



## Three Year Tenant Participation Action Plan & Consultation Calendar to April 2023

Core Annual Tasks	Timescale	Notes
Produce an annual Tenant Participation report for Management Committee	April	
Four Talkback Newsletters each year	April, July, Oct, Dec	Ideas/feedback from TIG to be included/considered
Publish the annual planned maintenance programme for tenants	April	This is published in the spring Talkback each year, with quarterly updates if required.
Publish information on upcoming consultations	July	Upcoming consultations are published in the summer edition of Talkback, to inform tenant who may want to get involved
Produce the annual Performance 365 report each year	September	This is a Scottish Social Housing Charter requirement, to inform tenants of our performance
Stair Cleaning Consultation	August	Feedback provided to TIG
Garden Care Satisfaction Survey	September	Feedback provided to TIG
Action Plan / Budget Review	Oct - Dec	
Annual Rent & Service Charge consultation	January	Sent annually - legal requirement
Inform tenants on the Right to Repairs and alternative contractor	February	Sent out with rent increase letter
Maintain Tenant Involvement Group register, TIG area on website and My Home	Continuous	
Develop and review our range of information leaflets	Continuous	
Carry out Scrutiny Project(s) based on issues identified by the TIG-Scrutiny Group	Continuous	Tenant have the power to scrutinise any aspect of our self-assessment

Information & Consultations	Timescale	Comment
Develop & Implement a Tenant Satisfaction Survey (TSS) Action Plan	2019-2022	TSS completed every 3 years – Results used to improve services and inform the Annual Return on the Charter (ARC). The results may also be used by the TIG to identify future scrutiny projects
Monitoring welfare reform & and providing tenants with information	Ongoing	Information is given to tenants via elha.com, Talkback and Facebook.
Requirements for the Annual Return on the Charter	Annually	TIG spot check figures, to ensure accuracy
Policy consultations and feedback	Annual	Consultation results are reported to the TIG for consideration before they go to the Management Committee

Working with Tenant Groups	Timescale	Comment
Regular meetings at Osbourne Court	Continuous	Osborne Court has an active informal tenants group, which has a good working relationship with ELHA
Encourage participation in all developments	Continuous	To ensure that tenant have a voice, and that we are listening.
TIG-Panel & TIG-Scrutiny travel expenses	Continuous	

Other	Timescale	Comment
Implement TPAS Accreditation Action Plan	2019-20	Gold Award achieved - feedback given by TPAS for consideration
Cash Prizes (reactive maintenance)	Continuous	To encourage the return of feedback on repairs
General cash prizes	Continuous	To promote services/ encourage participation
Training and conferences	Continuous	Information and training to develop the TIG
Continue to explore opportunities for joint working with other Landlords in East Lothian	Continuous	
Continue to explore opportunities for digital inclusion	Continuous	

## Consultation Calendar

Annual Consultations	Date	Notes
Rent & Service Charge	Jan	All tenants
Stair Cleaning	August	Tenants on the communal cleaning contract (approx 200)
Garden Care	Sept	Tenants on the Garden Care Scheme (approx 40)
Policy Consultations	Date	Notes
TP Strategy	2019	
Allocations Policy	2019	
Asset Management Strategy	2020	
Shared Ownership	2020	
Joint Policy on Registering Tenant Organisations	2021	
Chargeable repairs Policy	2022	
Tenancy Management Policy	2022	
Property Maintenance – Legal Obligations Policy	2022	
Rent Arrears Policy	2023	
Rent & service charge Policy	2023	
Other Consultations	Date	Notes
ARC survey	TBC	This may become part of the 'Healthy Happy Homes' initiative where we visit 1/3 of tenants each year

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