



Paisley Housing Association Customer Involvement Strategy 2025 to 2028

A Safe, Happy, Healthy and Thriving Community

Contents

1.	Welcome to Customer Involvement Strategy 2025-2028	3
Part One - Regulation		
2.	Our Strategic Goals Roadmap for 2025-2028	4
3.	Introduction	4
4.	Background	5
5.	Scottish Social Housing Charter	6
6.	Our Customer Commitment	7
7.	Our Customer Commitment to the Scottish Social Housing Charter outcomes	8
8.	Housing (Scotland) Act 2014	8
9.	The Legal Framework – Housing (Scotland) Act 2001	8
10.	Scottish Housing Regulator (SHR)	10
11.	Housing (Scotland) Act 2025	10
12.	Our Commitment to Equal Opportunity	11
13.	The Strategy Development	11
14.	The Associations Aims	12
15.	Timescales Set Out	12
16.	Monitoring Our Customer Involvement Activity	12
17.	Links To Other Strategies/Policies	13
Part Two - Getting involved and communication		
18.	How to get involved	13
19.	Involvement opportunities - working with our customers to shape our services	13
20.	Communication - how will we communicate with you?	15
21.	What will we consult on?	15
22.	How will we consult with customers	16
23.	Routes to decision-making and reporting consultation outcomes to Board and managers	16
24.	How we keep you informed	16
25.	When we consult customers, we aim to;	16
Part Three - Getting involved and communication		
26.	Expenses	17
27.	Registered tenant organisations (RTOs) and local groups	17
28.	Register of tenant organisations	17
29.	Tenants together	18
30.	Training for involved customers and Board	18
31.	Customer involvement budget	18

Welcome to Paisley Housing Association's Customer Involvement Strategy 2025-2028

Part One - Regulation

We are proud to present our Customer Involvement Strategy 2025–2028, which outlines how we will engage with and consult our customers, stakeholders, colleagues, and the wider community.

As we begin delivering our new Business Plan 2025–2028, this Strategy lays a strong foundation for shaping a positive and inclusive future. It is central to achieving our Strategic Objectives and delivering the outcomes we aspire to.

Our communities are enriched by the diversity of the people who live in them, individuals from different backgrounds, cultures, experiences, and perspectives. It is this diversity that makes our neighbourhoods vibrant, welcoming, and inspiring places to live.

As a community-based Housing Association, we are committed to ensuring that local people have meaningful opportunities to influence and shape the future of our organisation. Tenant's views, insights, and lived experiences are invaluable, and we are dedicated to ensuring every customer is heard, respected, and represented. committed to equality, diversity, and inclusion. This means celebrating what makes each person unique while actively tackling any barriers that may exist. Understanding and responding to the different needs within our communities helps us improve our services and make better, more informed decisions.

The new strategy sets out a bold and inclusive roadmap for engaging customers, stakeholders, and the wider community. Our core commitments place our customer voice at the centre, ensuring every customer is heard, respected, and represented. Equality, Diversity & Inclusion celebrates individuality and removing barriers to participation. Community Empowerment will create opportunities for meaningful involvement in shaping services and decisions.

Our Strategic Goals Roadmap For 2025-2028



By adopting a customer-led approach is a proven and effective way to shape services that matter. Our customer involvement opportunities are varied and accessible, ensuring that everyone who wants to take part can do so.

Introduction

Our Customer Involvement Strategy sets out how we will work with customers to improve services and meet our statutory and regulatory requirements for customer involvement. It outlines a variety of opportunities for engagement, the methods we will use to consult with our customers, and how we will provide feedback.

Together with our customers, we will develop an annual Customer Involvement Action Plan to help us deliver our aims and priorities and to ensure that our efforts reflect customer needs.

As part of this strategy, we will establish a new Customer View Panel, this will be a group of customers from our housing stock who will monitor our performance, scrutinise our services, and make recommendations for improvement. This group will also review the strategy itself to ensure it continues to meet the needs of our customers at Paisley Housing Association.

We are committed to engaging with and involving as many customers as possible to help shape services and evaluate our performance.

Given the changing external environment and shifting priorities, we recognise the need to be more creative and flexible in how we offer opportunities for involvement. Our approach will include a mix of face-to-face sessions alongside virtual meetings, focus groups, consultations, and webinars.

We are committed to working in partnership with our customers in a meaningful and effective way. The strategic aims are to provide a wide range of involvement, engagement, and consultation opportunities that focus on customers key priorities as follows;

- Offer all customers opportunities to contribute to decision-making
- Deliver two-way communication and provide high-quality information in a range of formats, ensuring accessibility for all
- Increase levels of customer satisfaction
- Embed a culture of involvement, engagement, and participation throughout the organisation of Paisley Housing Association
- Build mutual trust, respect, and partnerships between staff, customers, and stakeholder
- Maximise participation by promoting equality, and ensuring inclusion for all customers

We will ensure our involvement activities deliver affordability and value for money for customers.

Background

The Association was founded on May 24, 1984, by a dedicated steering group committed to revitalising the south of Paisley. Initially, its efforts centred on the comprehensive rehabilitation of tenement properties. In 1993, the organisation expanded its scope by completing its first new build housing project, marking a significant milestone in its development.

A major turning point came in 1998 when, after years of negotiation, the Association acquired former Scottish Homes properties in the Foxbar and Rivers areas. This expansion led to the creation of a subsidiary company, Paisley South Property Services (PSPS), which manages property factoring maintenance and ensures that communal areas and shared facilities are well maintained and are compliant with health and safety standards for both residents and owners.

In 2004, the Association became a registered charity with a mission to support individuals facing challenges due to age, ill health, disability, financial hardship, or other disadvantages. This mission is fulfilled through the provision, construction, improvement, and management of housing. The Association

operates in areas that fall within the 24% most deprived communities in Scotland, underscoring its commitment to social equity and support.

The organisation rebranded in 2016 as Paisley Housing Association to better reflect its broader reach and evolving role. Today, it owns and manages 1,305 rented homes, part-owns one shared ownership property, and factors 285 properties. It continues to invest in the renovation of traditional tenement housing, maintaining its dedication to high-quality, affordable homes and excellent customer service.

Paisley Housing Association remains a charitable, registered Social Landlord with a core mission: **"To be a sustainable, innovative, and inclusive, community-led organisation."** It is governed by a volunteer Board composed of tenants, housing professionals, and individuals with a strong interest in Renfrewshire's housing sector. The Board's strength lies in its diverse mix of experience, skills, and backgrounds, while professional staff oversee property management and ensure the Association meets the evolving needs of the community.

Customer commitment is central to the Association's efforts to continually improve services and promote thriving communities. It believes that customers should have the opportunity to shape decisions that affect their homes and neighbourhoods. This belief is embedded in the organisational culture and reflected in daily working practices.

Customer involvement is vital to delivering continually improving services and ensuring that customers feel empowered to influence decisions. This strategy outlines how the Association will work with customers to provide meaningful opportunities to shape the future of their homes and communities.

Scottish Social Housing Charter

The Scottish Social Housing Charter plays a vital role in shaping how landlords engage with tenants across Scotland. The Scottish Social Housing Charter, first introduced in 2012 under the Housing (Scotland) Act 2010 and revised in 2017 and 2022, was created by tenants for tenants. It establishes the outcomes and standards that every social landlord, including Paisley Housing Association, is expected to deliver. The Charter also sets out the level of service that customers should reasonably expect from their housing provider.

The Charter sets out 16 key areas, placing particular emphasis on participation and communication. It provides a clear framework to ensure tenants have genuine opportunities to influence decisions and shape the services they receive. In line with these principles, Paisley Housing Association is committed to engaging customers in the development, monitoring, and evaluation of housing services. We offer a range of involvement opportunities, designed to suit different needs and preferences, and place special focus on reaching those who are seldom heard or harder to engage with.

Customers are encouraged to engage at a level and pace that feels comfortable for them, with flexible opportunities offered to suit individual circumstances. We provide support to help build confidence and strengthen capacity, ensuring involvement is both meaningful and effective. In line with the Charter,

engagement activities are regularly reviewed to remain accessible, relevant, and impactful. By aligning our Customer Involvement Strategy with the principles of the Scottish Social Housing Charter, we reaffirm our commitment to openness, accountability, and tenant empowerment. Further information, or to compare landlord performance, can be found on the Scottish Housing Regulator's website at www.housingregulator.gov.scot.

Our Customer Commitment

Our customer commitment outlines the standards of service that customers can expect from Paisley Housing Association. It acts as a clear promise to deliver high-quality, responsive, and accessible services that reflect the needs and priorities of our communities. Alongside the Scottish Social Housing Charter, our customer commitment provides a measurable framework that guides continuous improvement across all areas of service delivery.

We actively encourage customers to take part in evaluating our performance against these commitments. Through involvement in monitoring activities, customers help us assess how well we are meeting our promises and identify areas for improvement. Their insights and recommendations are invaluable in shaping services that are truly customer-led. By embedding this collaborative approach into our working practices, we ensure that our services remain transparent, accountable, and aligned with the expectations of those we serve.

We're proud to serve our communities and promise to deliver services that are safe, respectful, inclusive, and responsive. This is ***Our Commitment***:



Provide Safe Homes

We'll ensure your home meets all fire, gas, and electrical safety standards and is secure and well maintained.



Deliver Reliable Repairs

We'll respond quickly to emergency repairs, complete routine repairs within 10 days, and keep you informed every step of the way.



We Care

We'll make our complaints process easy to access, train our staff to understand your needs, and recruit like-minded caring colleagues who reflect our vision and values.



Clear Communication, Honestly & Transparency

We'll communicate in plain language, provide timely updates, and ensure our messages are accessible to all. We will be open about what we can and can't do, clearly explain decisions, and follow through on our promises.



Tell You Where Your Money Goes

We will clearly show how rent and service charges are spent on maintaining homes, improving services, and supporting community development.



Connected Communities

We'll celebrate diversity, promote equality, and ensure everyone has the opportunity to shape our services.



Work Together with Partners and Stakeholders

We will collaborate with local organisations, agencies, and stakeholders to deliver joined-up services and create lasting community impact.

Our Customer Commitment to the Scottish Social Housing Charter outcomes

Our Commitment	Scottish Social Housing Charter outcome(s)
Safe Homes	Outcome 4 – Quality of Housing: Tenants live in homes that meet national standards for safety, quality, and energy efficiency. Outcome 6 – Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes: Tenants live in safe, well-managed communities where anti-social behaviour is dealt with effectively.
Reliable Repairs	Outcome 5 – Repairs, Maintenance and Improvements: Tenants receive prompt, reliable, and effective repair services that keep homes safe and secure.

We Care	<p>Outcome 1 – Equalities: Every tenant is treated fairly, with respect, and without discrimination.</p> <p>Outcome 2 – Communication: Tenants receive clear, accurate, and timely information in ways that suit their needs.</p> <p>Outcome 11 – Tenancy Sustainment: Tenants get the advice and support they need to maintain their tenancy and make informed choices.</p>
Clear Communication, Honestly & Transparency	<p>Outcome 2 – Communication: Tenants receive clear, accurate, and timely information in ways that suit their needs.</p> <p>Outcome 3 – Participation: Tenants are supported to influence decisions and shape services openly and fairly.</p> <p>Outcome 14 – Rents: Tenants can expect rents that are affordable, fair and clearly explained.</p> <p>Outcome 25 – Service Charges: Tenants receive transparent information about service charges, ensuring they represent value for money.</p>
Respectful Service	<p>Outcome 2 – Communication: Tenants are listened to and communicated with respectfully, using clear and accessible methods.</p> <p>Outcome 3 – Participation: Tenants are treated with respect when contributing to decisions and shaping services.</p>

Housing (Scotland) Act 2014

The Housing (Scotland) Act 2014 introduced important measures to safeguard tenants and strengthen housing services across Scotland. A key provision of the Act requires social landlords to consult with tenants, housing applicants, and Registered Tenant Organisations (RTOs) before making any changes to their allocation policies. Landlords may also engage with other relevant stakeholders, but these three groups must always be included to ensure transparency, accountability, and fairness. By embedding consultation into the decision-making process, the Act helps to protect the interests of customers and ensures that housing policies reflect the needs of the communities they serve.

The Legal Framework – Housing (Scotland) Act 2001

The Housing (Scotland) Act 2001 established the legal foundation for tenant participation by granting tenants and tenant groups the right to be involved in decisions that affect them. The Act places a duty on landlords to create meaningful opportunities for involvement and to provide the support and resources needed to make participation effective. All social landlords are required to develop and implement a tenant participation strategy in collaboration with their tenants. At Paisley Housing Association, this is known as the Customer Involvement Strategy, which reflects our commitment to ensuring tenants have a genuine voice in shaping the services they receive.

Scottish Housing Regulator (SHR)

The Scottish Housing Regulator plays a vital role in protecting and promoting the interests of tenants and other customers of social landlords across Scotland. Using the Scottish Social Housing Charter as its benchmark, the SHR assesses how landlords perform and expects them to place customers at the heart of their operations. Each landlord's performance is monitored annually, and customers can view and compare results with other landlords on the regulator's website.

The Charter empowers tenants to hold landlords accountable and requires arrangements to be in place for customers to scrutinise performance, influence decisions, and help improve services. Each year, Paisley Housing Association submits an Annual Return on the Charter (ARC), providing evidence of how we have met the Charter outcomes. The SHR publishes an annual report based on this data, underlining the importance of customer involvement in assessing and monitoring performance standards.

As part of this process, we must agree a self-assessment approach with customers, ensure it is effective and well-publicised, demonstrate its implementation, and provide a clear statement outlining how customers will be involved. Our customers will continue to play a key role in setting priorities and agreeing scrutiny methods. We remain committed to finding new and innovative ways to involve tenants and gather their views, ensuring that the services we deliver reflect what customers truly want and need.

Housing (Scotland) Act 2025

The Housing (Scotland) Act 2025 marks a landmark reform in strengthening tenant rights and reshaping housing regulation across Scotland. First introduced to the Scottish Parliament as the *Housing (Scotland) Bill 2025* earlier in the year, it was passed on 30th September 2025 and received Royal Assent on 6th November 2025, becoming law. Building on the Housing Acts of 2001 and 2014, the Act forms a central part of the Scottish Government's *New Deal for Tenants* initiative. It introduces long-term rent controls, enhances regulation of the private rented sector, and places a new statutory duty on landlords and local authorities to help prevent homelessness. The Act expands tenant rights around personalisation, such as decorating or modifying homes and requires landlords to fairly consider requests to keep pets. In addition, it strengthens protections against unlawful eviction, introduces damages for tenants affected, and sets higher housing standards, including new requirements to tackle damp and mould under "Awaab's Law." Together, these reforms aim to deliver greater security, fairness, and accountability for tenants while raising compliance standards for both social and private landlords.

Our Commitment to Equal Opportunity

Paisley Housing Association is firmly committed to promoting equal opportunity for all. In line with the Scottish Social Housing Charter, we ensure that every customer's individual needs are recognised, that they are treated fairly and with respect, and that they have equitable access to housing and related services.

This principle underpins our approach to service delivery and customer involvement.

In compliance with the Equality Act 2010, we have a legal duty to protect against direct and indirect discrimination, harassment, and victimisation. We are also required to advance equality of opportunity between people who share protected characteristics and those who do not, and to promote positive relations among all groups. These obligations guide our policies and practices across every area of our work.

We are dedicated to providing services in an environment free from discrimination, harassment, stigma, and victimisation. Our goal is to ensure that every customer feels empowered to participate and confident that their views will be heard and respected. To achieve this, we are committed to developing creative and inclusive methods of engagement, particularly for customers from hard-to-reach groups or those less likely to participate.

We make sure that meetings, consultations, and events are held in barrier-free, accessible venues to accommodate all attendees. Upon request, we provide materials in a range of formats and languages to meet diverse communication needs. Where necessary, we also offer free and appropriate transport to support attendance. Above all, we uphold a culture where every customer is treated and treats others with dignity and respect.

The Strategy Development

The development of our Customer Involvement Strategy has been shaped by our recognition that involvement must be tailored to meet the diverse needs and preferences of our customers. We understand that individuals wish to participate at different levels, and we are committed to creating opportunities that reflect this flexibility. The strategy and its accompanying action plan have been developed collaboratively, with input and support from colleagues across the organisation. As a working document, it will be regularly reviewed and updated to ensure it remains relevant and effective.

This strategy outlines the processes and resources we have in place to support meaningful customer involvement. It is designed to be responsive to feedback and evolving needs. To strengthen its foundation, we will incorporate insights from customer consultations, satisfaction surveys, and complaints. These sources will help us better understand preferred methods of engagement, identify barriers to participation, and assess how satisfied customers are with the opportunities available to them.

We are committed to listening to what matters most to our customers. By offering preferred and effective methods of communication and information sharing, we aim to ensure that every customer feels informed, empowered, and heard. The strategy builds on our existing involvement practices and acknowledges the importance of engaging with all tenures of customers, including factored owners and housing applicants. It also extends to individuals affected by our estate management services, those who share communal areas with our tenants, and people impacted by anti-social behaviour.

Once finalised, the strategy will be published on our website at www.paisleyha.org.uk, where it will be accessible to all stakeholders.

Paisley Housing Association Aims

Through our Customer Involvement Strategy, Paisley Housing Association seeks to deliver a range of important benefits. These include ensuring that customers have a genuine voice in shaping the services they receive, empowering them to hold us accountable, and encouraging greater levels of engagement across our communities. We are committed to creating an environment where customers feel comfortable and confident about getting involved, while also promoting higher levels of scrutiny to drive service improvements.

To demonstrate the impact of involvement activities, we produce regular **"Your feedback Our Focus"** information. These highlight the outcomes of customer feedback and are featured in our Newsletter, rent consultation, and other key publications. By sharing these results openly, we show how customer input directly influences decisions and helps us deliver services that truly reflect the needs and priorities of our tenants.

Timescales Set Out

Our annual action plan sets out clear target timescales for all agreed actions, ensuring that progress can be measured and reported effectively. Each action is assigned a realistic deadline, taking into account available resources, priorities, and the needs of our customers. These timescales provide a framework for monitoring delivery, helping us to stay on track and respond quickly if adjustments are required.

We review progress against the plan on a regular basis, reporting outcomes to both our Board and our customers. This approach ensures transparency and allows customers to see how their involvement has influenced priorities and service improvements. Where actions are ongoing or longer-term, we set milestones to demonstrate interim progress.

By setting and adhering to clear timescales, we reinforce our commitment to accountability, continuous improvement, and delivering meaningful results for our tenants, owner-occupiers and communities.

Monitoring Our Customer Involvement Activity

Our Customer Involvement Strategy will be reviewed every three years, as a working document, will continue to evolve in response to customer feedback and changing needs.

Progress against the Customer Involvement Action Plan will be reviewed annually. The plan will be updated and considered by our Board, with outcomes communicated to customers through our website, performance reports, and the annual Customer Involvement Report. This ensures that customers can clearly see how their input has influenced priorities and improvements.

The action plan has been developed in consultation with different departments, involved customers, and feedback gathered through rent consultations and customer satisfaction surveys. It will be reviewed regularly to ensure it reflects best practice and continues to provide meaningful opportunities for customers to assess whether the strategy is working effectively.

Links to other Strategies, Policies, Reports and Standards

Below is a list of strategies, policies, reports and standards relevant to customer involvement with specific involvement elements.

- Allocations policy
- Anti-social behaviour policy
- Rent setting policy
- Rent arrears policy
- Service change policy
- Domestic abuse policy
- SSST policy
- Harassment & hate crime policy
- Tenancy policy
- Estate management policy
- Neighbour relation policy
- Repairs & maintenance policy
- Sustainable development policy
- Customer care policy
- Customer care standards for communication
- Communication policy
- Neighbour relations policy
- Complaints handling Procedure
- Factoring policy
- Advice team and tenancy Support Policy
- Connected communities' strategy
- Asset management strategy
- Equality and diversity strategy
- Business Plan strategy
- Value for money strategy
- Annual report and landlord report

Part Two - Getting involved and communication

1.How to get involved

Our customer's views are vital in helping us deliver and monitor high-quality services. We want to provide services that meet and wherever possible exceed customer expectations. To achieve this, we will offer a range of involvement opportunities, designed to encourage participation in ways that suit different needs and preferences.

2. Involvement opportunities - working with our customers to shape our services

To find out more about any of our involvement opportunities listed below, or to ask about how you can get involved contact admin@paisleyha.org.uk.

Paisley Housing Association Board

Customers can have a direct say in how the Association is run. We actively encourage our customer members to sit on the Paisley Housing Association Board, selected through our Board recruitment process. This ensures customer involvement is embedded at the heart of decision-making. The Board agrees strategy, policy, and financial decisions, while day-to-day management is delegated to the CEO and Executive Management Team.

Customer Voice Team

Customers can play an active role in reviewing our policies, monitoring services, and ensuring we deliver on our commitments. Meeting every month, the Customer Voice Team scrutinises our performance against the Scottish Social Housing Charter, compares outcomes with peer organisations, and assesses how well we are meeting our Customer Promise. This group provides valuable feedback and helps drive improvements, ensuring that customer voices are central to how we shape and deliver our services.

Customer Promise Assessments

Customers can take on the role of Promise Assessors, helping us measure how well we are delivering on our Customer Promise at a local level. Assessors score neighbourhoods as gold, silver, or bronze based on customer feedback. These assessments generate improvement plans, with actions monitored and tracked by the Customer Voice Team to ensure progress is made. By taking part, customers play a direct role in shaping services and driving positive change in their communities.

Estate Walkabouts

Customers will be invited to join operational managers, housing officers, asset officers, and partner agencies such as the local council, police, and contractors on estate walkabouts. These visits focus on the overall appearance of neighbourhoods, including communal areas and open spaces, and provide an opportunity to identify issues and suggest improvements. Customers can make recommendations directly during the walkabouts, helping to shape action plans for maintaining and enhancing the local environment. Operational managers will notify residents in advance of the dates and times for walkabouts in their area, along with details on how to take part.

Equality and Diversity

We are committed to creating an inclusive environment where every customer feels respected, valued, and able to participate fully. As part of this commitment, we support initiatives where individuals share their personal

experiences and invite others to ask questions. These sessions help reduce stigma, challenge stereotypes, and break down barriers between different groups. Our wider approach to equality and diversity also includes raising awareness of different cultures and lived experiences, encouraging open dialogue in safe spaces, embedding inclusion across our policies and services, and celebrating the positive contributions of diverse groups within our communities. By embedding equality and diversity into our customer involvement strategy, we aim to promote stronger relationships, build mutual understanding, and ensure that all voices are heard in shaping the services we deliver.

Digital Involvement

Customers can share their views and opinions digitally through regular short surveys and quick consultations. This makes it easy to get involved without attending meetings in person. To take part, simply sign up by emailing admin@paisleyha.org.uk.

Communication

We want to make sure that all written communication is clear, relevant, and easy to understand. One way to achieve this is by inviting customers to take part in communication review group, where they can provide feedback on letters, and reports before they are shared more widely. This helps us keep our communication simple, accessible, and customer-focused.

Editorial Panels

You can influence the design and content of the Associations Newsletters and other publications including the annual rent and service charge consultation and customer Charter Report by attending customer voice team meetings and responding to surveys on admin@paisleyha.org.uk.

Customer Insight and Satisfaction Surveys

We may invite you to complete a survey about how well we perform against our customer promise, repairs and maintenance, or other services we provide. Customers' responses are part of the information we feedback to the regulator every year and publicise through customer performance reports and on our website. The feedback from all these surveys helps us to understand what we are doing well and where we need to focus improvements.

Value for Money

We will ask you about how affordable your rent and service charges are via our annual rent consultation and customer promise assessments.

Scrutiny

You can be involved in scrutiny activities through customer voice teams, estate walkabouts and customer promise assessments.

3. Communication - how will we communicate with you?

We asked customers how you prefer us to communicate with you in the latest satisfaction survey, you said your preferred method is

- Newsletters
- Letter
- Email

We will also:

- Hold face to face community meetings
- Offer a range of digital methods to communicate which are easy to use
- Provide training and support for digital meetings
- Publish information on the website www.paisleyha.org.uk

What will we consult on?

We will always consult with customers on the following:

- Changes to policies and procedures regarding housing management and related services, including rent and service charges, repairs service, allocation of houses, estate management, anti-social behaviour, and tenancy management
- Service standards relating to housing management, repairs and maintenance
- Customer involvement strategy
- Any proposals for a change in landlord in accordance with the Housing (Scotland) Act 2010

How will we consult with customers?

We are adapting and flexing our consultation methods to take into account changes in our customers' lives, technology advances and the increasing need to deliver services remotely. We offer a range of consultation methods including:

- Telephone, digital online and face to face surveys
- Consultations
- Feedback via Newsletters/publications
- Email
- Letters

Routes to decision-making and reporting consultation outcomes to Board and managers

Feedback received from customers is analysed and outcomes are published for customers. We also publish 'Your Feedback Our Focus' which are sent to all relevant customers.

How we keep you informed

The charter measures how good we are at keeping customers informed about our services and decisions. We will provide you with good quality information that is informative and easy to understand through our:

- Annual customer performance report
- Annual assurance statement

- Newsletters
- Your feedback our focus statements
- Complaints performance reports
- Our website www.paisleyha.org.uk
- Social media

When we consult customers, we aim to;

- Describe the reason for the proposed changes, options being considered and how the changes will affect customers
- Agree a timescale of key events including consultation period, meeting dates and feedback methods
- State clearly how, and within what timescales, customers can make their views known
- Provide contact details of colleagues who are leading the consultation
- State how and by whom the final decisions will be taken
- Provide feedback in the ways you prefer

Part Three - Getting involved and communication

4. Expenses

Customer involvement is vital to support us to deliver and design services that are customer focused and promote continuous improvement. We appreciate that our customers give up their time, experience, ideas and share skills - so we cover all reasonable out-of-pocket expenses. Out-of-pocket expenses which are reimbursed against receipts are not generally liable for taxation and should not affect your benefits if being claimed.

The payment of out-of-pocket expenses is set out in our Board Expenses Policy that is available on request. It includes transport; childcare; taxis; refreshments; training; attendance at conferences etc. If you have specific needs, we will do our best to support you to become involved.

5. Registered tenant organisations (RTOs) and local groups

We will work with RTO where they are in place, and attend meetings when invited, to consult on any proposals that affect their members.

If you don't have a registered tenant organisation in your area, we can help and support you to develop a local group.

Where there are local tenant and resident groups in our neighbourhoods, groups can apply to become registered, with the following advantages:

- The right to be consulted over any proposed changes to your housing service
- The ability to raise issues that affect your neighbourhood with Paisley Housing Association.
- An administration set up grant
- Independent support and advice from TIS or Tpas etc.

6. Register of tenant organisations

Paisley Housing Association will manage a list of any tenant organisations registered with us. The register will be open for public inspection by any member of the public at our office and available on our website. The criteria for

registration of a tenant organisation are at the end of this document, see **Appendix 2**.

7. Tenants Together

There are opportunities to get involved in tenant participation at regional and national levels. Tenants Together (formerly Regional Networks) are a national network of tenants committed to empowering tenants. Making sure their voices are heard and influence decisions within the Scottish social housing sector, to protect tenants' rights and make a difference. They work in partnership with the Scottish Government and key decision makers, tenants, service users, Registered Social Landlords (RSL's) and local authorities to improve the lives and wellbeing of tenants. Membership is open to all tenants and service users of either a local authority or an RSL in Scotland. You can become a member by either signing up (for free) to their newsletter or registering your interest with the Scottish Government Tenant Priorities team. To find out more about becoming a member email <https://tenantstogether.scot/contact-us/> or sign up to the newsletter at <https://tenantstogether.scot/subscribe/>

8. Training for involved customers and Board

We are committed to providing training for involved customers and Paisley Housing Association Board members. Colleagues will provide training for Customer Voice team members and other involved customers. Training may also be carried out by external agencies e.g. TIS, Tupas Scotland, SHARE etc

9. Customer involvement budget

An annual budget is allocated for customer involvement including:

- Customer voice team meetings
- customer promise assessments
- registered tenant organisation set up support grant
- charter performance report
- community and fun days
- performance updates
- customer satisfaction surveys
- customer places at conferences
- customer out-of-pocket expenses

