



# TP Update

## what's new in Tenant Participation Winter 2023

<https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation>

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## Welcome

Welcome to the latest TP update. Its purpose is to keep our Tenant & Resident Associations, interested tenants, Scrutiny Panel members, Sheltered Forum members, Council staff and Elected Members up-to-date with TP events and developments.

## TRA updates

TRAs are working hard to improve their local communities and encourage greater membership numbers. Encouraging new tenants to get involved and remain involved has been an issue for many with a common theme from discussions being that tenants often don't see improvements quickly and that is disheartening. We are in continual discussions with managers through Liaison meetings and every day discussions with co-

ordinators about the slow progress and hope that this feedback will result in speedier responses.

In February and March 2023 we currently have three groups who are going to hold their AGMs as well as a meeting with residents of Dennystoun Forge to discuss whether they would like to start their own tenants association.

As more meetings are happening in person and efforts are ramped up to encourage new tenants to get involved, requests for equipment from TP staff have shifted from Chromebooks/laptops for getting online to printers and hall hire costs. TP staff consider all reasonable requests for equipment and stationary which is necessary for the running of the group.

## Walkabouts

Walkabouts are increasingly happening across WDC with Tenants and Residents Groups working closely with Housing staff and those from other teams to improve their local areas.

There is an "action log" which is created after each walkabout by the co-ordinating Housing staff member and this is shared with tenants, staff and Elected Members so that everyone has a record of what has been agreed. This is then regularly updated by the coordinating Housing Staff member.

Some areas have seen "quick wins" where small pieces of work have been done quickly which have improved the local area.

TRAs as well as individual tenants can request a walkabout in their local area.

## Partnership working



Members of Neighbourhood Networks

Tenant Participation staff are working with a new group from Neighbourhood Networks. The aim of the meetings is to look at WDC housing services and consider ways that they can be improved for those who have additional support needs.

The group are meeting three times a year with their second meeting having happened in February. They are considering which areas to look at but are interested in how easy it is to use the repairs service, if the tenant handbook needs to be made more accessible and how easy it is to find information about WDC housing services.

Officers are working hard to progress existing proposals and many have now been completed. Proposals have to meet certain criteria including that they must be on land owned by the Housing Revenue Account and must be value for money for tenants.

Hanne is always happy to discuss any ideas and whether they would be suitable. We strive to make them happen as quickly as possible.



New planters at Faifley

## Scrutiny Panel



The Scrutiny Panel are currently writing their report on new tenant visits which, once finished will be sent to the Housing Improvement Board where managers will commit to their recommendations.

The Scrutiny Panel have also done a bit of work looking at the council's website, with a specific focus on Housing services, to see how easy it is to find information and to navigate through the site.



**Staff and tenants are encouraged to use the Housing News which gets delivered to all tenants—share your news or let us know if there is information you would like to see included**

| Housing News dates     |              |
|------------------------|--------------|
| Spring Edition         |              |
| Deadline for articles  | 8 Feb 2023   |
| Expected delivery date | 22 Mar 2023  |
| Summer Edition         |              |
| Deadline for articles  | 10 May 2023  |
| Expected delivery date | 22 June 2023 |

## Tenant Priority Budget

The Tenant Priority Budget is still open for proposals from any tenant or tenant group.