

# Communications and tenant participation strategy review



The Housing (Scotland) Act 2001 creates a legal requirement for housing associations to have a tenant participation strategy. As part of our review we want to look at how we communicate and how we can improve this moving forward. We need to work alongside our customers to shape our strategy and ultimately our services.

We want to make sure we are moving with the times and using the most effective communication methods that suit our customers. Building this into our strategy means we have structured plans for making sure our engagement activities are as meaningful, flexible and appealing as possible.

For example, the last two years we have met tenants via Zoom to discuss the design of our Annual Performance Report.

Please take a few minutes to answer some questions, choosing as many options as you need to. Don't forget to take part in the prize draw at the end.



Tenants and staff meeting via Zoom

## Q1 - How would you like to communicate with us?

- Face-to-face (including: open days, meetings, coffee mornings, neighbourhood visits)
- Over the phone
- Online (including: social media, via our website, email, WhatsApp)
- Video Call (including: Zoom or Near Me)
- Paper (including: letter, publications or leaflets)

## Q2 - If you chose social media in Q1, which platform do you use?

- Facebook
- Instagram
- Twitter
- Other

*please comment here*

**Q3 - How do you think we could make our communications better?**

- Using technology to share important messages/information
- Regular face-to-face group meetings
- Asking for your feedback directly

**Q4 - If we have something important to ask or tell you about (for example: rent increases, changes to policy, service changes etc.), how would you like us to do that?**

- Social Media
- Email
- Letter
- Face-to-face Meeting

**Q5 - Would you like to be more involved in the work of the Association and the decisions we make about services and spending?**

- Yes
- No

**Q6 - If you answered yes in Q5, what types of activities would you like to be involved in?**

- Key decisions and improvements to the Organisation
- Policy and procedural reviews
- Obtaining further help and advice on key issues affecting our communities
- Community catch ups and get togethers
- Making decisions about spending money

**Q7 - Is there anything we can do to make you feel more involved?**

We will be organising tenant and staff sessions to discuss the results of this questionnaire. Please tick the box(s) if you would like to be part of a face-to-face or virtual discussion.

- Face-to-face meeting
- Digital session

**Please provide your name and address here to be entered into the prize draw for three £20 shopping vouchers. Return in envelope provided by 22nd August 2022.**

Name.....Address.....