

Note of meeting held 11 October 2022

Subject: Tenant Participation Strategy – stage 2 of tenant consultation (HYBRID)

Venue: Aberdeen office

People present: Rebecca Davidson – Customer Service Manager (via Teams)
Samantha Hough – Customer Participation Officer
RB – tenant, Aberdeen (via Teams)
CN – tenant, Aberdeen
KR – tenant, Aberdeen
KH – tenant, Stonehaven
CM – tenant, Aberdeen
DH – tenant, Aberdeen

Background

The purpose of the meeting is to review and discuss the changes that have been made to the tenant participation strategy, specifically relating to:

- Alterations made after feedback from the summer news consultation was incorporated.
- Whether the section detailing how we monitor and evaluate the strategy continues to meet the needs of our interested tenants.

The discussion was informed by the results of the consultation ‘Communications and tenant participation strategy review’ that we featured as our insert special in our Summer News 2022. 117 responses were received so this helped to provide an overview and starting point for conversation with the attending tenants.

Discussion points

The following table covers the main points raised at the meeting.

Item discussed	Notes
Reviewed the contents of the action plan of which is linked to the strategy to be reported to the Board of Management every three months	The group all agreed that the action plan was up to date and relevant to ongoing tenant participation activities. One point in particular was scheme walkabouts with discussion leading to what the aims of walkabouts are to help tackle ongoing issues on schemes. From this SH is to organise a relevant walkabout in a city centre neighbourhood. Tenants agreed and happy with this action.
Review of responses to communications and tenant participation review consultation	Discussion around developing digital approach and how this has advanced faster due to the pandemic. Tenants all felt that we as a landlord need to maintain face-to-face and hard copy communication to make sure we are reaching those who are not online.
Review of body of strategy in order to highlight changes	Tenants were happy with the overall changes, feeling they were positive and would help to include more people. Comments were made about accessibility. From this a section is to be added about how to access information in other languages

	along with larger fonts.
Tenant meetings with staff to address neighbourhood issues	Tenants felt that it would be good practice to organise meetings with tenants who are reporting ongoing issues. This sit-down approach would allow the tenants to feel involved in the actions of the Association in dealing with neighbourhood problems.
Involvement of tenants in important consultation subjects	Proposed by tenants that Association should involve tenants more in conversations about large scale topics such as rent increases. Discussion then led to what tenants would like to see Langstane do to involve more people affected by an increase. RD informed the group that a meeting with the Housing Director was to take place that week to discuss this exact issue.
Evaluation of the strategy	The group want to have an annual review meeting with tenants and staff invited to attend. All members of the meeting would like to attend if possible.
Strategy design and layout	One of the six tenants attending have dyslexia and they reported that the document continued to be well laid out and easy for them to read and understand.