

# 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