

Tenant Engagement in Action

2022-23 Report



Prepared by
Chris McShane
Tenant Engagement &
Communications Officer

May 2023



Table Of Content

- Introduction
- What is Tenant Engagement?
- How We Engaged
- Conclusion
- Engage with Us!

Introduction

Hello, and welcome to Ochil View Housing Association's latest annual summary on how tenants and staff have been engaging with one another during 2022 and 2023.

With Covid restrictions easing, we have been able to arrange many more engagement activities and events, not to mention get our first Tenant Scrutiny Group up and running.

We have also been able to acquire various funding throughout the year, distributing fuel vouchers, blankets and energy-saving lightbulbs, among other things.

This summary highlights what we have achieved together and how we are continuing to develop engagement opportunities for tenants.

Thank you, as always, to everyone who has contributed to help Ochil View continue to deliver the best possible services.

Chris McShane,
Tenant Engagement & Communications
Officer



What is Tenant Engagement?



Tenant engagement involves a range of ways that tenants can be actively involved in the decisions we make. This can be things such as surveys, one-to-one chats, focus groups, estate walkabouts...the list is endless really!

It's also about how we interact with one another. This can be through our social media channels, taking part in competitions and information sharing.

Engaging with us can be hugely beneficial for tenants and staff. For tenants, it can be an excellent way to be socially active, to learn new skills and increase confidence. For us as landlords, it is vital to get tenant perspective on how we can continue delivering the best possible services.



Our year in Tenant Engagement



April

We had a short survey on our My Home service and received over 180 replies from both users and non-users. The feedback led to the creation of a user guide, our digital champions and more signing up to use the service.

We also had some fantastic entries for our Easter Art Competition!

Tenants attending our monthly sessions were consulted on the current anti-social behaviour leaflet, with the revised version drafted shortly after.

We launched our Community Benefits programme and one of the first to benefit was the Sauchie Girls Under 14s team. Our contractor, MCN, kindly donated them new strips.

May



Our year in Tenant Engagement

Attendees at the Tenant Engagement Session in June met with Andrew Gibb, Director of Property Services, to discuss energy efficiency in our homes.

We also had our monthly draw for those newly registered on our My Home service. Here is a happy winner of a new tablet device!



June

We had an open day in July to help anyone needing a little bit of IT support for using our services. We also had competitions and plenty of good engagement!

We received lots of positive feedback and some great ideas from a short Newsletter Survey held this month.

One of our contractors, Bell Group, kindly donated laptops that we gave to tenants looking to further their studies or get back into employment.

We were also delighted to be invited to share the work of Ochil View at a school fayre at Alva Academy. We asked pupils what was the most important thing in their home and gave prizes to two of the best answers!



August

Our year in Tenant Engagement



September

We held a Scottish Housing Day in the office and we were packed out! Tenants came along to chat to staff on a range of issues and we had lots of eco-friendly goodies to give away too!

Tenants attending the monthly session were given a presentation on tenant scrutiny, with a view to starting our own group.

Tenants were invited along to a virtual reality workshop at Stirling University. They fed back that it had been an interesting, informative day.

We issued out a survey to gather tenants' thoughts on our annual performance. We received 237 replies, up from 32 in the previous year, with lots of useful feedback.



October

We held four Outreach Events across our different areas in November. Tenants were invited to come along and meet with ourselves and groups such as The Gate and Greener Kirkcaldy.

Around 30 tenants attended, all receiving useful info around cost of living. It was also a great opportunity to chat to tenants about the services Ochil View are providing.



November

Our year in Tenant Engagement

Christmas is always a fun time as we get to give away lots of festive goodies for our tenants!

We also had a fantastic time at Banchory Primary School, where we held a tombola and raffles, not to mention the tattoos and sweets! We raised over £250 for the school.



January

Thanks to our successful funding applications, we were able to hold more community events in January. We decided to call them Meet, Heat and Eat.

Nearly 100 tenants attended over 2 Saturdays to get a bowl of soup, free energy-saving products and a chat with staff.

We also gave away slow cookers and air fryers in a prize draw.

We were delighted with how these turned out and tenants were pleased too, one saying:

"I went to the one in Sterling Mills. The staff are brilliant, gave me a warm welcome and sound advice. Thank you for the goodies, was well appreciated."



Our year in Tenant Engagement



February

Our rent consultation over December and January concluded, with 412 tenants replying, up from just 32 the year before. Tenant feedback from this, including their preferred option, was then fed into the discussions around the rent for the year ahead.

Also in February, our first ever Tenant Scrutiny Group was officially established. This independent tenant body will review areas of our performance and report their findings to our Board.

Thanks to staff fundraising, we were able to issue cheques to 4 excellent community initiatives in March.

We also achieved yet more funding success, this time the opportunity to offer tenants a free supermarket voucher for a store of their choice.



March



Conclusion

Looking back over the year, we are proud of the engagement opportunities that we have created.

Tenants now have a wide range of methods to have their say, be it through surveys, one-to-one meetings with staff, via My Home or at public events.

However, engagement is not just about having a say. We want to continue developing methods for tenants to be at the heart of the decisions we make. One example of this is the establishment of our first ever Tenant Scrutiny Group. We look forward to sharing more on the work they do and exploring many more opportunities in the months ahead.



Engage with Us!

Good, bad, indifferent...we love all feedback here at Ochil View Housing. If you want to have your say on a subject, or would like to learn more about how you can help shape the services we provide, then just get in touch. Here's how:



01259 722 899



@ViewOchil



Ochilviewha



tenantengagement@ochilviewha.co.uk



Ochil House, Marshall, Alloa. FK10 1AB