Tenant Participation and Housing Associations

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Tenant participation strategy (January 2016)

- Strong examples of tenant-focused services & tenant involvement
- Lack of consistency across housing associations
- 3 main action points for social landlords
 - Develop Organisational Tenant Participation Strategy
 - Reference DSD Tenant Participation Strategy
 - Raise awareness amongst tenants about how they can get involved

NIFHA Perspective on Strategy

- Warmly welcomed.....
 - Strategic principles
 - Acknowledgement of existing good practice
 - Minimum standards
 - Appropriate & fair expectations
 - Independent Tenant Organisation
 - New regulatory standard

• But had some concerns about...

- Consistency vs. Diversity
- Advocate for tenants
- Right to transfer, right to manage, community cashback

Tenant Forums



'Time for Tenants'



Getting them young!



Scrutiny and tenant panels

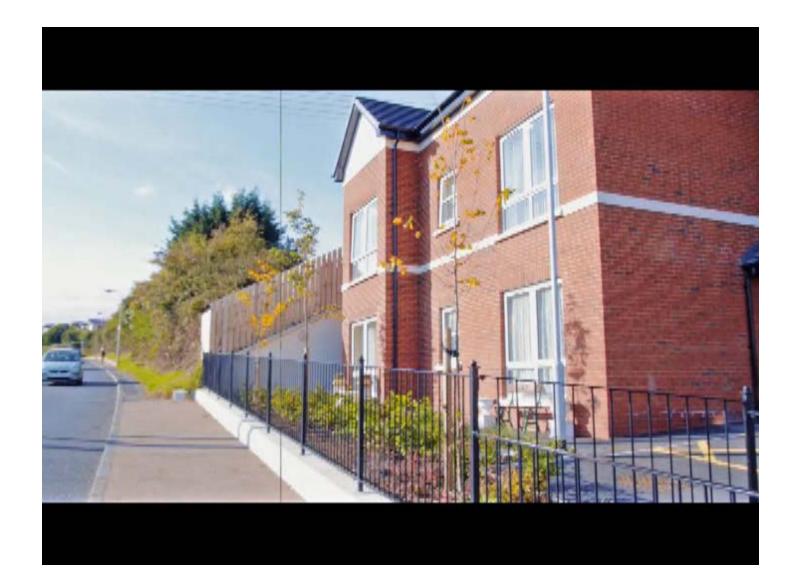


What tenants think?

89% satisfied with services & 89% with accommodation

82% satisfied that kept informed

74% satisfied that views taken into account



Tenants at the heart of the business.... Building on existing good practice

- Potentially new ways of thinking and working
 - More interaction/engagement with tenants in some business areas
 - Involving tenants more in decision-making
 - Sharing power
- Providing training/development for tenants and housing associations
- Greater scrutiny of landlord decisions, policies, processes and outcomes