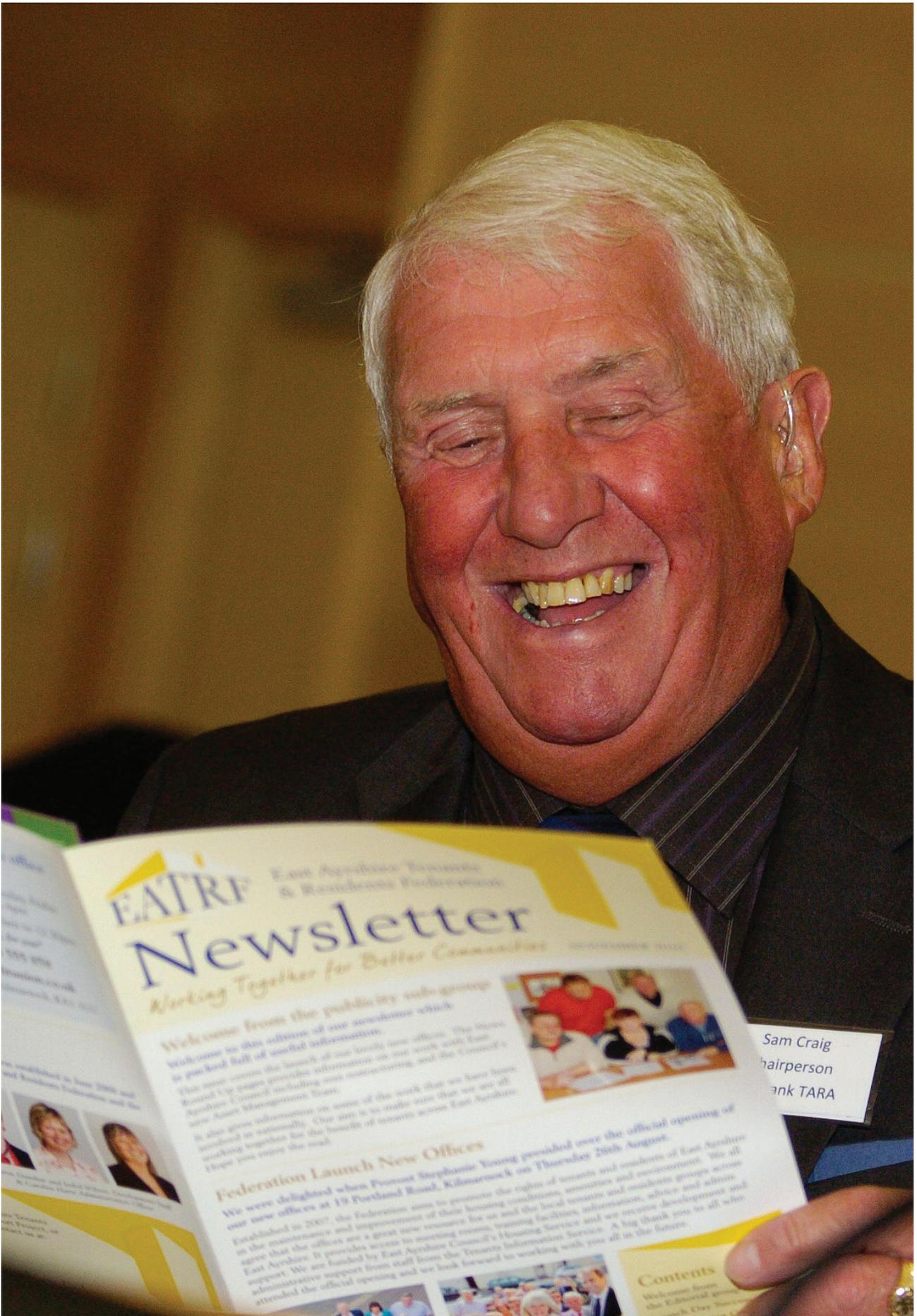
Members of tenants groups are invited to walk around their neighbourhood with Housing staff to identify problems, suggest action and improve communication and identify environmental improvements.

## Focus Groups

Groups of service users are invited to attend a single or small number of meetings to discuss specific service delivery issues.







## **Local Meetings**

We will always try to attend local meetings as and when invited where we will take note of your concerns and suggestions.

## **Meetings**

From time to time, we will hold meetings to inform you about our services or new legislation.

## **Mystery Shopping**

Mystery Shopping is a form of market research for tenants to test the service and record their experience and impressions. The Council will be introducing Mystery Shopping as an alternative way of involving tenants in the review of Housing Services.

## **Non-Registered Tenants and Residents Groups**

By joining together with your neighbours and forming a Tenants and Residents Group, you can promote the interests of your community.

## **Public Meetings**

When we intend to make significant changes to the way we deliver a service, we will organise public meetings to seek tenants views on our proposals.

## **Registered Tenant Organisations (RTO)**

Becoming an RTO gives groups a recognised role in the decision-making process. Landlords and RTOs should work together to identify policies and practices which they think need to be revised.

## **Registered Tenants Organisations (RTO) Forums**

Representatives from RTOs within a geographical area meet with Housing Managers to discuss housing related issues and agree a range of environmental improvements for their area.

## **Satisfaction Surveys / Questionnaires**

We are developing a framework of mini-surveys regarding our services so as to better understand tenant satisfaction levels.

## **Tenant-led Inspections**

Tenant-led inspections allow a group of tenants to conduct an inspection of a service provided by their landlord and make recommendations to the landlord on proposed changes.

## **Tenants Information Pack**

Every tenant is provided with a comprehensive information pack at the start of their tenancy.

## **Tenants Newsletter**

We produce a Newsletter each year which is posted to all tenants and published on our website.

## **Website**

Our website [www.east-ayrshire.gov.uk](http://www.east-ayrshire.gov.uk) can be accessed to obtain information on Housing and related issues and service provision.

## **Working Groups / Service Improvement Groups**

Tenants are sometimes invited to join staff in working groups to participate in policy and service reviews.

## Written Consultative Drafts

Occasionally, tenants groups are asked to comment on written consultative drafts prior to their submission to Cabinet for approval.

This is not an exhaustive list of the methods we employ to engage with our tenants. However, it gives a flavour of the range of options available.

## National Engagement

Regional Networks were set up in 2008 to help Registered Tenant Organisations (RTOs) engage with the Scottish Government on issues of national policy.

Following extensive consultation with tenants and residents across Scotland, the Scottish Government now supports Registered Tenant Organisations (RTOs) through nine fully-established and constitutional networks.

One purpose of the networks is to enable RTO representatives to communicate practically with the Scottish Government on national policy issues. Having this two way conversation means that the Government can utilise the knowledge and experience of the RTO members.

Moreover, this also means that RTOs are able to participate and respond to consultation documents in a more consistent way.

Each region covers a number of Local Authority areas.

East Ayrshire Tenants and Residents Federation and various Registered Tenant Organisations are represented on Region 6 Network, which covers:

- East Ayrshire
- South Ayrshire
- Dumfries & Galloway

If you would like more information on any of the Regional Networks please visit

**<http://www.regionalnetworks.org.uk>**



# East Ayrshire Tenants and Residents Federation

The East Ayrshire Tenants and Residents Federation (EATRF) was formed in September 2007.

The Federation is an umbrella organisation that represents Tenants and Residents Associations operating in East Ayrshire and is a Registered Tenants Organisation under the Housing (Scotland) Act 2001.

It aims to promote the rights of East Ayrshire tenants and residents in the maintenance and improvement of their housing conditions and communities and seeks to achieve this by:

- Assisting and encouraging the setting up of new tenant, and tenant and resident associations in East Ayrshire.
- Assisting and co-ordinating the efforts of tenant, and tenant and resident organisations to help achieve common aims.
- Co-operating with other organisations locally and nationally on matters of common concern.
- Liaising and participating with East Ayrshire Council and other landlords in the pursuit of tenants / residents interests.
- Liaising and participating with other agencies in the pursuit of members' interests.
- Motivating the community to participate in all areas relating to members' interests and rebuilding community spirit.
- Campaigning for a rational and secure system of funding for the tenants and residents movement in East Ayrshire and throughout Scotland, and to co-operate with other organisations to help achieve this common aim.
- Publishing and exchanging information to advance the Federations aim and objectives
- Responding to Scottish Government consultations.

The EATRF has a Service Agreement in place with East Ayrshire Council and also operates within a business planning framework. Through their Mission Statement and the activities they undertake, EATRF aims to complement the overarching themes of East Ayrshire Council's Community Plan of Promoting Lifelong Learning, Delivering Community Regeneration, Improving Community Safety and Improving Health and Wellbeing.

The activities and day-to-day management of the Federation is undertaken by an Executive Committee. The Committee consists of 12 representatives who are elected from the membership to take forward housing and related issues affecting the whole of East Ayrshire.

Any Tenants and Residents group which satisfies the EATRF's criteria is eligible for membership. Individuals who are not covered by a group can become associate members.

# Existing Resources and Support

To support and encourage tenant participation there are a range of resources which tenants groups and individuals can access.

## Staff

- Housing Service Staff – All staff are aware of their responsibility to support and encourage tenant participation and will attend meetings, where appropriate. Area teams will provide basic administration support to groups.
- Customer Liaison Officer – The Customer Liaison Officer (CLO) has specific responsibilities in relation to customer service and tenant participation and will be the main point of contact for tenants interested in getting involved.

## Grants and Expenses

- New Groups can apply for a Start-Up Grant
- Existing groups can apply for an Operational Grant
- Travel expenses to and from meetings organised by Housing Services will be reimbursed

## Conferences

- Annual Tenants Conference
- Further opportunities to attend local and national conferences
- Field trips and study visits

## Training and Information

- Annual Training Needs Assessment for members of tenant groups
- Training Days for members of tenant groups
- A full package of training is provided
- Information on new legislation and policies affecting Housing will be provided to groups as it becomes available
- A Tenants Newsletter is circulated to all tenants
- Staff training to ensure that our staff are aware of the benefits of Tenant Participation and are actively promoting it through their daily work

## Independent Advice and Assistance

- Independent Tenant Advisors
- East Ayrshire Tenants and Residents Federation

## Independent Tenant Advisors

We have a contract in place for Independent Tenant Advisors to provide a service to East Ayrshire tenants by:

- Supporting the on-going development of the Federation
- Providing information, advice and support to local tenants groups
- Provide advice and assistance to tenants and the Council in monitoring and implementing this strategy

The contract was procured in partnership with East Ayrshire Tenants and Residents Federation and the work of the project is guided, monitored and reviewed by a Project Monitoring Group made up of representatives from each of the project partners.



## How Much We Spend on Tenant Participation

In 2013/14, the Council allocated £132,550 to Tenant Participation. This equates to approximately £10.00 per Council tenancy over the year. The table below shows how that money was spent. Staff costs are met from a separate budget.

<b>Activity</b>	<b>Amount</b>
Grants and Expenses	£2,000
Attendance at conferences	£2,000
Training and Information	£30,310
Independent Advice and Assistance	£38,400
East Ayrshire Tenants and Residents Federation	£58,340
Other	£1,500
<b>TOTAL</b>	<b>£132,550</b>

# Our Progress in Tenant Participation

This is the fourth Tenant Participation Strategy published by East Ayrshire Council and we have already achieved many successes in Tenant Participation.

The significant improvements achieved since the first strategy in 2004 are highlighted below.

## Tenant Participation Progress 2004 - 2006

- 6 non-registered Tenant Organisations established
- 8 Registered Tenant Organisations established
- Council recruited Independent Advisors
- Introduction of annual Tenants Conference
- Tenant Participation Steering Group (TPSG) formed
- Tenants influenced the stock options appraisal, Allocations Policy and improvements to the Repairs Service
- Tenants Newsletter introduced

## Tenant Participation Progress 2006 - 2009

- “Getting Organised and Having your Say” publicity Campaign
- 16 Registered Tenant Organisations in place
- 4 non-registered groups in place
- Communications Code of Practice adopted
- Development Support Project established in East Ayrshire
- Diary of Participation Events introduced
- East Ayrshire Tenants and Residents Federation was formed
- Estate Walkabouts introduced
- Registered Tenant Organisation Forums introduced
- Tenants influenced the Best Value Service Review, lettable standard and local environmental improvements
- Tenants were involved in the inspection of the Housing Service by the Scottish Housing Regulator

## Tenant Participation Progress 2010 - 2013

- Developed East Ayrshire Residents Syndicate / Interested Tenants Register
- Developed information on Tenant Participation on Council website
- Developed photo montage and written report
- Development Support Project extended
- East Ayrshire Tenants and Residents Federation held their own conference
- First joint Tenants Conference with East Ayrshire Tenants and Residents Federation
- Estate Walkabouts developed to include staff from Neighbourhood Services where required
- Joint sessions with East Ayrshire Tenants and Residents Federation and East Ayrshire Council held and joint response(s) formulated in relation to Scottish Government consultations.
- Newsletters issued to tenants
- Ongoing support to East Ayrshire Tenants and Residents Federation
- Produced new Tenant Participation leaflet
- Reviewed Tenant Participation Information Pack
- Tenant-led Inspections introduced
- Tenants took part and able to influence a number of consultations including, rent structures, Council budget, Local Housing Strategy and Scottish Social Housing Charter,
- Two DVDs produced by Housing Assets Service Working Group



# Standards of Service

East Ayrshire Council's Housing Service is committed to providing high standards of service delivery which meets the needs of existing and potential tenants of East Ayrshire.

Our "Communications Code of Practice" sets out the principles and standards for tenant participation in East Ayrshire. It sets out the minimum standards of service that we have to meet when consulting and involving tenants in policy development and reflects the commitment of Housing Services to Tenant Participation and to good communication based on partnership and mutual trust.

The "Communications Code of Practice" represents the agreed basis of communication and practice across East Ayrshire Tenants and Residents Federation, local tenants and residents groups, individual tenants and residents and Housing Services.

From April 2012, the Scottish Social Housing Charter (SSHC) for all social landlords in Scotland was introduced. The SSHC introduces a new approach towards the regulation and inspection of social housing in Scotland. The SSHC was developed following extensive consultation with landlords, tenants and residents and other interested groups, and sets the outcomes and standards that all social landlords should be aiming to achieve for their tenants, service users and other customers. The SSHC has 16 main outcomes and includes areas such as equality, participation, communication and quality of housing.

Each year, we will report our performance against each of the outcomes in the Annual Return on the Charter (ARC) to the Scottish Housing Regulator. This will demonstrate how well we are performing and meeting the needs of our tenants, service users and other customers.

We will also be working with tenants and East Ayrshire Tenants and Residents Federation to develop an annual report of our performance. The format, layout and content of the report will be agreed jointly with tenants.

# Charter Outcomes and Standards

## Outcome 1: Equalities

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

- *Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.*

This outcome describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender, reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords finding ways of understanding the needs of different customers and delivering services that recognise and meet these needs.

## Outcome 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 that the landlord provides.*

This outcome covers all aspects of landlords communication with tenants and other customers. It is not just about how clearly and effectively a landlord gives information to those who want it. It is also about making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.

## Outcome 3: Participation

Social landlords manage their businesses so that:

- *Tenants and other customers find it easy to participate in and influence their landlords decisions at a level they feel comfortable with.*

This outcome describes what landlords should achieve by meeting their statutory tenant participation duties. It covers how social landlords gather, and take account of, the views and priorities of their tenants, how these views are reflected in the landlords services and how landlords help and support tenants and other customers to build up their capacity for effective involvement.

## Outcome 4: Quality of Housing

Social landlords manage their businesses so that:

- *Tenants homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015, and continue to meet it thereafter and are always clean, tidy and in a good state of repair when they are allocated.*

This standard describes what landlords should be achieving in all their properties. It covers all properties that social landlords let, unless the Scottish Government has agreed that particular properties do not have to meet the standard. Beyond SHQS, landlords should be looking for cost-effective ways of achieving higher energy efficiency standards for their properties, to provide warmer homes for their tenants and to help address climate change.

During the life-time of this Charter, the Scottish Government will consult on higher standards. If adopted, these new requirements will form part of the next Charter.



## **Outcome 5: Repairs, maintenance and improvements**

Social landlords manage their businesses so that:

- *Tenants homes are well-maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.*

This outcome describes what landlords should achieve for their tenants by meeting their statutory duties on repairs and by providing repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities and timescales, setting repair standards such as getting repairs done right, on time, first time, and assessing tenant satisfaction with the quality of the services they receive.

## **Neighbourhood and Community**

### **Outcome 6: Estate Management, antisocial behaviour, neighbour nuisance and tenancy disputes**

Social landlords, working in partnership with other agencies, help to ensure that:

- *Tenants and other customers live in well-maintained neighbourhoods, where they feel safe.*

This outcome covers a range of actions that social landlords can take on their own, and in partnership with others. It covers landlord action to enforce tenancy conditions relating to estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role landlords can play in partnership with others to address anti-social behaviour.

## **Access to Housing and Support**

### **Outcomes 7, 8 and 9: Housing options**

Social landlords work together to ensure that:

- *People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.*
- *Tenants and people on housing lists can review their housing options. Social landlords ensure that:*
- *People at risk of losing their homes get advice on preventing homelessness.*

These outcomes cover landlords duties to provide information to those looking for housing and advice for people at risk of becoming homeless, including helping tenants and people on housing lists to review their options to move within the social housing sector or to another sector.

## **Outcome 10: Access to social housing**

Social landlords ensure that:

- *People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.*

This outcome covers a range of actions that social landlords can take to make it easy for people looking for social housing to apply for the widest choice of social housing that is available, suitable and meets their needs. It includes actions that social landlords can take on their own and in partnership with others, for example through Common Housing Registers, or as members of a mutual exchange scheme, or through local information and advice schemes.

## Outcome 11: Tenancy sustainment

Social landlords ensure that:

- *Tenants get the information they need on how to access support options to help them to remain in their home and can get suitable support including services provided directly by the landlord and by other organisations.*

This outcome covers what landlords can achieve for tenants who may need support to help them maintain their tenancy. It includes tenants who may be at risk of getting into arrears with their rent and tenants who may need to have their home adapted to cope with age, or disability, or caring responsibilities if they are to remain there.

## Outcome 12: Homeless people

Local authorities perform their duties on homelessness so that:

- *Homeless people get prompt and easy access to help and advice, are provided with suitable, good quality temporary or emergency accommodation, when this is needed, and are offered continuing support to help them get and keep a home.*

This outcome describes what local authorities should be achieving by meeting their statutory duties to homeless people.

## Getting Good Value from Rents and Service Charges

### Outcome 13: Value for money

Social landlords manage all aspects of their businesses so that:

- *Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.*

This standard covers the efficient and effective management of the services that social landlords provide. It includes landlords ability to minimise the time houses are empty; to manage arrears and all resources effectively; control costs; get value out of the contracts they let; and deliver improving value for money by increasing the quality of services with minimum additional cost to tenants, owners and other customers.

## Outcomes 14 and 15: Rents and Service Charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- *A balance is struck between level of services provided, the cost of the services and how far current and prospective tenants and service users can afford them*
- *Tenants get clear information on how rents and other money is spent, including details of individual items of expenditure above thresholds agreed between landlords and tenants.*

These outcomes reflect a landlords legal duty to consult tenants about rent setting, the importance of landlords taking account of what their current and prospective tenants and other customers are likely to be able to afford, and the importance that many tenants place on being able to find out about how their money is spent. Whether information about expenditure above a particular level is published, and in what form and detail is a matter for each landlord to decide in discussion with their tenants. What matters is that discussions take place and the decisions made reflect the views of tenants and other customers.

## Other Customers

### Outcome 16: Gypsies/Travellers

Local authorities and social landlords with responsibility for managing sites for gypsies and travellers should manage the sites so that:

- *Sites are well maintained and managed.*

This outcome applies only to those local authorities and other social landlords that are responsible for managing these sites.

Further information on the Scottish Social Housing Charter can be obtained on the Scottish Government Website at: <http://housingcharter.scotland.gov.uk/>



# Monitoring and Evaluation of the Tenant Participation Strategy

The Tenant Participation Strategy is a working document subject to continuous review to ensure it is meeting objectives and achieving targets.

In particular, in the first year of the strategy, we will ensure our approach is in line with the Scottish Social Housing Charter (SSHC) outcomes and covers any self-assessment and other requirements of the Scottish Housing Regulator.

The Tenant Participation Strategy and Action Plan will be monitored and evaluated via quarterly meetings of the Tenant Participation Strategy Monitoring & Implementation Group.

A progress report on the Action Plan will be developed, updated and made available annually. The report will evaluate the success of the Strategy in meeting its identified aims and objectives and identify future actions to ensure that Tenant Participation practice continues to develop, evolve and strive to include all Council tenants and other stakeholders.

# Local Achievements

In addition to the strategic achievements, tenants groups have also made a significant contribution to their communities. A selection of their achievements is listed below:

Community Events - a number of groups have organised gala days or fetes in their areas which have brought the community together, raised the profile of the group and generated funds.

## Activities for Young People

Many groups have recognised the importance of involving young people in their activities. Some groups organise events especially for the young people in their area – taking them out on day trips or holding parties or discos for them. Others have worked to ensure there are suitable facilities in their area for young people such as play parks and sports cages.

### **Kirkstyle Tenants and Residents Association**

#### **Play facilities**

Following feedback from people living in the area, the group worked in partnership with East Ayrshire Council to have play facilities installed in the area.

## Safety & Security

### **Campbell Area Tenants and Residents Association**

#### **Neighbourhood Watch**

The group wanted to make their area a safer and friendly place to live and so established a Neighbourhood Watch (NHW). The NHW works very closely with East Ayrshire Council and Police Scotland to monitor and report any antisocial issues.

### **Kirkstyle Tenants and Residents Association**

#### **Lighting / Painting of underpass**

The group were the first area in East Ayrshire to pilot improved street lighting and also worked with the local Primary School to improve the appearance of the underpass.

## Improving the appearance

### **Onthank Tenants and Residents Association**

#### **Environmental Improvements**

The group worked very closely with East Ayrshire Council to have a new handrail installed at steps leading to the local school. Other environmental improvements include trimming back trees and hedges, paths renewed, painting of bow-top fencing and rough-casting to some houses.

### **Campbell Area Tenants and Residents Association**

#### **Hanging baskets**

The group wanted to improve the appearance of the area and successfully secured funding to install hanging baskets.







**Onthank Tenants and Residents Association**  
**Frances Nelson Award**  
**Garden service for local people**

The group received recognition at the Tenants Information Service annual conference for their work in developing a garden service for local people living in the Onthank area. The joint project with East Ayrshire Council and the Council for Voluntary Organisations allowed the group to purchase garden equipment. With the help of the CVO trainees, the area has improved and is looking wonderful.

**Onthank Tenants and Residents Association**  
**Hanging baskets, flower planters and trees**

The group made a real difference to their area by securing funding from East Ayrshire Council to install 40 hanging baskets, fill several flower planters and plant a number of trees. The committee is looking to secure additional funding for other hanging baskets with the aim of planting out a theme for the Commonwealth Games.

**Gauchallands East Tenants and Residents Association**  
**Selling Fresh Fruit and Vegetables**

Members of the group got together and wanted to ensure local people had the opportunity to buy Farm Fresh fruit and vegetables from their portakabin. Enthusiastic committee members meet up each week to sell the produce at very competitive prices.

## **Working Together**

**Gauchallands East Tenants and Residents Association**  
**Portakabin for office / drop-in use**

Following a successful bid, the group secured funding to renovate and bring a disused portakabin back into use. So far, they have held meetings, Councillor Surgeries and sold fresh produce from it. In the future, they aim to grow plants and educate the local school children on gardening and growing their own produce.

**East Ayrshire Tenants and Residents Federation**  
**Frances Nelson Award**  
**Recognition for TP activities**

Members of East Ayrshire Tenants and Residents Federation (EATRF) were awarded the Frances Nelson Award in recognition of their Tenant Participation achievements.

The EATRF worked with the Council's Housing Services to ensure tenants influenced the review of the Housing Allocation Policy and development of a Common Allocation Policy. They also coordinated responses to Scottish Government consultations and were invited to give oral evidence at the Scottish Parliament. Further, members provided training courses to increase tenants knowledge of Housing issues.

## **Gardening Competition**

East Ayrshire Council hosts an annual Gardening Competition to reward residents who have made an exceptional effort to maintain their own gardens to a high standard and have enhanced the overall appearance of their neighbourhoods.

The winner of each category is chosen by Neighbourhood Housing staff and officers from Outdoor Amenities.

The best hanging basket, best vegetable patch and best overall garden are selected by members of East Ayrshire Tenants and Residents Federation.

The winners from each category are also invited to attend an awards ceremony.

## **Influencing Housing Services**

In addition to the many activities which have a visible impact in communities, many group members also give up their time to join working groups and take part in consultations with officers from the Council.

Tenants and tenant representatives influence the Environmental Budget at Registered Tenant Organisation (RTO) Forum meetings and work with Housing and other services to enhance their areas and address antisocial behaviour.

## **Information for Tenants**

We want to make sure the information we provide to you is easy to understand and in plain language. This is why most of the information we issue to tenants and residents is approved by members of tenants groups. By doing this, it ensures that we are providing the right information in the right format, which meets the needs of our customers.

The Tenants Newsletter and tenants pack which we give to all new tenants have been developed with the help of group members.



# Action Plan

Aim 1: Raise awareness of Tenant Participation through improved communication to tenants and tenants and residents groups.

What we will do	When we will do it	Who will be responsible	What will this achieve	Charter outcome(s)
<b>Objective 1.1</b> Review existing information leaflets in conjunction with tenants	2014	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of Housing Service</li> <li>Improved communication with tenants</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 1, 2 &amp; 3</li> </ul>
<b>Objective 1.2</b> Update written report of tenant group successes for display at community events	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of Tenant Group successes</li> <li>Establishment of new groups</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>
<b>Objective 1.3</b> Ongoing review of information pack distributed to new groups	2014	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive information available to groups highlighting relevant contacts and support available</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>
<b>Objective 1.4</b> Explore innovative methods of engaging with our tenants via technology	2014	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>Information and Communication Technology staff</li> </ul>	<ul style="list-style-type: none"> <li>More tenants engaged in consultations</li> </ul>	

What we will do	When we will do it	Who will be responsible	What will this achieve	Charter outcome(s)
<b>Objective 1.5</b> Ongoing development of information available on the Council's website.	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of Housing Service</li> <li>Improved communication with tenants</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 1, 2 &amp; 3</li> </ul>
<b>Objective 1.6</b> Work with East Ayrshire Tenants and Residents Federation to enhance communication to all tenants and residents groups.	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of Tenant Group successes</li> <li>Establishment of new groups</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2</li> </ul>
<b>Objective 1.7</b> Produce an annual performance report to demonstrate how we are meeting the Scottish Social Housing Charter outcomes.	2014	<ul style="list-style-type: none"> <li>Housing Services</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive information available to groups highlighting relevant contacts and support available</li> </ul>	<ul style="list-style-type: none"> <li>ALL</li> </ul>
<b>Objective 1.8</b> Develop a DVD which highlights the benefits and successes of getting involved.	2015	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>More tenants engaged in consultations</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 1 &amp; 2</li> </ul>



**Aim 2: Increase the opportunities for individual tenants to become involved in Tenant Participation.**

<b>What we will do</b>	<b>When we will do it</b>	<b>Who will be responsible</b>	<b>What will this achieve</b>	<b>Charter outcome(s)</b>
<b>Objective 2.1</b>				
Ongoing development and review of the East Ayrshire Residents Syndicate (EARS) as to enable individual to become involved in consultations	2014	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of Housing Service</li> <li>Improved communication with tenants</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 1, 2 &amp; 3</li> </ul>
<b>Objective 2.2</b>				
Develop a Community Voice scheme in areas where there are no tenants and residents associations.	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>RTOS / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of Tenant Group successes</li> <li>Establishment of new groups</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>

**Aim 3: Increase the number of democratically elected tenant and resident organisations in East Ayrshire in particular those achieving RTO (Registered Tenant Organisation) status, including supporting the development of groups particularly in areas or within sectors of the population that are traditionally not represented**

What we will do	When we will do it	Who will be responsible	What will this achieve	Charter outcome(s)
<b>Objective 3.1</b> Provide information stalls at Community Events and in public areas such as supermarkets, actively targeting areas with no tenants groups.	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Other Departments</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of TP opportunities</li> <li>Establishment of new groups</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>
<b>Objective 3.2</b> Ongoing engagement with existing networks such as Vibrant Communities, Community Councils or Associations	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>Increased community representation</li> <li>Increased participation in decision-making processes</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 1, 2 &amp; 3</li> </ul>
<b>Objective 3.3</b> Identify & develop opportunities via existing networks to engage with minority groups, including young people, disabled people, ethnic minorities and other under-represented groups.	Ongoing / 2015	<ul style="list-style-type: none"> <li>Housing Services</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>Increased representation of minority groups</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 1, 2 &amp; 3</li> </ul>
<b>Objective 3.4</b> Develop tenants groups within supported accommodation.	2014 / 2015	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>Care Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>Increased involvement of older people</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 1, 2 &amp; 3</li> </ul>
<b>Objective 3.5</b> Work with East Ayrshire Tenants and Residents Federation to enhance communication with underrepresented groups.	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced information to tenants</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2</li> </ul>



**Aim 4: Increase opportunities for tenants and tenants and residents organisations to influence decisions taken in relation to their housing conditions and services and to exercise their influence beyond housing.**

<b>What we will do</b>	<b>When we will do it</b>	<b>Who will be responsible</b>	<b>What will this achieve</b>	<b>Charter outcome(s)</b>
<b>Objective 4.1</b> Develop a Scrutiny Framework with East Ayrshire Tenants and Residents Federation.	2014	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced opportunities to participate in scrutinising of performance and other areas of service</li> <li>Tenants and other customers will have the necessary knowledge and skills to participate in scrutiny activities</li> </ul>	<ul style="list-style-type: none"> <li>All</li> </ul>
<b>Objective 4.2</b> Continue to support the East Ayrshire Tenants and Residents Federation in its drive to motivate communities to influence services.	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> </ul>	<ul style="list-style-type: none"> <li>Federation grows in strength and numbers and is able to influence decision making</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 3</li> </ul>
<b>Objective 4.3</b> Ensure there is tenant representation on all Housing policy and service reviews.	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Increased tenant involvement in service delivery and policy making</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 3</li> </ul>
<b>Objective 4.4</b> Ongoing development of Estate Walkabouts	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>EATRF, RTOs and TARAS exert their influence wider than Housing Services</li> <li>Improved relationships between EATRF, RTOs and TARAS and other Council departments</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 1, 2, 3 &amp; 6</li> </ul>

What we will do	When we will do it	Who will be responsible	What will this achieve	Charter outcome(s)
<b>Objective 4.5</b> Ensure tenant priorities influence the Diary of Participation Events.	Quarterly	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Participation topics address tenant priorities</li> <li>Timescales for participation are agreed with tenants</li> <li>Training and support needs are identified</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>
<b>Objective 4.6</b> Ongoing development of Tenant-Led Inspections of our services.	2014 / Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Tenants highlight service failings</li> <li>Services are improved</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 3</li> </ul>
<b>Objective 4.7</b> Encourage RTOs and TARAs who operate in multi-landlord areas to register and seek funding from RSLs.	2014	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> <li>RSLs</li> </ul>	<ul style="list-style-type: none"> <li>Groups have support of all landlords</li> <li>Groups exert a wider influence</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>
<b>Objective 4.8</b> Develop ongoing links with South West Network of Tenant Participation Officers forum.	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> </ul>	<ul style="list-style-type: none"> <li>Better communication on TP matters</li> <li>Shared resources</li> <li>Wider influence for tenants</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>
<b>Objective 4.9</b> Influence the development and delivery of Community Plan Action Plans.	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Groups exert a wider influence</li> <li>Increased tenant involvement in Community Planning</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>



**Aim 5: Ensure Tenant Participation is integral to Housing Services and a fair framework of support is provided to tenants and tenants and residents groups to enable them to operate effectively.**

<b>What we will do</b>	<b>When we will do it</b>	<b>Who will be responsible</b>	<b>What will this achieve</b>	<b>Charter outcome(s)</b>
<b>Objective 5.1</b> Conduct an annual review of RTOs/TARAS to include a satisfaction survey.	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Housing Services will have current information about RTOs/ TARAS</li> <li>Everyone will know what is working and what is not</li> <li>We will be able to address areas of dissatisfaction</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 3</li> </ul>
<b>Objective 5.2</b> Review the Communications Code of Practice and monitor this alongside the Tenant Participation Strategy.	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>All parties will know what is expected of them in terms of communication</li> <li>Communication will improve</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>
<b>Objective 5.3</b> Review funding available to groups.	2014	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Groups will be able to fulfil their constitutional requirements</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 3</li> </ul>
<b>Objective 5.4</b> Develop and deliver joint tenant / staff training and information sessions.	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>EATRF</li> <li>RTOs / TARAS</li> </ul>	<ul style="list-style-type: none"> <li>Training delivered and evaluated</li> <li>Joint solutions to issues agreed</li> <li>Staff and tenants are equally informed</li> </ul>	<ul style="list-style-type: none"> <li>Outcome 2 &amp; 3</li> </ul>

# Appendix 1

## Our Tenant Participation Principles

Our guiding principles for tenant participation reflect those detailed in “Partners in Participation” – the National Strategy for Participation. In striving to continually develop tenant participation activity throughout East Ayrshire we will:

- 1** Create a culture of mutual trust, respect and partnership across tenants, Elected Members, and Housing at all levels, working together towards improving housing conditions and Housing Services.
- 2** Ensure tenant participation is a continuous process that covers all aspects of the service.
- 3** Enable tenants and staff to set a participation agenda jointly and ensure an easy and timely sharing of information.
- 4** Ensure processes of decision-making are open, clear and accountable.
- 5** Ensure adequate time is given to tenant representatives to consider the issues properly. We will ensure tenants have the opportunity to work out a common view in advance of meeting the Council’s representatives.
- 6** Recognise the independence and autonomy of tenants organisations.
- 7** Recognise that good working relationships evolve gradually and assist tenants and staff to develop flexible arrangements to suit local circumstances.
- 8** Recognise that tenants organisations require adequate resources for organisation, training and support.
- 9** Ensure that tenant participation practice reflects the needs of both urban and rural areas communities and reflects the needs of tenants in the differing areas.
- 10** Provide equal opportunities to participate for all our tenants, removing barriers to effective participation arising from ethnicity, geographic location, special needs, language difficulties, learning difficulties, age, sexual orientation or disability.



# Appendix 2

## National Standards for Community Engagement

The National Standards for Community Engagement were launched by the Scottish Executive and Communities Scotland in May 2005. The standards are measurable performance statements which can be used by everyone involved in community engagement to improve the quality and process of the engagement.

### Involvement

We will identify and involve the people and organisations who have an interest in the focus of the engagement.

### Support

We will identify and overcome any barriers to involvement

### Planning

We will gather evidence of the needs and available resources, and use this evidence to agree the purpose, scope and timescale of the engagement and the actions to be taken.

### Methods

We will agree and use methods of engagement which are fit for purpose.

### Working Together

We will agree and use clear procedures that enable the participants to work with one another effectively and efficiently.

### Sharing Information

We will ensure that necessary information is communicated between the participants.

### Working with Others

We will work effectively with others with an interest in the engagement.

### Improvement

We will actively develop the skills, knowledge and confidence of all the participants.

### Feedback

We will feed back the results of the engagement to the wider community and agencies affected.

### Monitoring and Evaluation

We will monitor and evaluate whether the engagement achieves its purposes and meets the National Standards for Community Engagement.

# Appendix 3

## Registration of Tenant Organisations Procedure

### Introduction

The Housing (Scotland) Act 2001 introduces the idea of Registered Tenant Organisations (RTOs). The aim is to give tenants and residents associations, which meet certain criteria, a recognised role in the tenant participation process.

As part of the Tenant Participation Strategy, every effort will be made by East Ayrshire Council to encourage the development of tenants organisations. In the event that tenants organisations do develop, the Act requires that they be registered.

Registration puts responsibilities on the Council as a landlord. It also shows which associations the Council will be required to consult with, for both tenants associations and the Council. The Housing (Scotland) Act 2001 places a duty on East Ayrshire Council to consult with Registered Tenants Organisations on issues that affect them. In addition, the Council is required to take notice, within a reasonable timescale, of the representations made by Registered Tenants Organisations. These timescales will be agreed with the tenants.

East Ayrshire Council's Register of Tenants Organisations is to be a public document and will be available for inspection at all Housing Offices within East Ayrshire. Copies of the register will be sent to all Registered Tenants Organisations on request. The register will also be published on the Council's web site, which can be accessed at [www.east-ayrshire.gov.uk](http://www.east-ayrshire.gov.uk)

Tenants and residents associations which become registered with East Ayrshire Council will have the right to view published information in advance of publication and will be given the chance to comment on the accuracy of the information contained in the register.

In line with data protection sensitivities, the information to be made available to the public will consist of:

- the name of the RTO
- details of the RTO area of operation
- contact details of the RTO including an address (this can be a box number if required) and email address (where possible)

New tenants organisations will be supported through the registration process by the Customer Liaison Officer in the Housing Service.

### Registration Criteria

Set out below are the criteria that tenants and residents associations must meet to achieve registration.

#### 1. Constitution

To become an RTO, any tenant organisation must have a publicly available written constitution that sets out:

- its objectives and area of operation;
- how people can become members of the organisation;
- the way the committee will operate;
- how people can become committee members/office bearers;
- how the business of the organisation will be conducted;
- how decisions will be reached democratically;
- how funds will be managed;
- arrangements for public meetings;
- arrangements for an annual general meeting (AGM);



- how changes can be made to the constitution;
- its commitment to the promotion of equal opportunities and
- the promotion of East Ayrshire Council's tenants interests in dealings with the Council on tenancy-related matters.

East Ayrshire Council can provide developing RTOs with a model constitution.

## **2. Committee**

The organisation must have a committee that:

- Members are elected onto at an annual general meeting. This would normally be done in the first year of operation;
- Members are required to stand down from after a period specified in the constitution;
- has at least three members;
- can co-opt others onto the committee during the course of the year;
- has elected office bearers;
- can demonstrate that decisions are reached democratically and
- Promotes equal opportunities.

We can organise training in basic committee skills.

## **3. Area of Operation**

The association must operate within:

- A defined geographical area which includes Housing stock owned and managed by East Ayrshire Council or
- A defined geographical area which includes Housing stock owned and managed by East Ayrshire Council and Housing stock owned and managed by another Registered Social Landlord, where appropriate.

## **4. Membership Policy**

Membership of the association and participation in its activities must be open to all eligible tenants:

- of a house situated within the association's defined area of operation
- under a Scottish Secure Tenancy (SST) or Short Scottish Secure Tenancy (SST)
- Within the area of operation who are over the age of sixteen years.

## **5. Accounting**

The organisation must maintain proper and timely accounting records. It should present a financial report at each committee meeting and an annual financial statement showing income and expenditure to the AGM. This should include a statement of assets including cash in hand and money deposited in bank accounts. Liabilities, including outstanding invoices for goods received, should also be included in the statement.

We will assist RTOs to establish appropriate accounting records and to produce an annual financial statement

## **6. Consultation and Representation**

The organisation must demonstrate to East Ayrshire Council that it is committed to representing the interests of its members and that it can represent the views of the tenants in its defined area of operation.

It is recognised that groups may comprise a mix of tenants and residents. There is nothing to prevent a mixed group of tenants and residents applying to become registered, provided it meets the necessary criteria, and there is a mechanism in place within the group for the views of tenants to be given. This may be done through tenant-only surveys or tenant sub-committees.

## Process of Registration

East Ayrshire Council seeks to encourage tenants and residents associations to register with the Council and to become Registered Tenants Organisations. The process of registration has been designed to be both clear and straightforward for tenants to follow. Assistance will be available at all stages of the process and applicants are encouraged to contact the Customer Liaison Officer in the Housing Service for assistance, as required.

Tenants and residents associations within East Ayrshire can become RTOs through the following process:

- 1** The organisation must submit an application in writing to the Housing Service and include:
  - a copy of its written constitution;
  - names and addresses of committee members;
  - list of office bearers and the position held;
  - a description of the area of operation and
  - a statement setting out how the association plans to engage with its members and how it will represent their views.
- 2** On receipt of an RTO application, East Ayrshire Council will acknowledge receipt within 7 working days and process the application within 14 days, but no longer than 21 days. The applicant will be advised in writing of the outcome of the application and, where appropriate, will be offered guidance, assistance and support should this be required to meet the registration criteria. Appropriate training, where required, will also be provided.
- 3** The RTO must continue to satisfy the criteria for registration detailed above. Any changes to the RTOs constitution, membership criteria, and area of operation or office bearers must be notified to East Ayrshire Council within 28 days of the change. Registration will normally last for three years.
- 4** Any tenants and residents association may apply to register with more than one landlord with 20 tenancies within the association's area of operation. A separate application shall be sent to each landlord in writing. Details of each landlord's registration procedures can be obtained from the landlord directly. East Ayrshire Council seeks to encourage tenants and residents associations to register with other landlords. Assistance with applications to register with other landlords can be provided by the Customer Liaison Officer in the Housing Service.
- 5** Information provided to East Ayrshire Council for the purpose of registration will be made available to the public, with the agreement of the RTO, and only in a format prescribed by the Housing (Scotland) Act 2001. Any information held by the Council will be subject to the conditions of the Data Protection Act 1998.

For groups which are in the early stages of development, East Ayrshire Council recognises that formal criteria may be a disincentive to tenants who may otherwise be interested in participation. The Council will waive these conditions temporarily where it will further the development of participation in the relevant area. The Council is also willing to work with informal groups in other circumstances. Where, for example, a group is made up of both tenants and residents, a situation apparently not covered by the legislation, the Council seeks to include this type of group in the participation process.



## Removal from the Register

Tenants and residents associations which have successfully applied for registration with East Ayrshire Council can be removed from our Register in any of the following circumstances:

- the organisation no longer meets the registration criteria; or
- the organisation ceases to exist or does not operate; or
- there is a mutual agreement between the organisation and East Ayrshire Council

Removal from the Register will only take place after 21 days notice. Notice will be served in writing to all registered committee members of the organisation, setting out the reasons and the effective date of removal.

In appropriate circumstances, prior to removal, East Ayrshire Council Housing Service will offer support to the association thus alleviating the need to remove the organisation from the register.

In the case of an RTO which appears to the Council to have ceased to exist, notice of de-registration will be deemed to have been given to the association if it is served at the last known address known to the Council to be the principle place of business of that organisation.

Where an RTO makes a written application to the Council to be removed from the Register, the Council will require to receive a copy of the minute of the meeting at which this was agreed. The Council will reply to such a request within 14 days. In the case of an appeal against removal, the removal will be suspended until the Appeals Procedure has been exhausted.

## Appeals Procedure

In terms of the registration process, tenants and residents associations and RTOs retain the right to appeal against decisions taken about them by East Ayrshire Council.

An association may appeal against the Council's decision to:

- not register the organisation; or
- remove the organisation from the Register; or
- Not remove the organisation from the Register.

In the first instance, any appeal by an organisation must be made in writing to the Head of Housing, and Environment Services.

East Ayrshire Council will consider the appeal and any supporting evidence within one month of receipt of the organisation's appeal and respond in writing to the organisation. The appeal will be considered by the Head of Housing, and Environment Services. There will be an opportunity for an oral hearing if requested.

Following completion of the Council's internal appeals procedure, an organisation has the right to appeal to the Scottish Government's Tenant Priorities Team which will consider appeals on behalf of Scottish Ministers.

During the appeals process where an RTO is already registered, it will remain registered until the outcome of the appeal is known.

## Amendments to the Register

RTOs are required to inform East Ayrshire Council if:

- there is any alteration to their constitution;
- there is any change to their office bearers;
- there is any alteration to their membership criteria or
- There is any change to their area of operation.

Changes to the above which do not affect the registration criteria will be recorded in the Register. Should any notified changes affect the ability of a RTO to meet the registration criteria, the organisation will be notified in writing by the Council, as these may constitute grounds for de-registration.

## Review Process

These procedures will be reviewed every three years in full consultation with Registered Tenants Organisations.



# Appendix 4

## Jargon Buster

There are a number of different terms within Housing that tenants groups need to be able to understand. This aims to help tenants understand the language of Housing and aid overall knowledge.

### Action Plan

A list of things a landlord or tenants organisation must do in order to achieve an objective.

### Audit

A process of checking all income and expenditure of a landlord to ensure the money has been spent in a proper and accountable manner.

### Budget

An estimate of all income and expenditure on housing over a set period – most often a year, but other periods can be used.

### Business Plan

This is a statement of landlord's intentions of housing conditions and services to tenants. It includes a set of forecasts of the money likely to be incurred to operate as landlord, over many years. It is a forward planning tool, and one, which shows financial viability, capacity to repay borrowing and capacity to reach and maintain suitable standards of housing and housing services.

### Code of Practice

A document setting out processes and procedures, which, if followed, should result in achieving a set objective in a proper manner. Often government or other monitoring organisations publish these. A landlord not following these codes of practice may have difficulty in justifying its actions.

### Community Planning

A framework which enables people to have a greater say in how local services are planned and delivered.

### Community Planning Partnership

The group of organisations which form a partnership to plan how local services will be delivered in their area.

### Constitution

An agreed set of rules that define a tenants organisation or landlords aims, what it can do and how it is managed and controlled.

### Data Protection Act

This term refers to restrictions put on the use of all personal information held by the Council.

### Development Funding

Money given by the Scottish Government to assist with funding new low cost house building or, exceptionally, rehabilitation of existing homes.

### Development Support

Support for tenants organisations that assist them to effectively influence their landlords. Development support can include things like providing information, training and advice such as assisting with a constitution, organising meetings, planning for action, reviewing progress and training and support to influence policy development or reviews.

### East Ayrshire Residents Syndicate / Register of Interested Tenants

A register of interested tenants is often used by landlords to record individual tenants who wish to be consulted or participate without being the member of a tenants organisation,

### Empowerment

A term that describes an aim to allow tenants to influence decisions that affect their communities.

### Enabler

A term used by government that wants local authorities to promote, others to provide housing in their areas, rather than directly manage houses as a landlord.

### Equal Opportunities

Is about ensuring that every individual has a chance to make the most of their lives and talents, and believing that no one should have poorer life chances because of where, what or whom they were born, what they believe, or whether they have a disability. Equality recognises that historically, certain groups of people with particular characteristics e.g. race or disability, has experienced discrimination. Various anti-discrimination laws since 1970 have been introduced to protect groups with particular characteristics. The Equality Act (2010) now replaces the previous anti-discrimination laws and brings together all the legal requirements for the private, public and voluntary sectors, making existing equality law simpler, more effective and easier to understand.

### Estate Walkabouts

Joint inspections of a local area with members of tenants and residents group, Housing staff and representatives from other Council departments who provide a service in the community. The aim of walkabouts is to identify issues and find joint solutions to address them.

## **Federation**

A group of tenant associations coming together to form one organisation that will promote things of common interest to influence the housing policy makers and service providers. Sometimes called forum or panel.

## **Financial Year**

Starting 1 April and finishing on 31 March each year. This is important to tenants because local authorities and registered social landlords plan, organise and discuss their affairs based on financial years, not calendar years.

## **Focus Group**

A method of gaining opinion from a group of people that may have an issue in common. For example, a landlord may convene a focus group of tenants that have recently used its repairs service to find out how tenants perceive the service. Focus groups are not democratically elected.

## **Forum**

A group of tenants associations coming together to form one organisation that will promote things of common interest to influence the housing policy makers and service providers. Sometimes called Federation or Panel.

## **Health Check**

A document that the Tenants Information Service produced that the Scottish Government recommends that landlords work through with tenants to evaluate how well they work on tenant participation.

## **Housing (Scotland) Act**

A document written in legal language agreed by the Scottish Parliament. It sets out the law regarding specific aspects of housing in the future. An example is the Housing (Scotland) Act 2001. The date tells you when it became law.

## **Housing Association**

A not-for-profit landlord that is registered with, and monitored by, the Scottish Housing Regulator (SHR) whose membership is open to tenants, amongst others. There can be non-registered housing associations using the name. As such, tenants need to be aware if the housing association is registered with the SHR.

## **Housing Bill**

A draft document written in legal language that reflects changes the government wants to make to Scottish housing law. Once it is debated, amended and agreed by the Scottish Parliament, it becomes a Housing (Scotland) Act.

## **Housing Investment**

Money spent on building new houses, rehabilitating of houses, improvements or major repairs.

## **Housing Revenue Account**

The account in a local authority that covers all the day-to-day income and expenditure on Council housing.

## **Local Housing Strategy**

A statutory document produced by all local authorities that assesses the housing need, demand and the resources required to meet that need in their area. This covers all tenures not just rented houses.

## **National Standards for Community Engagement**

Good practice standards issued by the Scottish Government to provide a framework to help people influence the planning and delivery of services in their local area.

## **Not-for-profit**

Registered social landlords are often described in this way. It means that no one involved in the organisation is allowed to take any income beyond staff salaries and expenses. Extra income in any one year can be kept in reserve for the future, or spent to build or improve houses.

## **Ombudsman**

An independent person who can hear a qualifying grievance by a tenant against his/her landlord and suggest a remedy, if required.

## **Performance Indicator**

A measurement used to show how well a housing service is being delivered. For example, the number of repairs carried out within a set time scale.

## **Register of Tenants Organisations**

A register that a landlord has to keep which contains details of registered tenants organisations.

## **Registered Tenants Organisations**

Registered Tenants Organisations (RTOs) were introduced in Scotland as part of the Housing (Scotland) Act 2001. A tenants organisation can apply to their landlord for registration if it meets certain criteria.

## **Scottish Housing Regulator**

The Scottish Housing Regulator (SHR) regulates registered social landlords and the landlord and homelessness services of local authorities.



## **Scottish Social Housing Charter**

Effective from 1 April 2012, self-assessment by landlords is a key charter expectation.

## **Social Inclusion**

A wide ranging term to cover all the things that are required to help people to play a full part in society.

## **Stakeholder**

A person who has an interest in what the landlord is doing. This applies to tenants, residents and staff, amongst others.

## **Standard Delivery Plan**

The plan that demonstrates how a Council will ensure that all its houses meet the Scottish Housing Quality Standard by 2015.

## **Steering Group**

A group of people, including tenants, who get together to set up a new organisation such as a tenants association.

## **Tenant Participation Strategy**

Section 53 of the Housing (Scotland) Act 2001 places a duty on local authorities and registered social landlords to produce tenant participation strategies. These strategies promote the influence of tenants in landlords services and show how the landlord will obtain and take account of tenants views.

## **Tenant Scrutiny**

Where customers' priorities, views and engagement with relevant processes are at the heart of housing organisations' framework for directing, accounting for, monitoring, accessing and modifying their own behaviour and performance

## **Tenants Handbook**

A guide for tenants that explains the services tenants can expect from their landlord.

## **Tenants Information Service**

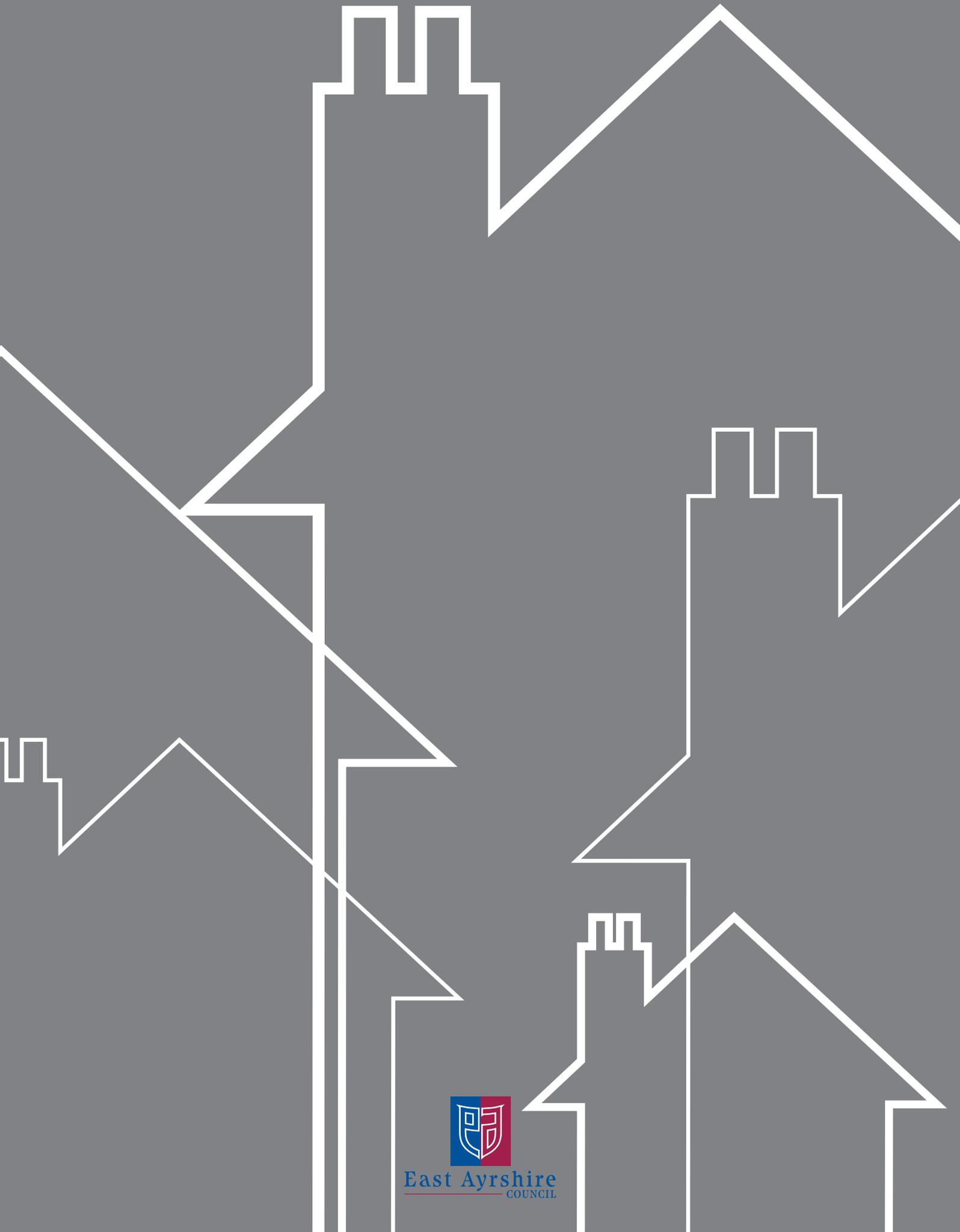
An independent organisation managed by tenants that provides information, training, development support and advice to tenants throughout Scotland. Sometimes known as TIS.

## **Tenant Participation Advisory Service**

An independent organisation that provides information, training and advice to tenants throughout Scotland. Sometimes known as TPAS.

## **Tenure**

The relationship between who owns and who lives in a house. A rented house means the person living in it does not own the house, whilst owner-occupier means the person living in the house also owns it, or pays a mortgage on the property.



East Ayrshire  
COUNCIL