

Having Your Say - Getting Involved



We do everything we can to say to every single tenant that what they think and tell us about our Housing Service makes a real difference. The Perth & Kinross Tenant Participation Strategy sets out how we plan to do this.

Working closely with tenants' representatives, through the Perth and Kinross Tenants' & Residents' Federation and local tenants' associations, and individual tenants, we are committed to giving everyone the chance to get involved and make sure their opinions are heard.

Perth and Kinross Tenants' & Residents' Federation

The Federation was formed in 1993, to bring tenants and residents in Perth & Kinross together.

Its aim is:

to promote tenants' rights and the maintenance and improvement of their housing conditions, amenities and environment within Perth & Kinross.

The Federation helps by:

- Sharing information with tenants and member associations, helping them to make decisions about issues connected with their housing environment, safety, security and well-being.
- Gathering information from tenants and associations, so that their opinions and decisions can be passed on to the right people.
- Acting as a consultation connection, to link with Housing and the Council, other agencies and organisations.
- Providing a base and, from it, offering support and advice to member associations and individual tenants.
- Helping with training about housing issues and the way the Council works, to make sure that members know how decisions are made and, in turn, how services could be improved.
- Helping with training so that members can run effective associations.
- Awarding grants to help cover the running costs of member associations.

Registered Tenant Organisations (RTOs)

What does it mean to be a Registered Tenant Organisation (RTO)?

The organisation has earned the statutory right to be consulted on significant issues.

What criteria must be met for an organisation to be able to register?

Tenant organisations which include tenants of Perth & Kinross Council can apply to become registered with the Council. To qualify for registration, an organisation must recognise its responsibilities and agree to run its organisation in the following ways:

- to be open and accountable;
- to be democratic and inclusive;
- to work for the best interest of those represented;



- to agree consultation processes for particular issues;
- to agree on solutions and then work towards making them happen;
- to agree decisions with the Council and members and record them so that everyone knows what is to happen and why those decision were made;
- to make sure that all tenants represented know and understand what decisions have been made and the reasons for those decisions.

Scottish Social Housing Charter

From 1 April 2012 all registered social landlords in Scotland, including Perth & Kinross Council, will be expected to assess and monitor services provided to tenants against the outcomes of the Scottish Social Housing Charter.

The Charter was introduced as part of the Housing (Scotland) Act 2010, and the Scottish Housing Regulator will be responsible for reporting on landlords' performance against the outcomes of the Charter.

The Charter has been developed by the Scottish Government through consultation with landlords and tenants, and as landlords we are expected to agree how we will approach self assessment with tenants and be able to clearly demonstrate that the agreed approach to self assessment is happening.



Looking for more information?

Check the Perth & Kinross Council website www.pkc.gov.uk or contact any Council office to request a copy of:

- Perth & Kinross Council Tenant Participation Strategy 2010-2013
- Tenants' Guide on Your Right to be Consulted (section 9.1)
- Tenants' Guide on Residents' Academies (section 13.1)