



STRATEGY AND ACTION PLAN

2019-2022



North East Tenants Residents and Landlords Together

INTRODUCTION

What is NETRALT?

North East Tenants, Residents and Landlords Together (NETRALT) is an award-winning collective of tenants, residents, registered social landlords and local authorities, with the aim of promoting and supporting tenant participation in Aberdeen, Aberdeenshire and Moray. It provides a platform to share best practice, to get best value and to encourage tenants and staff to work together more effectively. Since its inception in 2011, NETRALT has become a nationally-recognised group and is seen as being at the forefront of best practice.

Context

The Housing (Scotland) Act 2001 introduced a requirement that all Registered Social Landlords must have a Tenant Participation Strategy in place, which should be linked to current best practice and reviewed regularly. The Act set out a clear framework for tenant participation, but also recognised that good practice has an important role to play in ensuring innovative ways for tenant participation are considered.

The Scottish Social Housing Charter, part of the Housing (Scotland) Act 2010, introduced regulation and inspection across all Registered Social Landlords in Scotland. The Charter also sets the standards and outcomes that landlords are expected to achieve, including tenant participation. Each year, every social landlord must complete an Annual Return on the Charter (ARC) to the Scottish Housing Regulator, followed by a Charter Performance Report to tenants later in the year.

NETRALT's purpose is to support registered social landlords to achieve these goals, and to provide tenants and residents with opportunities to participate.

How we developed this strategy

NETRALT developed this strategy by holding an initial brainstorming session using the Ketso method for tenants, residents and staff. The Ketso method is a tried and tested, creative way to facilitate and record ideas, and enabled the group to ensure that every participant's views were heard.

The feedback from the Ketso session was then used to formulate this strategy and the accompanying action plan. Both documents were reviewed in detail by the group, before being amended where necessary and the group agreeing the final version prior to implementation.

Aim and Objectives

The aim of this strategy is to ensure that NETRALT is clear in its objectives, is relevant and reflects best practice and current legislation. We will produce an annual action plan linked to this strategy to clearly define the activities we will undertake each year.

NETRALT's objectives are:

1. EVENTS

We will organise meaningful joint activities for tenants, residents and staff, involving all participating partners. This may take the form of open days, information sessions, pop-up stands at community days etc.

2. PROMOTION & MARKETING

We will promote the benefits of tenant engagement and maximise the involvement of tenants/residents through the coordination of participation activities and sharing information.

We aim to promote and increase membership to NETRALT, both from tenants and landlord members. All members have a responsibility to promote NETRALT at appropriate opportunities, eg internal meetings, external meetings, within newsletters, on individual websites, at conferences etc.

3. SELDOM HEARD GROUPS

We will ensure that tenant participation is accessible to all tenants and continue to develop approaches to increase tenant involvement for under-represented groups.

We will continue to strive to be a diverse group, with a focus on inclusivity and actively seek out innovative ways to meaningfully engage with seldom heard groups, e.g. ethnic minority groups, young people, disabled people, older people etc. We will ensure that our venues are accessible to all and that there are no barriers to prevent people from participating in anything we do.

4. SCRUTINY

We will encourage and support North East tenants to scrutinise landlord services, challenge services standard and performance, assess performance against Charter outcomes and make recommendations for improvement and change.

We will continue to develop joint scrutiny and build on the foundations of our mystery shopping project by providing tenants with the opportunity to take part in training prior to embarking upon further exercises.

5. TRAINING

We will continue to work in partnership, not only with each other, but also by forming mutually beneficial working relationships with other RSLs, Local Authorities, Tenant and Resident Associations, TPAS Scotland and the Scottish Government to ensure we use best practice for tenant participation and scrutiny.

We will ensure that we share best practice within the group.

6. EQUALITY & DIVERSITY

We are committed to treating our tenants respectfully, fairly and equally, tackling discrimination and harassment and ensuring our activities are accessible to all, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We will encourage and promote inclusion, actively engaging with seldom heard tenants to ensure that representation is fully reflected.

We will provide a range of opportunities and information and explore new ways of engaging with under-represented groups who may be hard to reach.

We will identify and develop opportunities via partnership working with existing groups and networks.

7. DIGITAL WORKING

We will build on the success of Basecamp, the website and social media by promoting this and participating in training where appropriate. We are aware that not everyone uses digital technology by choice, and will respect this by offering other means of communication. However, we are also aware that some people wish to learn digital skills and we will provide support where possible.



NETRALT members accessed free training on Equalities via Aberdeen City Council.

MONITOR & REVIEW

We will monitor and review the effectiveness of this strategy by measuring our performance in the following areas:

We will record the number of tenants attending NETRALT meetings and events.

We will record the number of active landlords attending NETRALT meetings and events.

We will report on the activities we carry out through our website, social media and landlord publications.

We will review the NETRALT strategy every three years and our action plan annually.



Pictured above are some members of NETRALT's Mystery Shopping group at the TPAS Scotland National Good Practice Awards 2018 ,where they placed Runner Up in the Best Practice in Involving Customers category. They were presented with their award by Scottish actors Mark Cox and Jane McCarry, aka Tam and Isa from Still Game.



North East Tenants Residents
and Landlords Together

Encouraging you to get involved

Tenants, residents and landlords
working in partnership to:

- ★ Share the benefits of participation
- ★ Organise joint events
- ★ Offer training opportunities
- ★ Get your views and feedback
- ★ Review services

Find out more about this
award winning group...
speak to your landlord
or visit their website



netralt.org.uk