



giving Tenants a voice



Scottish Charity Registered No. SC030751



Voices Together Strategy 2021-25



Scottish Charity Registered No. SC030751
Co-operative and Community Benefit Societies Act 2017 – Registered No.
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Contents

2	
1.	Executive Summary 3
2.	About SBHA..... 4
3.	What Is Engagement?..... 5
4.	Development of the Strategy 5
5.	Purpose and Context 6
6.	Aims and Objectives of the Strategy..... 7
7.	Building On Success - Key Achievements Since 2017..... 8
8.	Informed Together 9
9.	Connected Together10
10.	Acting Together 11
11.	Deciding Together..... 12
12.	Resources For Tenant & Community Engagement 13
13.	Inclusion, Equalities and Overcoming Barriers to Engagement 14
14.	Monitoring, Evaluating and Reviewing The Strategy 15
15.	Feedback and Contacting Us..... 15
Appendix 1 - Menu of Involvement	
a)	Decision Making (Route 1)..... 16
b)	Scrutinising and Monitoring (Route 2)..... 17
c)	Providing Views and Opinions (Route 3)..... 18

1. Executive Summary

Scottish Borders Housing Association (SBHA) has a long successful history of working with Tenants and communities to help shape and influence decisions about their homes and the services we provide. Our approach to tenant engagement and participation is embedded in our culture of continuous improvement. This Voices Together Strategy sets out how we will continue to involve and empower Tenants, ensuring they remain at the heart of everything we do.

Understanding and responding to the changing needs and aspirations of Tenants and communities is vital if we are to deliver our strategic objectives of Creating a Great Customer Experience and Great Places to Live, supporting the delivery of our Strategic & Business Plan. This Voices Together Strategy is our commitment to working together with Tenants and communities to ensure everyone has a voice and the opportunity to get involved to make a positive difference to our services at a level that best suits them. It sets out our priorities and objectives for engagement over the next 4 years; how we plan to achieve them; and how we will explore new ways to engage with Tenants and ensure that no-one is left behind.

This Strategy builds on our existing good practices of engagement and seeks to enhance this further, with a key focus on increasing levels of involvement especially from younger Tenants and under-represented groups. The last year, as we have come to terms with the significant impact of the Covid-19 pandemic, has highlighted the importance of staying connected and working together to enhance community resilience and support individual wellbeing. This strategy seeks to build sustainable and lasting partnerships with both individuals and community groups whilst increasing accessibility and flexible involvement through digital channels.

Our sincere thanks to all Tenants who provided their views and feedback to contribute to the development of this Voices Together Strategy, particularly to the Scottish Borders Tenants Organisation (SBTO) and Tenant members of the Strategy Development Focus group who worked together with the SBHA Team to shape this Strategy.

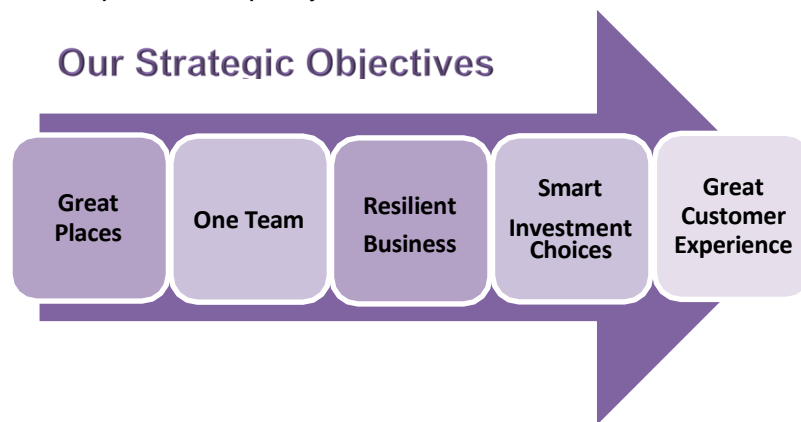
2. About SBHA

***“Created by Tenants for Tenants, we enhance lives and communities across the Scottish Borders.
We shape our homes and services to meet changing needs and expectations.”***

SBHA’s Mission Statement

Scottish Borders Housing Association (SBHA) is a Registered Social Landlord (RSL) and Scottish Charity registered under the Co-operative & Community Benefit Societies Act 2014 which operates within the Scottish Borders area. SBHA became fully operational in 2003 and currently has 5,603 homes across 49 settlements. Our main concentrations of stock are in Hawick, Galashiels, Peebles, Selkirk, Kelso and Jedburgh.

We are governed by a Board of Management which includes 4 Tenant Elected members, as well as 4 non-Tenant Elected members and 4 Appointed members responsible for setting the strategic direction of SBHA and our Customer Board oversees the customer experience, service development and policy.



Our Strategic & Business Plan sets out our direction and commitments over the next 5 years, including our aims and strategic objectives. Our strategic objectives of Great Customer Experience and Great Places place Tenants and customers at the heart of decision making and service delivery and Tenant engagement, performance improvement, customer service and community involvement remain underlying priorities for future success.

Reflecting our values, we are committed to working together with Tenants and communities to improve our services and deliver excellent outcomes for Tenants, ensuring everyone has a voice. Our engagement activities are delivered in partnership with Scottish Borders Tenants Organisation (SBTO), the “umbrella” Tenants representative group for SBHA’s Tenants. SBTO is a valued and vital partner in the delivery of SBHA’s Strategic & Business Plan commitments in this Strategic Plan. Funded and supported primarily through SBHA, SBTO’s remit is to seek, represent and take forward Tenants’ views in and to ensure that Tenants get the best possible service. They also support the development of Registered Tenant Organisations (RTOs) and in 2015 introduced the Tenant-led Scrutiny model which has shaped service improvements, driving up our performance and achieving better outcomes for tenants.



3. What Is Engagement?

Engagement is an evolving two-way process of communication between Tenants and their landlord, whereby:

- Tenants are given a voice to help improve the services provided by SBHA;
- Information and ideas are shared between Tenants and SBHA; and
- The quality of services provided are improved and the level of customer satisfaction increased.

Engagement can deliver better outcomes for Tenants and communities and SBHA in different ways, covering a wide range of activities. Tenant engagement can be viewed as a continuum, from ensuring effective governance and delivery of business services to supporting individual and community empowerment. Some of the benefits of effective engagement for everyone include:

- improved services that represent value for money
- improved communication between the SBHA Team and Tenants
- stronger links between the community and SBHA
- increased Tenant satisfaction with the home and neighbourhood
- opportunities to develop new knowledge and skills
- informed and knowledgeable tenants who have the skills and confidence to influence decisions
- SBHA Team and Tenants being more aware of each other's perspectives and organisational and financial limitations
- building mutual respect and understanding between Tenants and landlords
- increased job satisfaction for SBHA team members

4. Development of the Strategy

Our 2021-24 Voices Together Strategy has been developed in partnership with Tenants and communities, and builds on the progress made on the previous Tenant & Community Engagement Strategy implemented in 2017.

In developing this Strategy, we worked in partnership with Tenants using a variety of methods to establish how well we are involving and consulting with Tenants and to identify areas that could be strengthened. We invited feedback and views in our Tenant Newsletter and on our website, as well as via our quarterly satisfaction surveys. The Tenant Participation Advisory Service (TPAS) facilitated a workshop with SBTO and members of the SBHA Team to consider the impact of our previous strategy and set the principles for this Strategy. A joint Tenant & SBHA Team Focus Group met throughout the summer to co-develop this Strategy and agree actions to deliver our future commitments.

5. Purpose and Context

We value engagement as an integral and routine part of our activities, putting Tenants at the heart of decisions about the services they receive, the quality of their homes and management of the area where they live. We remain committed to continuing to working in partnership with Tenants to ensure everyone has the opportunity to influence decisions and ensure they continue to receive value for money, quality services that meet their needs and expectations.

SBHA's Chief Executive, Julia Mulloy

This Voices Together Strategy provides a framework for how SBHA will work together with Tenants and communities over the next 4 next years to influence decisions on our services and shape how these are delivered. It is our principal planning document for consulting, involving and engaging Tenants, putting them at the heart of our services, aligned to our Strategic & Business Plan commitments.

The Housing (Scotland) Act 2001 introduced a legal requirement for social landlords to actively develop and support tenant participation and we are required to consult with Tenants on a range of housing and related issues which may affect them, including:

- our Tenant Participation Strategy (this document)
- changes to rent and service charges
- changes to housing related policies which may have a significant impact on tenants, residents and service users
- our standards of service in housing management, repairs and maintenance.

The Scottish Social Housing Charter, introduced in the Housing (Scotland) Act 2010, sets out the standards and outcomes that all social landlords should aim to achieve whilst performing their housing services. The three main outcomes relevant to engagement which landlords should achieve:

Outcome 1 – Equalities *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.*

Outcome 2 – Communication *Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.*

Outcome 3 – Participation *Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.*

This Strategy links to other SBHA plans and policies, including:

- Business & Strategic Plan 2020-2025
- Ageing Well Strategy
- Asset Management Strategy
- IT & Digital Strategy
- People Strategy
- Customer Service Standards
- Complaints Handling Procedure

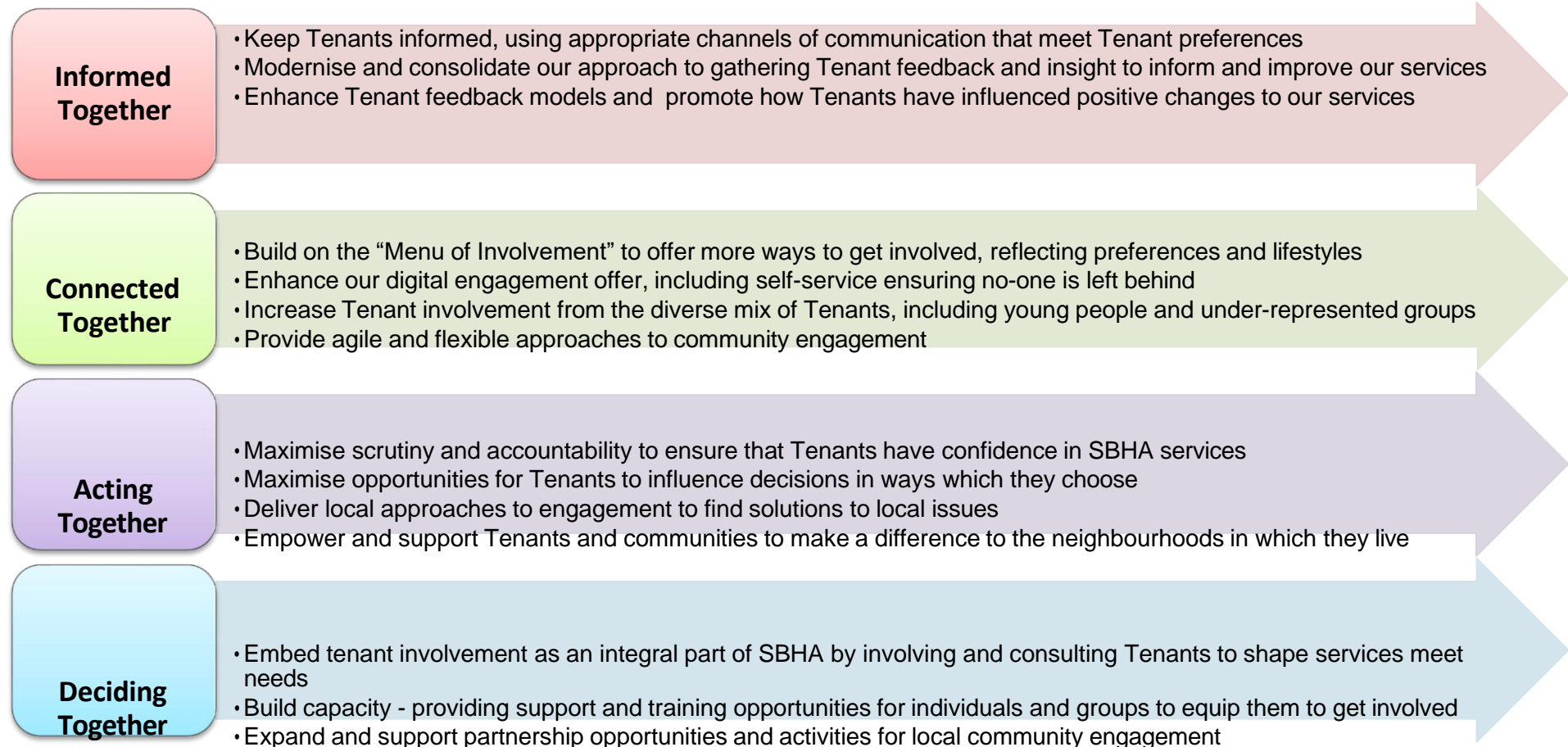
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6. Aims and Objectives of the Strategy

The vision for this 2021 Voices Together Strategy is that:

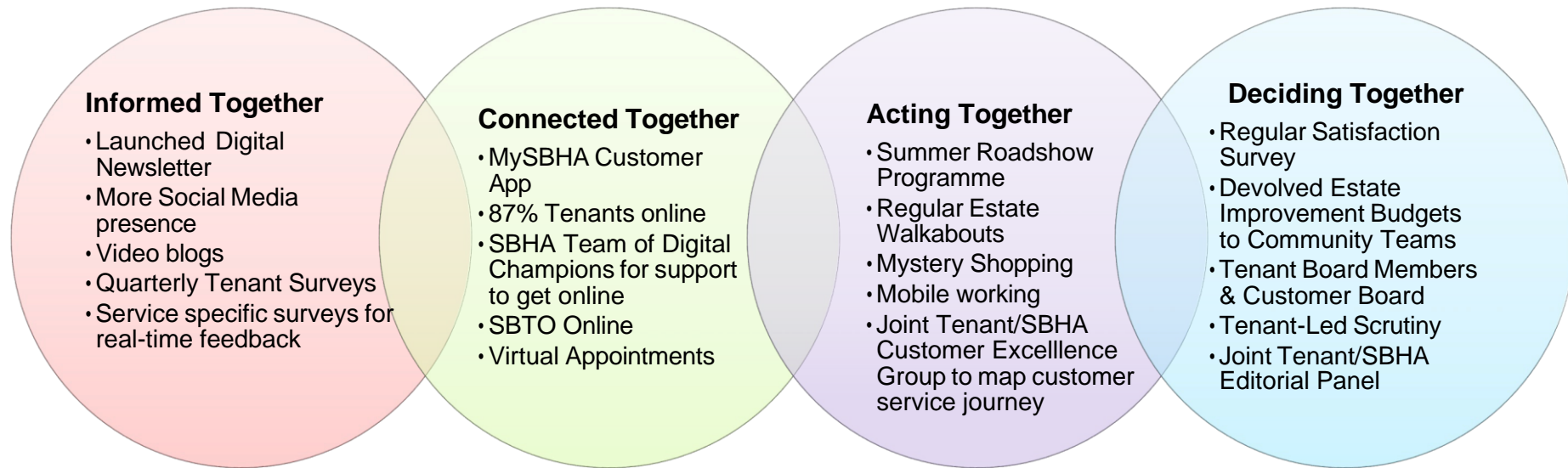
Tenants & communities are effectively informed, engaged, involved and empowered by SBHA. They actively help define and design local priorities and policies, shape and evaluate services and inform SBHA decision making in areas that impact on their lives.

The key aims and objectives of this Strategy over the next 4 years are:



7. Building On Success - Key Achievements Since 2017

There have been significant achievements and improvements in Tenant and community engagement since our last strategy was published 2017. We have worked hard to deliver on the priorities of the 2017 strategy and below is a selection of some of the achievements we delivered:



Listening to Tenant and community feedback, we believe we can offer more, and this Strategy seeks to build on these achievements over the next 4 years.

The Next 4 Years... Engagement Challenges:

- The rural nature of our communities and access to affordable transport and digital connectivity
- Continuing the journey of engagement and customer experience and delivering higher levels of performance and satisfaction, as well as consistent delivery at a local level.
- Tailoring our engagement offer that meets the needs of the diverse tenant population and the demographics of our communities.
- Modernising further our engagement activities and methods, capitalising on digital access without leaving people behind.
- Enhancing outcomes and increasing satisfaction with management of the neighbourhoods while ensuring community investment is value for money, creates added social value and delivers positive results.

8. Informed Together

Recognising that keeping Tenants informed is a key driver towards overall satisfaction with SBHA, we aim to provide Tenants and customers with good quality information that is relevant, up-to-date, informative and easy to understand. It is also important that we feedback to those who have participated, so that they know that their views have been listened to and are being acted on. We use a range of methods to provide information, gather feedback and share outcomes, including:

- Letters, Information leaflets and Newsletters
- Phone calls & Text messaging
- Personal visits (including home, SBHA's office and other suitable venues)
- Website & Email
- Social media such as Facebook, Twitter and Instagram
- Meetings of focus groups and events
- Our Annual Report – including information on our activities performance, investments and financial highlights
- “You said – We did” format in our newsletter and on our website
- Valuing complaints and learning from complaints analysis

The vast majority of Tenants advise that they are interested in and satisfied with how well SBHA keeps them informed, underlining the value and importance of effective communication. Traditional methods of communication, such as letters information leaflets and newsletter, remain the most preferred methods to being kept informed, however, this preference has softened since 2017 as demand for digital channels has increased, particularly amongst younger Tenants. Whilst email, text messaging and social media remain high as identified ways in which Tenants advise they would like to be kept informed, preference for the website has decreased over the last year. Those with access to the internet are more satisfied with being kept informed than those that do, indicating a need to improve our online communications.

We recognise that we cannot rely solely on inactive methods i.e. information on the website, and need to adopt a more proactive and planned approach to encouraging involvement. The customer data and information we gather is used to gain insight and influence services and approaches so that these reflect Tenant and community profiles and preferences. We will seek to maximise our customer insight data and information and use this to best effect to inform how we communicate with differing tenant groups and communities - developing a customer segmentation approach to our communications, using preferred methods of contact and tailoring the content appropriately to appeal to the target audience.

Together, we will:

- **improve our communications; the ways in which we provide information and enhance our marketing materials;**
- **maximise our customer insight data and adopt a segmented approach to communications.**

9. **Connected Together**

A key aim of this Strategy is that everyone can get involved in ways that suit them. We value all forms of engagement equally and we seek to ensure that everyone's voice is heard. We recognise not everyone wants to get involved in formal meetings or groups, therefore, we are committed to offering a mix of formal and informal engagement methods.

There are many ways for Tenants and communities to get involved and feel empowered. Our 'Menu of Involvement' is available at **Appendix 1**, offering a range of options to get involved. The Menu of Involvement is grouped into three levels for ease of reference:

- a) Involvement in the **decision making** process
- b) Involvement in **scrutinising and monitoring** the service
- c) **Providing views and opinions** of services.

The majority of Tenants advise that they are satisfied with the opportunities we offer for them to participate, however, only 1 in 3 Tenants indicate that they are interested in participating and satisfaction is lower amongst young tenants, with just under half of tenants aged 16-34 (49%) advising that they are satisfied with the opportunities we offer. The number of SBHA Tenants who have access to the internet has grown significantly since 2017 from 56% to 87%.

We understand the value of face-to-face interaction as well as the flexibility that digital methods of engagement offers. We have increased our digital services over the years; including the launch of our MySBHA App in 2019; produced our Newsletter digitally; and, during the national pandemic introduced virtual meetings and appointments for Tenants, even hosting our first virtual AGM in 2020. These clear steps towards digitalisation provide strong platforms from which to extend our future digital offer.

A key challenge is to increase the levels of Tenants actively getting involved to ensure that the wider tenant population is represented, with a focus on encouraging more young Tenants to actively engage. We will seek to do so by expanding our digital methods, taking advantage of technology and modern market research techniques to reach as wide and diverse audience as possible.

Together, we will:

- develop the MySBHA App further to share information, as well as increased functionality to interact with us and provide feedback.
- re-design our Website, developing its functionality from the traditional information provision model to a more interactive platform, such as chatbots, and creating a Tenant portal,
- embed and extend the use of "Near Me", video appointments platform
- continue to expand our use of social media platforms, including video-blogs

10. Acting Together

We consult with Tenants on a range of our policies and processes that are likely to have a customer impact, including annual rent setting, service policies and ask about their experience of the services they received. Together, we have developed a clearer service offer through the suite of standards across a range of areas. Our estate walkabouts and programme of themed roadshows has increased our visibility in communities and helped inform local priorities. In addition, we introduced 'virtual' online meetings during the recent Covid-19 pandemic, to combat the national restrictions on travel.

We have worked with groups of Tenants and communities to co-design services through SBTO and focus groups and this approach ensures that we challenge our thinking and provides new ideas and fresh thinking, such as the introduction of our Solutions Team to improve the customer contact experience with the aim of resolving enquiries at first point of contact.

Most Tenants advise that they are satisfied that we listen to their views and act upon them. Over one in four Tenants, however, express no opinion on this and levels of satisfaction are lower amongst younger tenants and families and those living in flats. We remain committed to creating and maintaining attractive and sustainable communities that are great places to live. Our established Community Teams along with the Tenant & Communities Engagement Facilitator will continue to engage with Tenants to offer engagement activities within local communities and we will continue to consult with Tenants and communities to develop community initiatives that are value for money, provide social value and make use of community partnerships and to enhance lives.

We want to strengthen our approach to designing and improving services together and will actively engage with Tenants in reviewing our service policies, processes and systems to provide greater insight into the customer experience when accessing our services. This customer journey mapping will provide great insight into how we can improve service delivery and supports our "customer back" ethos. This approach will provide us with the opportunity to test and consult on new ways of working.

Tenant scrutiny aims to give Tenants more power in holding SBHA to account for our decisions, performance and conduct. Tenant scrutiny is about actively involving Tenants and customers in reviewing how our services are being delivered and contributes towards SBHA's self-assessment framework. SBTO's Customer Audit Team (consisting of up to 6 Tenants) delivers tenant scrutiny activities and projects, with findings and recommendations for improvement shared with SBTO and SBHA's Customer Board who monitor the actions agreed to improve the customer journey. Customer Audit Team members are provided with training in scrutiny and, with dedicated support from a student intern and the Tenant & Communities Engagement Facilitator, scrutinise one service area per year. This scrutiny model, introduced in 2015, has contributed towards some significant service and performance improvements over the years. We remain committed to ensuring our approach to Tenant scrutiny remains robust and outcome focused, leading to improved and value for money services.

Together, we will:

- [embed customer journey mapping into our service review processes](#)
- [explore and implement the most appropriate scrutiny arrangements](#)

11. Deciding Together

As well as communicating with tenants and acting upon their views, we remain committed to involve Tenants at the heart of our decision-making processes. Our governance structure with Tenant places reserved on our Board of Management and our trusted and collaborative working relationship we have with SBTO reflects this.

While we want to increase our digital presence, we are mindful of the need to consider those who are less able to get involved in this way. Building the capacity of Tenants to help them develop their skills and confidence in getting involved in decision making is a key objective of this Strategy. During the pandemic, we supported vulnerable Tenants to get online to stay connected through the Connecting Scotland programme, delivering devices to 191 households, and we built our team of over 40 trained SBHA Digital Champions who provided these households with set up support and help to use the technology, such as navigating the internet safely and creating user accounts to access services. We will extend this support to help those Tenants not yet online to get connected if they so choose. This will involve maximising funding opportunities for devices for Tenants and community groups, as well as developing partnership digital initiatives that are affordable and sustainable for Tenants. Such initiatives could include digital lending libraries, safe-surfing sessions and community broadband availability.

Engagement is not just about creating opportunities for Tenants to influence the decisions of SBHA, it is also about providing opportunities for Tenants to influence and shape regional and national policies that affect their lives and where and how they live. We want tenants to feel that their involvement has benefits beyond service improvement and create a shared sense of belonging for everyone connected to SBHA. In order to ensure that everyone is provided with appropriate opportunities to get involved, including under-represented Tenant groups, we will work with existing trusted community partners and networks such as youth groups, community hubs and Local Area Partnerships to share experiences, data and resources to improve outcomes for people and communities. We are committed to support the provision of good quality training to provide the skills and knowledge to take part with confidence in these national, regional and local consultations. We will work with the interested Tenant groups to agree the appropriate training and training provider(s).

Together, we will:

- Assist tenants and residents set up new community groups and RTO's
- Support SBTO and our existing groups to access community funding opportunities, assisting with funding bids
- Support digitally excluded Tenants to get online and ensure they have the access to support to enhance their digital skills and confidence
- Work in partnership with established community groups to develop wider strategies to address inequalities and ensure marginalised groups voices are heard.

12. Resources For Tenant & Community Engagement

We recognise that for engagement to be meaningful it must be properly resourced financially and supported by our people. Tenant engagement is not the responsibility of one member of SBHA, but is an expectation of all members of the team.

The Tenant Engagement budget is reviewed annually with the SBTO, and funding is provided to support the following activities:-

Funding

- SBTO annual budget to carry out their Tenant engagement activities which includes funding Registered Tenants Organisations (RTO's)
- A separate project fund (SBTO General Reserve) available to SBTO to provide the opportunity for a post-graduate Student Internship (June-September) to carry out specific scrutiny projects working with volunteers.
- Payment of expenses for Tenants and representatives to attend meetings and training which may include travel, child minding costs, carer costs and expenses.

Support

- Employment of a Tenant & Community Engagement Facilitator and SBTO Office
- Operational and strategic support from SBHA's Tenant & Community Engagement Team, including communications and marketing, facilitation of meetings and digital support
- Employment of a Student Intern (annually June-September)
- Administrative support for local groups i.e. meeting venues and photocopying services
- Promote increased Tenant Membership of the Association, encourage and support Tenant Members to stand for election to the Board of Management and Customer Board.
- Community Teams working with Tenants and residents to identify and tackle local issues within neighbourhoods

Independent Advice

- Resource independent advice e.g. Tenant Participation Advisory Service (TPAS) and the Tenants Information Service (TIS).

Training, Self-Development and Skills

- Training and development, attendance at external consultation events and Tenant conferences.

Information

- Promotional information and materials including SBTO Website, social media, Newsletters and leaflets.
- Tenants Calendar (produced annually to inform of SBHA services).
- Annual Report and Landlord Report to Tenants

13. Inclusion, Equalities and Overcoming Barriers to Engagement

We are committed to treating people equally, respectfully and fairly, tackling discrimination and harassment and ensuring our services are accessible for all. We will not discriminate against anyone on the grounds of their: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

We seek to ensure that all groups and individuals have equal access and opportunity to engage in activities and we welcome participation from all. Examples of some of the barriers to engagement are listed below along with our commitments to help deal with these.

- Family Responsibilities People may be unable to attend meetings because of family responsibilities. We may provide crèche facilities during meeting hours free of charge, or make available child minding allowances to enable people to attend participation meetings. We will help and assist wherever we can.
- Transport: People may be unable to attend meetings due to unavailability of transport. Where appropriate, we will provide transport for customers to attend events hosted by SBHA. Tenants told us location and travel to meetings is a barrier for them engaging in activities. This is particularly challenging for those living in our more remote communities.
- Location of Meetings: Meeting places may not be suitable, for example some office accommodation may be unsuitable for wheelchair users. We will hold meetings in venues used by the community that are accessible, convenient and secure for everyone.
- Times of Meetings: Meeting times may not be convenient for everyone to attend. We will establish meeting times to take account of the needs and preferences of local communities.

Together, we will:

- develop effective ways to identify groups which are under-represented and, through consultation with them and/or their advocacy groups, actively encourage them to become involved throughout the period of this Strategy.
- understanding barriers to involvement and take action to address these
- establish a cohort of trained Equalities and Human Rights Ambassadors across SBHA to champion equal opportunities

14. Monitoring, Evaluating and Reviewing this Strategy

This Voices Together Strategy is an evolving document and will be subject to continuous review. The Strategy is supported by the Action Plan, developed to ensure that we are meeting the Strategy aims and objectives. SBHA's Customer Board and SBTO will receive 6 monthly reports on progress against the Action Plan and outcomes achieved.

We will report how well we are achieving these outcomes as well as measuring what we spend the Tenant Engagement Budget on, what we produce as a result and the outcomes for Tenants. This will be reported to both the SBTO and SBHA's Board on an annual basis in the Annual Report and Landlord Report to Tenants.

15. Feedback and Contacting Us

If you have any comments or queries about this Tenant & Engagement Strategy, accompanying Action Plan or want some advice on how to get involved, please contact:

**Louise McNeilage, Tenant & Community Engagement Facilitator on
01750 724444 or enquiries@sbha.org.uk**

**Scottish Borders Housing Association
Head Office
South Bridge House
Whinfield Road
Selkirk
TD7 5DT**

MENU OF INVOLVEMENT

a) Decision Making (Route 1)

We offer a range of ways for Tenants and other customers to get involved and influence our decisions. This includes:

Board of Management

We have 4 places on our Board of Management for Tenants. The Board of Management leads and directs the Association to achieve good outcomes for Tenants and other service users, setting the SBHA's strategic direction. Shareholding Members of SBHA are elected and/or appointed to serve on the Board in accordance with the Association's Rules.

Customer Board

The Customer Board oversees the joined-up customer experience provided by SBHA - actively promoting and monitoring the delivery of good customer care and tenant satisfaction in all areas of service delivery. This can include the quality of SBHA's homes and standard of open spaces, for example, in terms of Planned Maintenance, repairs and estate management. Vacancies are recruited to the Customer Board as these arise.

Scottish Borders Tenants Organisation (SBTO)

Tenants can become a member of the SBTO which is the constituted Tenants Group and independent of SBHA. The Group's remit is to seek, represent and take forward Tenants' views in relation to SBHA's Policies and procedures and to ensure that Tenants get the best possible service.

Shareholding Membership

We encourage Tenants to become a Shareholding Member of SBHA. Being a Shareholder gives you the right to attend our Annual General Meetings and to vote or seek election to the Board of Management or appointment to the Customer Board. Becoming a shareholder is easy - complete a short Application form and return this to us along with a nominal £1 membership fee. Upon receipt our Board will consider your application in accordance with SBHA's Rules and, if accepted, you will receive a shareholder certificate.

Registered Tenant Organisations (RTO's)

Tenants can set up a local group and apply to become a Registered Tenant Organisation with SBHA to deal with local issues. The Group will need to meet certain conditions set out in the Housing (Scotland) Act 2001 and further information is attached at the back of this Strategy (see Appendix 2).

b) Scrutinising and Monitoring (Route 2)

We want to involve our Tenants and customers in scrutinising the services we provide to ensure that not only do we keep our promises and standards of services but continually strive to improve our performance in all service areas. We currently have a number of ways that people can get involved:

Scrutiny: Customer Audit Teams (CAT)

In 2015, SBHA and SBTO introduced the Scrutiny Panel - known as the Customer Audit Team (CAT) - giving Tenants and customers more power to hold SBHA to account for their decisions and services provided.

This Team checks that the service standards and promises are being met and provides a report to the SBTO and SBHA's Customer Board on their findings, making recommendations for improvement.

Tenant-led Estate Walkabouts

Tenants and residents are invited to take part in Estate Walkabouts in their local area with the local Community Team. This provides an opportunity to walk through areas to look at the overall appearance of the estate and identify common concerns and agree action and priorities for improvement.

Editorial Panel

Tenants can join our joint Editorial Panel. The Editorial Panel meets to plan and review content for the Newsletter. This is to ensure the Newsletter contains relevant information of interest to Tenants. The Panel meet at least 8 times a year to plan and sign off the Newsletter.

Tenant Representatives

We encourage Tenants to become a "Tenant Representative" for their street or local area when we are carrying out home improvement work i.e. new kitchens, bathrooms and heating etc. This allows Tenants, SBHA and Contractors to work together during the works being carried out to ensure that Tenants receive a good quality standard of service.

Mystery Shopping

Mystery Shopping exercises are structured around a specific part of a service, providing the opportunity to evaluate the experience and service received. It allows Tenants to take part in service reviews from their own home, and at a time that is suitable to them and their commitments. Specialist training and support is provided prior to carrying out the exercise.

c) Providing Views and Opinions (Route 3)

We have developed a range of ways for Tenants and other customers to provide their views and opinions on the services they receive:

Questionnaires and Surveys

Tenants are invited to take part in service consultations by returning surveys and questionnaires. This includes taking part in our independent Tenant Satisfaction Survey carried out 4 times a year, as well as service surveys to tell us about your experience once you have used a service, such as called us or had a repair carried out in your home.

Reading Panel

Tenants can participate from the comfort of their own home by reading a revised policy on services or any other correspondence and providing us with their feedback. Just submit your details to us and we will send you the relevant information.

Focus Groups

We run Focus Groups, which are short-life groups created to consider a specific issue or topic.

Customer Compliments, Complaints and Feedback

If Tenant customers have a comment, compliment or complaint about any service we provide, an easy to understand leaflet outlines the process and is available at most Offices and online

Tenant Information Events

Tenant Information Events give Tenants the opportunity to meet with SBHA Teams and other agencies on an informal basis, to get advice on housing and other community services to help, advice and support.

Newsletters & Tear Off and Tell

We co-produce our Newsletter 4 times a year, providing information on our services, activities and performance. The Newsletters give the opportunity for Tenants to give their feedback on 'Tear-off and Tell-us' forms which always feature on the back page of our Newsletters.

Local Events and Fun Days

Our Teams will, where possible, attend Local Events or Fun Days to engage with Tenants and communities. We currently work with existing local groups and charities that work with Tenants and our communities. We are keen to continue developing these links by attending local community events.

Websites & Social Media

SBTO and SBHA's websites are kept up to date with information and minutes from meetings so they are available to any tenant at a time that suits them and to encourage involvement. We also use social media, including Facebook, Twitter and Instagram, to share information, topical news, market events and interact with Tenants.

MySBHA Customer App

Our MySBHA App is a digital platform which provides access to services.



www.sbha.org.uk

Scottish Charity Registered No. SC030751
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The Scottish Housing Regulator Registered No. 313

