South Ayrshire Council
Draft Tenant Participation Strategy
2011 – 2015

Listening to our tenants

Getting Involved

Responding to your ideas
We want to get better at listening to what our tenants say about their Housing Services. We can do this in lots of ways, in meetings that represent neighbourhoods or streets, when we visit your home, by letter or through the Internet.

We want to tell about how we respond to your ideas and to let you know how well we are doing at repairing and modernising your home, how quickly we can find tenants for our empty houses, how many people are waiting for a home, and many other issues that affect you and your family.

We are asking that you become involved in our Tenant Participation Strategy. Many people are already involved but we need your help to make sure that all the villages and communities are able to have their say about the future of Council Housing in South Ayrshire.

Every year, with your help, we aim to improve how we meet your needs and that, in time; we will have the best Housing Service in Scotland.

Douglas Campbell
Portfolio Carrier for Housing and Customer First
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Introduction


What is a Tenant Participation Strategy?

几乎是 a plan that sets out how the Council will communicate with its tenants and customers.

Tenant Participation is about tenants getting involved with their landlord to help develop the best possible housing services. This strategy sets out how we plan to support our tenants and customers to make a difference in South Ayrshire.

We recognise people are all different, and that it is important to provide a range of activities to suit all tastes. Therefore, the Strategy offers flexible ways for people to get involved:

Some community issues affect more than just our tenants. We have to make sure we involve the relevant people and service providers in discussions and decisions that can affect or be influenced by them.

We have involved many people, from local communities, in the development of this strategy. One of the key messages received, during our consultation, was importance of respect and honesty, from all parties, across the range of activities. In response to this feedback a code of conduct will be developed in partnership with tenants and interested parties for relevant activities.
Legal background

The Council has a duty to:

- Have a Tenant Participation Strategy
- Maintain a register of tenants groups that have become Registered Tenants Organisations (RTOs) in their area
- Consult its tenants and RTOs on rent setting, and significant changes to housing services.

These duties are outlined in the Housing (Scotland) Act 2001.

South Ayrshire Council will use a range of methods to consult with tenants on any significant changes to its Housing Services to maximise tenant input.

In the coming years, tenants will be able to set and monitor the performance standards of their landlord as a result of new legislation in 2010. This will be known as the Scottish Social Housing Charter.

Links to other strategies

Tenant Participation is far wider than just about services relating to Housing. Our customers access a range of services from South Ayrshire Council and this Strategy provides the links to other Council services. By providing the link to other services and strategies, Tenant Participation will play a key role developing the capacity of individuals and groups to improve their communities and environments.

Key strategies that Tenant Participation supports include:

- **Single Outcome Agreement (SOA)**

  The Single Outcome Agreement is an agreement between our Community Planning Partnership and the Scottish Government. It sets out the outcomes we want to work towards and achieve for South Ayrshire.
The Tenant Participation Strategy will contribute towards these Single Outcome Agreement outcomes through:

‘People having opportunities to participate fully in society’
‘People in South Ayrshire being supported to improve their communities’

➢ **Local Housing Strategy (LHS)**

The Local Housing Strategy is the Council’s housing plan to help address issues affecting our local communities.

Tenant Participation supports the creation of ‘Better Neighbourhoods’, one of the key themes in the Local Housing Strategy. In particular:

‘People in South Ayrshire having the opportunity to be involved in shaping where they live’

**Aim**

The main aim of this strategy is to put our customers at the very heart of our decision making processes. To help achieve this, we recognise that many different things need done.
How do I get involved?

We recognise that every tenant has different skills, interests and knowledge. We want to make the best use of our tenant’s experiences by providing options for them to get involved in the things they are most interested in.

**For things that affect all tenants or customers**

To participate in things that affect all of our tenants or customers, we plan to create 3 Groups to oversee housing services in South Ayrshire. The Groups will each focus on a separate area and decide on the priorities to be taken forward.

The Groups will be closely linked by a monitoring group, to ensure better services and outcomes for the people of South Ayrshire.

- **Communications Group**
- **Service Development Group**
- **Performance Group**
- **Monitoring Group**

Tenants lead on improvements and accountability

= **Better customer services**
Communications Group

To make sure the Housing section communicates well, and that its publications are of interest and easy to read

- **Tenants’ Conferences**
  - Help advertise the Council's annual conferences (e.g. choosing a venue, caterer, sponsorship etc)

- **Tenants’ Newsletter**
  - Check articles to make sure they are easy to read.
  - Help decide how best to report on performance and Tenant Participation outcomes
  - Develop a Newsletter article advertising Tenant Participation activities and benefits
  - Influence the design and content of the Newsletter

- **Tenants’ Handbook**
  - Assist with the review and development of an up-to-date tenants' handbook, and Tenant Participation welcome pack

- **Housing web site**
  - Assist with promoting and updating Tenant Participation activities on the Council’s web site

- **Information for Housing Applicants**
  - Assist with the review and development of information given to housing applicants and development of a short survey.

- **Calendar of events**
  - Assist with planning and promotion of Tenant Participation events and meetings

- **‘Best Kept’ Competitions**
  - Assist in the development of ‘best kept’ competitions for Council tenants

**Membership – Open to all**
- Relevant officers
- Interested tenants and customers

Meeting times – approximately 4 times per year
Service Development Group

Helps the Housing section to decide how to improve its services

- **Housing Business Plan**
  - Assist with the finalisation of the housing business plan
  - Help monitor the delivery of the business plan thereafter

- **Training**
  - Consider tenant and staff training needs around Tenant Participation, and help organise the delivery of training

- **Umbrella Group**
  - Investigate options for developing an umbrella organisation for tenant representatives
  - Assist with forming and supporting the development of an umbrella group

- **Sounding Board**
  - Act as an initial sounding board for the development of new housing policies and procedures

- **Winter Conference**
  - Involved in setting the agenda and format for the Council’s Winter Conference.

- **Tenant led Inspections**
  - Assess the possibility of introducing tenant led inspections

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**Membership – Open to all**

- Relevant officers
- Interested tenants and customers

Meeting times – approximately 4 times per year
Performance Group

To look at various aspects of performance and suggest actions to improve it

Repairs statistics
Capital programme survey feedback
Allocations/voids statistics
Homeless surveys feedback

Regularly review performance trends in these areas to identify need for possible improvement action.
Link with Communications Group to decide how best to report on performance.

Work with officers to identify areas where additional service satisfaction feedback is required.
Annually review any new satisfaction survey returns, consider improvement actions, and link with Communications Group to report outcomes.

Tenant satisfaction surveys

As the Charter develops; work with officers to help create a social housing charter for South Ayrshire.
Help consider and develop arrangements for tenant involvement in Scottish Housing Regulator’s future self assessment process.

Scottish Social Housing Charter &
Scottish Housing Regulator

Involved in setting the agenda and format for the Council’s Late Spring Conference. Work jointly with the Communications Group to organise the event.

Late Spring Conference
(Performance reporting and Tenant Participation progress/results)

Membership – Open to all
- Relevant officers
- Interested tenants and customers
Meeting times – approximately 4 times per year

Scottish Social Housing Charter &
Scottish Housing Regulator

Involved in setting the agenda and format for the Council’s Late Spring Conference. Work jointly with the Communications Group to organise the event.

Membership – Open to all
- Relevant officers
- Interested tenants and customers
Meeting times – approximately 4 times per year
Monitoring Group
To monitor the work of the Communication, Service Development & Performance Groups and assist South Ayrshire Council plan tenant participation activity.

- **Code of Conduct**: Develop a code of conduct that promotes honesty, truth and respect among all group members to improve services in South Ayrshire.

- **RTO Registration Criteria**: Assist with the review and enhancement of the current registration criteria and relevant procedures.

- **Tenant Participation Strategy**: Assist in the development of Performance Indicators for the Tenant Participation Strategy. Annually review the progress of the Strategy and consider budget requirements.

- **Group Performance**: Tenant members will provide a progress report for the group they represent and discuss the views and opinions of the members within their group.

- **Tenant and Customer Involvement**: Encourage tenant and other customer involvement at all levels.

**Membership:**
To be agreed with tenants, Officers & Elected Members

Meeting times – approximately 3 times per year
Local Tenant Participation options

We understand that you may only want to get involved in things that affect you and your neighbours. Therefore, we have a menu of options so you can get involved at your neighbourhood level.

Local Options for you

Here are some opportunities for you within your local area:

<table>
<thead>
<tr>
<th>Tenants and Residents Groups</th>
<th>Registered Tenants Organisations (RTOs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>We can help you set up, or introduce you to an existing group in your area. This is a great way of getting to know more people and helping to improve your neighbourhood.</td>
<td>We can help your local group become a RTO. This gives more rights, access to funding, and ensures your group is consulted. We work with our RTOs to help them represent their members.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Estate Walkabouts</th>
<th>The delivery of local level participation activities will largely be the responsibility of area office housing staff (with support from our Tenant Liaison Officer)</th>
</tr>
</thead>
</table>
| The housing section can help to organise a walk around your estate to discuss and help progress any issues you may have. | This Strategy aims to strengthen and develop relations between all housing staff and tenants, and we believe that by making Tenant Participation part of everyone’s job commitment, we can improve the services and experiences you receive.  
To find out more about getting involved locally, contact your local area housing office or our Tenant Liaison Officer. |

<table>
<thead>
<tr>
<th>Local Events/Fun Days</th>
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</thead>
<tbody>
<tr>
<td>Our Tenant Liaison Officer will attend various local events to promote what we’re doing in Tenant Participation. If you would like us to come along to something you’re involved with, let us know!</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Area Housing Office Open Days</th>
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</thead>
<tbody>
<tr>
<td>We will look to organise visits to local area housing offices to help you find out what goes on behind the scenes</td>
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</tbody>
</table>
Options for Individual tenants to get involved

We know that not all of our tenants or customers will want to (or be able to) be part of a group or regular meetings. Detailed below are some of the ways you can get involved with us as an individual (we’re always working to develop more)

Interested Tenants Register

*For those people who don’t want to be part of a tenants group, but want to be kept up-to-date on what is happening in Housing and help improve services.*

*The Register will be advertised and updated by our Tenant Liaison Officer*

Annual Conferences (Winter and late Spring)

*Why not come along to our annual conferences, you’ll find out what’s happening and more!*  

*Our conferences will give tenants feedback on our Tenant Participation work, on performance and satisfaction levels, and provide opportunities for consultation on particular service areas.*

Conference Attendance Programme

*Each year the Council provides a budget to allow tenants to go to housing conferences to boost their knowledge, and feedback on good practice.*

Surveys (repairs, capital programme, homelessness, tenant satisfaction)

*For those who prefer to let us know their views through a simple form.*

*Results from our various surveys will be monitored by our Performance Group and reported through our Tenants Newsletter.*

‘Best Kept’ competitions

*Our Communications Group will look to develop a series of ‘best kept’ (perhaps gardens, hanging baskets, closes etc) competitions for roll out from 2012.*

*We think these competitions might stimulate interest around involvement, and help to strengthen relations between staff and customers.*

Complaints Procedure

*If you are dissatisfied with any part of our service, complete a form and let us know (available from any area housing office or on our website: [www.southayrshire.gov.uk/contact/customerservices/procedure/](http://www.southayrshire.gov.uk/contact/customerservices/procedure/)*
**Information**

The first building block to effective Tenant Participation is communication. It is important that we provide appropriate, timely and relevant information to our tenants and customers. This should ensure they are well informed, equipped to participate, and aware of the benefits of getting involved.

We provide information in a variety of ways that customers tell us is useful and suitable for them. Some of which are detailed below:

<table>
<thead>
<tr>
<th><strong>Tenants Newsletter</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>We’ll send one to each of our tenants 3 times per year to keep them informed and updated on our performance and progress.</td>
</tr>
<tr>
<td><em>It’s a good read – our Communications Group will make sure of it!</em></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Temporary Accommodation Newsletter</strong></th>
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<tbody>
<tr>
<td>We’ll publish one every 6 months to help inform and support people who are living in temporary homeless accommodation.</td>
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<table>
<thead>
<tr>
<th><strong>Website</strong></th>
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<tbody>
<tr>
<td>Lots of details about your housing service and how to get involved in Tenant Participation. Check it out: <a href="http://www.south-ayrshire.gov.uk/housing/">http://www.south-ayrshire.gov.uk/housing/</a></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th><strong>Leaflets</strong></th>
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<tbody>
<tr>
<td>You can find out about most parts of the housing service through leaflets and brochures provided at your local area office.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Ask Us</strong></th>
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</thead>
<tbody>
<tr>
<td>If you can’t find what you’re looking for, contact us by telephone, email or write to us. Contact details of your local housing office and our Tenant Liaison Officer are on the back page.</td>
</tr>
</tbody>
</table>

We will ensure enough time is given to our customers to feedback their views during our consultations. To help do this, we will involve our Communications Group when making any plans to consult.

We will provide a minimum of 2 months consultation time on issues of significant service change. Consultation results will be routinely made available and referred to in relevant reports to Council.
Calendar of events

To ensure our Tenant Participation activities are well coordinated, we plan to develop and publicise a calendar of events. We think working in this way will help us to:

- Prevent staff and participants from being overburdened
- Allow for proper advertising of our events; and
- Combine activities where suitable

<table>
<thead>
<tr>
<th>May 2011</th>
<th>June 2011</th>
<th>July 2011</th>
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<tbody>
<tr>
<td>Begin implementing our new strategy</td>
<td>• Initial meeting to gauge tenant interest in groups</td>
<td></td>
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<tr>
<td></td>
<td>• Monitoring Group/Training</td>
<td>Service Development Group (1st meeting)</td>
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<tr>
<th>August 2011</th>
<th>September 2011</th>
<th>October 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications Group (1st meeting)</td>
<td>• Performance Group (1st meeting)</td>
<td>Service Development Group</td>
</tr>
<tr>
<td></td>
<td>• Monitoring Group (1st meeting)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Tenants Newsletter</td>
<td></td>
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<table>
<thead>
<tr>
<th>November 2011</th>
<th>December 2011</th>
<th>January 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Communications Group</td>
<td>• Performance Group</td>
<td>• Monitoring Group</td>
</tr>
<tr>
<td>• Winter Tenants Conference</td>
<td>• Tenants Newsletter</td>
<td>• Service Development Group</td>
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<table>
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<tr>
<th>February 2012</th>
<th>March 2012</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Communication Group</td>
<td>• Performance Group</td>
<td></td>
</tr>
<tr>
<td>• Spring Tenants Conference</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Proposed 2011/12 meeting schedule for the Service Development, Performance, Communications and Monitoring Groups, and other tenant wide activities
Monitoring and Review

Progress against our Tenant Participation Strategy will be monitored annually. During the first year of the Strategy, performance indicators will be developed and agreed with the Monitoring Group. By involving our customers in setting performance indicators, this will allow us to link them to the Scottish Social Housing Charter outcomes.

Evaluation, improvement options and priorities for the strategy will then be considered at the 2012 spring conference, and annually thereafter.

Timeline

We have outlined many actions to develop and deliver over the lifetime of this Strategy. However, we recognise that we cannot deliver against every one straight away.

Therefore, we have drawn up what we think are our priority actions for year 1, and highlighted the actions we think should be taken forward thereafter.
### Tenant Participation Action Plan – April 2011 to March 2012

<table>
<thead>
<tr>
<th>Timeline</th>
<th>Action</th>
<th>Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td>By May 2011</td>
<td>Finalise Tenant Participation Strategy and begin implementation</td>
<td>SAC housing staff</td>
</tr>
<tr>
<td>By July 2011</td>
<td>Generate tenant interest, and agree meeting times for Communications, Service Development and Performance Groups.</td>
<td></td>
</tr>
<tr>
<td>By Sept 2011</td>
<td>Generate tenant interest and assist in the formation of a Monitoring Group, to oversee the work of the Communications, Service Development and Performance Groups.</td>
<td></td>
</tr>
<tr>
<td>Ongoing</td>
<td>Local area housing teams to provide information and support to tenant groups in their area (including attendance at meetings as required, and signposting to Tenant Liaison Officer for training needs/funding enquiries)</td>
<td></td>
</tr>
<tr>
<td>By Sept 2011</td>
<td>Assist with the finalisation of the housing business plan and development of ongoing monitoring arrangements</td>
<td>Service Development Group</td>
</tr>
</tbody>
</table>
| Sept 2011 and annually thereafter | Council’s Winter Conference –  
  - Assist with agenda setting and format (jointly with the Communications Group), and  
  - Identify tenants’ priorities for future service development |                            |
| By April 2012    | Consider tenant and staff training needs and help organise the delivery of a training programme with Tenant Liaison Officer. |                            |
| Ongoing          | Act as an initial sounding board for the development of new housing policies and procedures and help identify appropriate further consultation, as required |                            |
| Ongoing          | Help advertise and organise the Council’s annual conferences          | Communications Group        |
| Ongoing          | Assist in the development of the Tenants Newsletter                   |                            |
| Ongoing          | Assist in the promotion and monitoring of Tenant Participation events and meetings (Calendar of Events) |                            |
| By April 2012    | Assist in the development of ‘best kept’ competitions for Council tenants for roll out from 2012 onwards |                            |
| By April 2012    | Assist with the development of a Tenant Participation pack to inform and support new and existing tenants to get involved |                            |
| Ongoing          | Routinely review SAC service performance statistics                   | Performance Group           |
| April 2012 and onwards | Scottish Social Housing Charter –  
  - As the Charter develops, work with officers to help create local outcomes specific to South Ayrshire  
  - Consider how tenants can be involved in assessing the Council’s Housing performance |                            |
| Mar 2012 and onwards | Assist with agenda setting and format of the Council’s Spring Conference  
  (jointly with the Communications Group) |                            |
| By Mar 2012      | Develop performance indicators to measure progress against the 2011/2015 Tenant Participation Strategy |                            |
| By Sept 2011     | Assist in the development of a code of conduct for use by all groups and RTO’s | Monitoring Group            |
| By Jan 2012      | Assist in the review and development of the current RTO registration criteria |                            |
| By Jan 2012      | Assist in the development of performance indicators for the Tenant Participation Strategy |                            |
| Ongoing          | Annually review the progress of the Tenant Participation Strategy      |                            |
| Ongoing          | Monitor the progress of the Communications, Service Development and Performance groups |                            |
| Ongoing          | Promote tenant and other customers involvement in tenant participation  | Tenant Liaison Officer      |
| Ongoing          | Send an electronic copy of the Tenants Newsletter to all housing staff to ensure they are |                            |

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<table>
<thead>
<tr>
<th>Duration</th>
<th>Action Description</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing</td>
<td>Assist and support Council staff to engage effectively with Tenant Participation arrangements and local activities</td>
<td></td>
</tr>
<tr>
<td>By April 2012 and ongoing</td>
<td>Promote the range of methods for and benefits of getting involved in Tenant Participation (jointly with the Communications Group)</td>
<td></td>
</tr>
<tr>
<td>Ongoing</td>
<td>Routinely support the development and involvement of Tenants and Residents groups.</td>
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<tr>
<td>Ongoing</td>
<td>Attend local events(fun days) to promote Tenant Participation and encourage involvement with the Housing Service.</td>
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<tr>
<td>Ongoing</td>
<td>Keep a record of training given to groups and individuals and identify any future areas for training.</td>
<td></td>
</tr>
<tr>
<td>Ongoing</td>
<td>Where the Council is building new homes, work with local schools to roll out building site safety awareness training, and develop participation and learning opportunities for the pupils.</td>
<td></td>
</tr>
<tr>
<td>Ongoing</td>
<td>Attend homeless service user events every quarter to gather views on service delivery and feedback on service user involvement outcomes.</td>
<td></td>
</tr>
<tr>
<td>Draft Actions to be prioritised during Strategy Review process and taken forward after April 2012</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assess the possibility of introducing tenant led inspections</td>
<td></td>
<td>Service Development Group</td>
</tr>
<tr>
<td>Investigate options for developing an umbrella organisation for tenants</td>
<td></td>
<td>Service Development Group</td>
</tr>
<tr>
<td>Assist with the review and development of an up-to-date Tenant’s Handbook</td>
<td></td>
<td>Communications Group</td>
</tr>
<tr>
<td>Assist with promoting and updating information on Tenant Participation and associated activities on the Council’s website</td>
<td></td>
<td>Communications Group</td>
</tr>
<tr>
<td>Assist with the review and development of information given to housing applicants and development of a short feedback survey</td>
<td></td>
<td>Communications Group</td>
</tr>
<tr>
<td>Identify any housing services where additional service satisfaction feedback is required</td>
<td></td>
<td>Performance Group</td>
</tr>
<tr>
<td>Develop a programme of ‘open doors days’ for area housing offices</td>
<td></td>
<td>Tenant Liaison Officer</td>
</tr>
<tr>
<td>Develop a programme of estate walkabouts where demand and interest exists</td>
<td></td>
<td>Tenant Liaison Officer</td>
</tr>
<tr>
<td>Organise the provision of basic Tenant Participation/skills development training to staff and new participants as required</td>
<td></td>
<td>Tenant Liaison Officer</td>
</tr>
<tr>
<td>Co-ordinate the re-registration of existing Registered Tenants Organisations (RTOs) and promote the benefits of registration to new and non-registered groups</td>
<td></td>
<td>Tenant Liaison Officer</td>
</tr>
</tbody>
</table>
Involving all

We want to make sure that everyone who wants to get involved in Tenant Participation can.

To do this, we’ll advertise opportunities for involvement across all our communities. We will also make sure our written information is attractive and available in relevant formats.

We will also link to existing community groups across South Ayrshire to improve our communication with our tenants and customers.

To help people get involved with Tenant Participation, we will:

- Provide transport to get to events/meetings
- Provide crèche/care arrangements (when required) so you can attend our meetings/events.
- Ensure any of our meetings are accessible to all those wanting to attend.
- Provide information in different formats (e.g. languages, audio, Braille etc) as required
- Support Tenants & Residents Associations to access training and financial advice
- Provide basic training to bring you quickly up to speed with things

(Contact our Tenant Liaison Officer or your local Housing Officer for more information on available training or financial supports)
Resources

We will provide support to tenant participation through the provision of staff, time and money to cover the development and delivery of the Strategy’s actions.

Local housing office teams will play a key part in the delivery of our Tenant Participation Strategy and will be the first point of contact for tenant enquiries.

Our dedicated Tenant Liaison Officer will oversee participation across all services areas, and support individual tenants, groups and staff to engage.

Our annual budget for tenant participation is prepared by the Council ahead of each financial year. This budget will be used to take forward the actions outlined for year 1 of the Strategy such as:

✓ Setting up, running and resourcing the work of the Performance, Service Development and Communications Groups
✓ Tenants Newsletters and Temporary Accommodation Newsletters
✓ Tenant Conferences
✓ Transport, care costs and out of pocket expenses for participants
✓ Translation, interpreter costs
✓ Funding external conference places for tenants
✓ Independent consultancy – Tenant Participation Advisory Service (TPAS)
✓ Venue hire and catering costs for our consultation events
✓ Training costs for tenants and staff
✓ Printing and publication of Tenant Participation Pack
✓ Advertising/promotional costs for our events
✓ Administration costs of various surveys
✓ Administration support to local groups (printing, photocopying etc)
✓ Attending local fun days/events to promote tenant participation

We will review our resource requirements annually with tenants to ensure effective delivery of the strategy and its actions.
Equalities

South Ayrshire Council is fully committed to fulfilling its duty to promote equality and treat people respectfully, fairly and equally across all areas of its operation. Furthermore, the Council is committed to tackling discrimination and harassment within all its activities, and to ensure its services are accessible to everyone irrespective of their race, religious belief, disability, gender, age or sexual orientation.

Our Housing service will actively ensure all groups and individuals have equal access and opportunity to engage in its Tenant Participation activities.

An equality impact assessment has been completed for this Strategy to identify and mitigate any adverse impact it could have on a particular group(s) or people.

How we developed this Strategy

We commissioned the services of the Tenant Participation Advisory Service (TPAS) to audit our tenant participation practices.

The audit findings and recommendations were considered by staff and tenants through publications, roadshows and conferences.

A draft Strategy was then produced and initially consulted on with tenants and staff, before being shaped into a finalised draft Strategy.

This final draft Strategy was made available to tenants, housing staff and other key partners and stakeholders.

At the request of our customers we have developed a short summary version of the Strategy, which will be made widely available to inform and publicise our Tenant Participation.
How to contact us

Laura Thomson
Tenant Liaison Officer
South Ayrshire Council
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Ayr
KA8 8BH
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Email: Laura.Thomson@south-ayrshire.gov.uk

LOCAL AREA HOUSING OFFICES

<table>
<thead>
<tr>
<th>Office</th>
<th>Address</th>
<th>Tel</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ayr Office</td>
<td>Riverside House, 21 River Terrace, AYR KA8 0AU</td>
<td>01292 616000</td>
<td><a href="mailto:AyrNorthHousing@south-ayrshire.gov.uk">AyrNorthHousing@south-ayrshire.gov.uk</a></td>
</tr>
<tr>
<td>Prestwick</td>
<td>2-6 The Cross, Prestwick KA9 1AN</td>
<td>01292 671666</td>
<td><a href="mailto:PrestwickHousing@south-ayrshire.gov.uk">PrestwickHousing@south-ayrshire.gov.uk</a></td>
</tr>
<tr>
<td>Troon</td>
<td>Municipal Buildings, South Beach TROON KA10 6EF</td>
<td>01292 313555</td>
<td><a href="mailto:TroonHousing@south-ayrshire.gov.uk">TroonHousing@south-ayrshire.gov.uk</a></td>
</tr>
<tr>
<td>Maybole</td>
<td>64 High Street MAYBOLE KA19 7BZ</td>
<td>01655 882124</td>
<td><a href="mailto:MayboleHousing@south-ayrshire.gov.uk">MayboleHousing@south-ayrshire.gov.uk</a></td>
</tr>
<tr>
<td>Girvan</td>
<td>17/19 Knockcushan Street GIRVAN KA26 9AG</td>
<td>01465 712299</td>
<td><a href="mailto:GirvanHousing@south-ayrshire.gov.uk">GirvanHousing@south-ayrshire.gov.uk</a></td>
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