

Tenant Participation



A policy is a set of rules to follow.

A procedure is a list of step-by-step instructions on how to follow those rules.

The people who work for Ark follow the policies and procedures that Ark write.

This is Ark's policy and procedure for Tenant Participation.



Tenant means a person who rents their home from Ark.

Participation means how Ark will talk to tenants and make sure they can be involved in Ark.

These are the things Ark will do about Tenant Participation



Ark will give tenants information that is easy to understand so that so that they know what is going on in Ark's housing services.



Ark will make sure there are different ways that tenants can tell us what they think. This is things like

- surveys
- questionnaires
- talking to tenants on their own



We will help tenants to have groups to think about different things happening in housing services.



Ark will give tenants any training they need to get involved.



Ark will make sure tenants know they can become a member of Ark if they want to.



Ark will invite tenants to come to our Annual General Meeting.



We will make sure that all of our tenants can get involved if they want to and no one is left out.

By following the policy and procedure,
we hope these things will happen



Ark will find out how well we are doing
what it says in the Charter



Tenants will be more involved in
making decisions in Ark



Tenants will feel happier about their
living conditions and about Ark's
housing service



Ark tenants, Ark staff and Ark
members will work together more



Ark is involved in 2 groups called the Tenant Information Service and the Scottish Tenant Engagement Network.



Being in these groups helps us to hear new ideas about how to help tenants get involved

Share our ideas with other organisations about how to help tenants get involved

We will use the following publications to assist us in our approach to tenant participation and scrutiny:

Guide to Successful Tenant Participation, Scottish Government, 2019



Every year, Ark will spend money to help Tenant Participation.

This money is to do things like



Pay for someone from TIS to help the Ark Rainbow Scrutiny Group to run



Pay for members of the Ark Rainbow Scrutiny Group to travel to places where Ark has homes



Pay for booking rooms for tenants to have meetings in



Pay for training for Ark staff and tenants to be involved in participation



Every year, we will make a plan about all of the things we will do about Tenant Participation.

Every year we will do all of these things.



The Ark Rainbow Scrutiny Group will meet 4 times.



The Ark Rainbow Scrutiny Group will talk about one issue every year.

We will tell all tenants about the scrutiny activities that have happened.



We will give a report to all tenants about how well we are doing and our plans to make things better.



We will involve tenants in checking if we are doing the things that the Charter says we need to do.



We will ask tenants what they think about how much rent they pay



We will ask tenants to tell us what they think about Ark's policies.



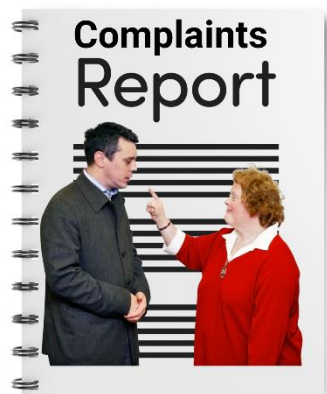
We will invite all tenants to 2 estate management walk abouts



We will ask tenants what things they think we should spend money on



We will send 2 newsletters to tenants



We will tell tenants about the complaints that have been made about us and what we will do about the complaints 4 times.



Ark will keep checking that we are doing what we have said in the policy and procedure.



We will check this policy and procedure every 3 years.

We will check it again in 2027.