

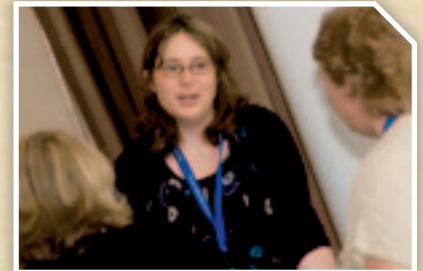
Promoting and inspiring innovative tenant participation practice, providing independent advice, support & training for tenants & landlords throughout Scotland



TIS is the leading organisation promoting and inspiring innovative tenant participation practice in Scotland.

We provide independent advice, support and training for tenants and landlords to get the most from tenant participation and improve service delivery.

TIS currently has approximately 200 members including individuals, tenants organisations and landlords. Becoming a member of TIS provides an invaluable source of information and advice.



# Tenant Services

TIS provides tailor made services to tenants and residents organisations to assist them to influence the housing services within their communities. TIS does this by designing sessions to meet the needs of individual groups and their members.

We can also provide advice by telephone, email or on-line to tenants and residents organisations. Here are some examples of what we can provide:

## Training Courses in Your Local Area Tailor Made For You

- » Getting established and agreeing a constitution;
- » Committee skills such as Chairing and Treasurer Skills;
- » Writing newsletters and communicating with your members;
- » Knowing how to negotiate with your landlord;
- » How to influence rent setting;
- » How to get more people involved in your group;
- » Tenant Led Inspections;
- » The Scottish Social Housing Charter;
- » Getting tenants involved in regulation.



## Independent Advice to Help You to Gain Influence

- » If your landlord is considering merging or transferring your houses to another organisation;
- » To influence landlords' service reviews such as repairs services or rents;
- » To review Tenant Participation Strategies;

“Dundee Federation of Tenants Associations has used the services of the Tenants Information Service over many years, to give independent advice to the Federation and other tenants on a variety of issues. We at the Federation feel this is very important as an independent view assists tenants in fully understanding the issues, clarifying their position and articulating informed opinions to their landlord and other relevant organisations. We fully appreciate and support the work that TIS does and on behalf of Dundee Council tenants we look forward to continuing to use their services over the coming years.”

**Rena Smith**

DFTA Chairperson

## Finding Out Tenants Views

TIS can work with you to collect the views and opinions of your local community.

This includes:

- » Telephone Surveys;
- » Questionnaires;
- » On-line surveys;
- » Focus Groups;
- » Producing Consultation Reports.

## Information Resources for Tenants

- » Basic Guides on housing issues;
- » Information Notes on topical issues;
- » Home Study Distance Learning Courses;
- » Good Practice Case Studies.

## Supporting Tenants to Gain Influence

- » Support to Regional Tenants Networks.



# Landlord Services

TIS provides tailor made services to landlords to assist them to involve their tenants in the delivery of housing services. TIS can provide advice by telephone, email or on-line to staff working with tenants. Here are some examples of what we can provide:

## New Developments

### » Implementing the Scottish Social Housing Charter;

TIS can provide support to landlords to work with their tenants to agree local outcomes for the new SSHC, as introduced by the Scottish Government.

### » Involving tenants in self assessment;

The new regulatory framework means that landlords will have to work jointly with their tenants to assess their performance. TIS can provide support to undertake this task effectively and to explore various methods of tenant involvement in self assessment.

### » Involving equalities groups;

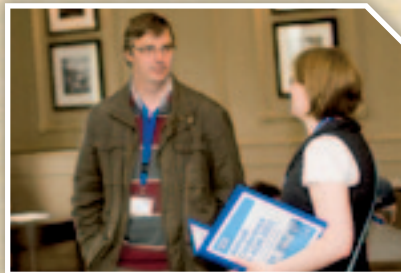
TIS can work with landlords to actively include tenants who are often excluded. The Equality Act 2010 has major implications for housing practices. TIS will help landlords and tenants to understand the main elements of the new legislation.



# Staff Training

We can deliver tailor made training services to staff within landlord organisations about best practice in involving tenants and working with tenants. Popular courses include:

- » Communicating with tenants;
- » The requirements of the Housing (Scotland) Act 2001;
- » The Scottish Social Housing Charter;
- » Involving tenants in self assessment;
- » Involving the local community;
- » Involving equalities groups;



# Consultation Methods

## » Carrying out surveys and questionnaires;

TIS can design surveys and questionnaires on behalf of landlords, analyse the results and produce a consultation report. We can also assist landlords to produce their own surveys for tenants.

## » Gathering tenants views;

TIS can assist landlords to gather their tenants' views in a range of ways. TIS methods ensure that tenants are actively engaged in expressing their views and opinions to their landlords. Some of these methods include:

Focus Groups | Tenant Led Inspections | Mystery Shopping  
Feedback Surveys | Organising tenant events and conferences

## » Information products;

TIS has a range of information products available to download from our website. Staff can use these with groups of tenants or to encourage tenants individually to learn more about housing policies or skills that they may need for taking part in their organisations.

## » TP healthcheck and review;

The TIS Healthcheck is a useful tool for landlords and tenants to benchmark their existing tenant participation activities and forward plan new initiatives.



# Involving Tenants in Service Provision

## » Independent Advice and Tenure Change

“Dundee City Council Housing Department has worked with TIS on a number of successful projects over the years, examples include acting as Independent Adviser to the Dundee Federation of Tenants Associations (DFTA) on establishing the Repairs Partnership, completing the Root and Branch Review for the Scottish Housing Quality Standard and assisting with the Annual Rent Consultation. TIS continues to provide support to our tenants in a professional manner, which is valued by housing department staff and tenants.”

### **Gregory Colgan**

Finance & Corporate Services Manager,  
Dundee Housing Department



Landlords considering stock transfer, transfer of engagements or becoming part of group structures should provide their tenants with access to independent advisers. TIS has unrivalled experience in Scotland in providing such advice having worked on over forty such contracts in the last twenty years.

» **Involving Tenants in the Scottish Housing Quality Standard;**

TIS has provided independent advice to staff and tenants working in partnership to agree their standard delivery plan to meet the SHQS by 2015. TIS assists tenants to understand complicated technical and financial information in relation to investment in the housing stock to meet the SHQS.

» **Involving Tenants in Policy Reviews and Influencing housing services;**

TIS can assist landlords to successfully involve their tenants in the review and planning of housing services. This could include the review of housing management and maintenance policies as well as tenant involvement in rent setting and rent harmonisation policies.

» **Involving tenants in the private rented sector;**

TIS has expertise in engaging with tenants and landlords in the private rented sector in Fife. This engagement work enabled private sector landlords and tenants to participate in the regeneration of an area in Glenrothes. Landlords working in multi-tenure areas could learn from the good practice that TIS implemented in this project.



# Tenant Participation Services

## » Organising tenant events and conferences;

TIS can work with landlords and tenants to plan and organise conferences and events. Whatever is required for the event TIS can produce high quality programmes and workshops for your day.

## » Tenant Participation Reviews;

All landlords in Scotland are required to have a tenant participation strategy and to review these regularly involving tenants. TIS can work with staff and tenants to agree a programme for reviewing the strategy and successful results for the new strategy. TIS worked with Hillcrest Housing Association to develop its Tenant Participation Strategy and Carol Petrie Tenant Participation Officer states:

“Working with TIS has given direction and focus to our TP Strategy but one of the most important and valuable aspects has been providing independent advice and information to tenants, allowing them to make their own decisions and come to their own conclusions”

### **Carol Petrie**

Tenant Participation Officer, Hillcrest Housing Association

» Producing jargon- free information for tenants;

TIS has expertise in producing material in plain English for tenants and landlords. TIS can work with staff to produce documents for tenants on housing policies in a straightforward and plain manner.

» Advice on good tenant participation practice;

TIS has produced research and guides on good tenant participation practice within Scotland. We have researched tenant participation in supported accommodation and with Black and Ethnic Minority groups and landlords can learn valuable tips on involving tenants from this material.



# Conferences and Events

## TIS Annual Conference

Our biggest event of the year for tenants and housing staff is our annual conference held in June each year. This provides delegates with a great opportunity to network with people from across Scotland and share their experiences about participation. Our conference workshops provide practical learning experiences for delegates to increase their knowledge and skills about housing policies and issues in Scotland.

## Events for RSL Board Members

TIS can provide information sessions for members of RSL Boards. TIS provides the training material and the facilitator while using housing association offices to deliver the training. TIS is keen to deliver future training events for other housing associations. Please contact us if you have a particular topic in mind.

## Conferences for Housing and Tenant Participation Staff

Since May 2008 we have been running conferences in various locations across Scotland for staff from landlord organisations. We have used these events to promote good practice and provide delegates with up to date information on Scottish Government proposals for the housing charter. Our first event “Inspiring Good Tenant Participation Practice” gave delegates the opportunity to learn about involving tenants in rent setting and to hear first-hand from tenants about their participation experiences.

# Our Development Support Projects

Our staff provide dedicated administration, outreach, and development support in four local authority areas in Scotland. This provides tenants in their areas with locally based experienced and committed staff to develop and support participation activities within communities. This level of resource enables tenants to successfully influence the decisions of their landlords and develop strong grassroots tenant participation. Currently our four projects are:



East Ayrshire Tenant  
Development Support Project



East Lothian Tenant  
Development Support Project



**Tenants' and Residents'  
Participation Project**

North Lanarkshire Tenant  
Development Support Project



South Lanarkshire  
Tenant Development Project

For more information please visit our website: [www.tis.org.uk](http://www.tis.org.uk)

# How to Contact TIS Projects

## East Ayrshire Project

East Ayrshire Tenants  
and Residents Federation

19 Portland Road,  
Kilmarnock, KA1 2BT.

t. **01563 524073**

**Caroline Harte** Admin Officer  
e. **charte@tis.org.uk**

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## North Lanarkshire Project

North Lanarkshire Tenant  
Development Support Project

Unit 66, Fountain Business Park,  
Ellis Street, Coatbridge, ML5 3AA.

t. **01236 435844**

**Nancy Robertson** Development Officer  
e. **nrobertson@tis.org.uk**

**James Ballantyne** Outreach Officer  
e. **ballantyne@tis.org.uk**

**Janet Stevenson** Admin Officer  
e. **jstevenson@tis.org.uk**

## East Lothian Project

East Lothian Tenant  
Development Support Project

47 Bridge Street,  
Musselburgh, EH21 6AA.

t. **0131 665 9304**

**Patricia King** Development Officer  
e. **pking@tis.org.uk**

**Paul Laidlaw** Outreach Officer  
e **plaidlaw@tis.org.uk**

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## South Lanarkshire Project

South Lanarkshire Tenant  
Development Project

Room 3, Brandon House Business Centre,  
23 Brandon Street, Hamilton, ML3 6DA.

t. **01698 527108**

**Alistair Reid** Development Officer  
e. **areid@tis.org.uk**

**Lynn Morrison** Admin Officer  
e. **lmorrison@tis.org.uk**



# How to Contact TIS

## TIS Head Office

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Visit our website [www.tis.org.uk](http://www.tis.org.uk)