The Scottish Government
Riaghaltas na h-Alba

Free information events

Changes to the Charter

TIS

Alistair Reid
TIS Development Manager

The aims of today

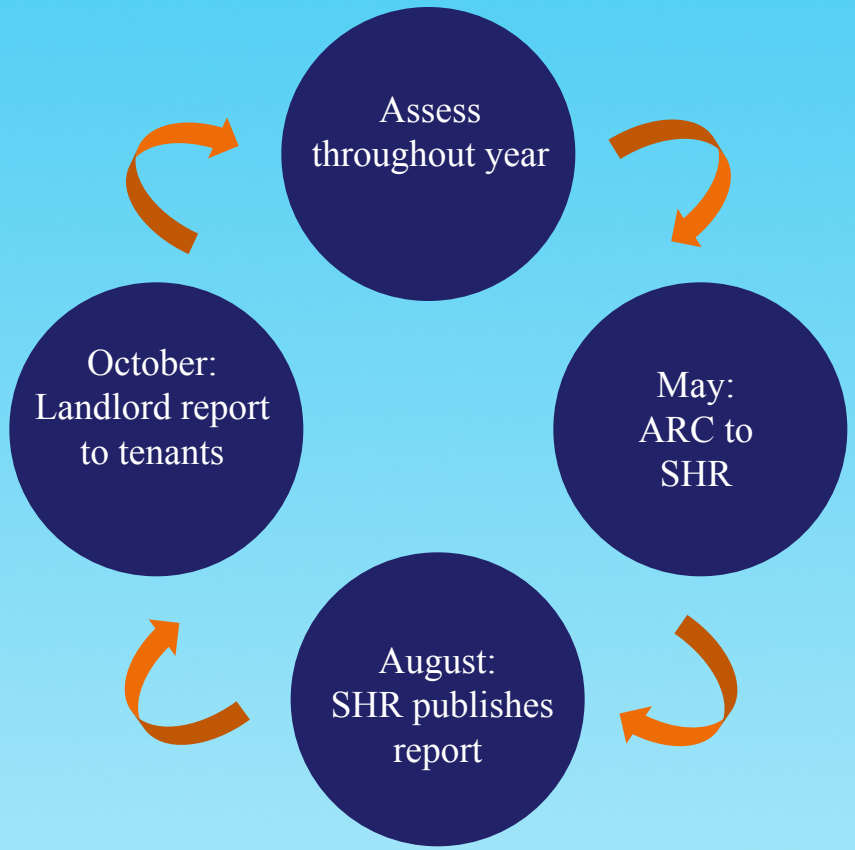
- Welcome and introductions
- To update on the changes to the Charter
- To showcase a variety of case studies & partnership initiatives that tenants and landlords across Scotland are utilising:
  - ?
  - ?
- Share good practice and ideas

Tenant scrutiny opportunities

- Make a difference
- Change the way landlords work
- Influence services
- Hold landlord to account
- Ensure Value for Money
- Ensure services reflect tenants needs and priorities
- Ensure tenants and others understand landlord operation
- Gain skills and confidence
- Improve community and area
- Work together to achieve change

Charter reporting

- Are tenants involved in the assessment of landlord performance?
- Have tenants seen the ARC report before or after submission?
- Are tenants involved in the format of the performance report for all tenants?



Charter engagement: making it work for you

- Jointly agreed agenda
- Involve customers from the start
- Clear roles & responsibilities
- Commitment across all organization
- Customer led and independent
- Training and support

Key lessons learned

- Tenant involvement is making a big difference in meeting the Charter
- Lots of scrutiny activity – important to share what we do
- SHR – provides a useful comparison tool *www.scottishhousingregulator.gov.uk/find-and-compare-landlords*
- Important that training, support and information is provided by your housing organisations

Round table discussions

- Question 1
  What is working well in your area in terms of tenants scrutinising performance against the Charter

- Question 2
  What could be done to support tenants to get more involved?

Limited spaces available!

Communities: Health, Wealth & Housing

TIS Annual Conference 2017

Book your place now

Friday 9th June - Sunday 11th June

Westerwood Hotel & Resort, Glasgow

TIS in partnership with Scotland's Housing Network

Scrutiny Approved Accreditation