

# 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.



### **Looking for more information?**

Check the Perth & Kinross Council website [www.pkc.gov.uk](http://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)