



WORKING WITH PARTNERS  
AND COMMUNITIES TO  
MAKE LIFE BETTER



# Get Involved

South Ayrshire Council  
Tenant Participation Opportunities





## Work With Us for Better Services

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**Are you recently retired, have a young family or are just looking for a new challenge? Then why not get involved in your housing service and volunteer in Tenant Participation!**

Tenant Participation gives South Ayrshire Council Tenants a voice to influence decisions made in the housing service. Tenant Participation can take many forms such as getting involved in your local Tenants and Residents group to becoming an 'involved tenant' and attending meetings with Council Officers on a regular basis.

We are always looking at ways to improve the service you receive and we rely heavily on tenant involvement to do so. As an involved tenant you will;

- Be able to see statistics from our satisfaction surveys and review our performance
- Get involved in different working groups to focus closer on particular service areas
- Attend national conferences as a tenant representative
- Gain a better understanding of the Housing Service
- Meet new people
- Gain new skills with our in-house training
- Be refunded for any transport expenses or provided with transport where necessary

Find out more about the groups you can join on the next page.





## Monitoring Group

This group monitors the Council's approach to Tenant Participation. They hear about any updates or projects in Tenant Participation, Housing Service developments and discuss how well the other groups are operating.

During "Tenant Time", tenants get the chance to discuss any issues in their area and work with officers to find solutions.

## Communications Group

This group ensures that we communicate well and that publications are interesting and easy to read. Look out for the 'tenant checked' stamp on our publications to see what our tenants have been involved in!



# Scrutiny and Performance Groups

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Scrutiny and Performance is split into two areas to allow tenants to examine specific areas of the service. These two groups are;

### Maintenance, looking at;

- Repairs
- Modernisation
- Settling-In
- Adaptations
- Neighbour Disputes

### Housing Options and Support, looking at;

- Housing Options
- Homeless Service
- Applying for Housing
- Temporary Accommodation

The groups look at our satisfaction surveys and identify areas that are working well or performing poorly by comparing satisfaction levels from previous months.

They then compare this against similar landlords and compare the performance against the target.

Our satisfaction survey results are submitted to the Scottish Housing Regulator in our Annual Return on the Charter and our performance is assessed based on the results of these surveys.

We have also set up specific working groups that a small number of tenants can become involved in which focus on particular projects.



## More Information

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If you would like to have a talk about what is involved in becoming an involved tenant then you can contact the Tenant Participation team on:

**[tp@south-ayrshire.gov.uk](mailto:tp@south-ayrshire.gov.uk)** or call us on **01292 612968**

You can also come in to speak with us face to face to find out more.

We are based at: **Freemans Hall, 2-6 The Cross, Prestwick, KA9 1AN.**

We realise that attending a meeting with a large group of people you don't know can be daunting. We can arrange contact with one of our Tenant Buddies who can meet with you before to talk about their experiences of Tenant Participation and arrange travel together.



## Terms Explained in the Leaflet

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### Scottish Housing Regulator (SHR)

The Scottish Housing Regulator is the independent body that the Scottish Parliament created to look after the interests of people who are or may become homeless, tenants of social landlords, or users of the services that social landlords provide. The regulator monitors, assesses, and reports on how landlords are performing against the charter's outcomes and standards.

You can find out more about the Scottish Housing Regulator by visiting [www.scottishhousingregulator.gov.uk/](http://www.scottishhousingregulator.gov.uk/)

### Annual Return on the Charter (ARC)

Local Authorities and Housing Associations (Registered Social Landlords = RSLs) in Scotland are required to report to the Scottish Housing Regulator (SHR) on outcomes and standards outlined in the Scottish Social Housing Charter. The indicators provide statistical information from the landlord that the regulator uses to measure the progress of the landlord towards achieving the standards and outcomes set in the Charter. Each year South Ayrshire Council is required to complete the Annual Return on the Charter by 31st May. We then produce the Performance Edition of the newsletter to inform tenants of our performance.

You can see our performance report online by visiting <http://www.south-ayrshire.gov.uk/housing/housing-performance/>

or you can pick up a copy at your local customer service centre.

You can find out more about the Scottish Social Housing Charter by visiting: [www.housingcharter.scotland.gov.uk/](http://www.housingcharter.scotland.gov.uk/)



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Keep up to date with Housing Service  
Developments by following us on Facebook -

 **South Ayrshire Council Housing Services**

And look out for our Tenants Newsletter delivered to your door.  
You can also read it online at:

[south-ayrshire.gov.uk/tenant-participation/tenant-newsletters.aspx](http://south-ayrshire.gov.uk/tenant-participation/tenant-newsletters.aspx)

