**Tenant and Resident Participation Update November 2020**

**By: Jennifer Ferguson, Tenant & Resident Participation Officer**

Government guidance around the COVID-19 pandemic has limited face to face contact with tenants in recent months but here is a rundown of work we have managed to do this year.

**An Introduction to Housing Associations:** In February and March we piloted a 4-session training course for people interested in joining the management committee. Six local people took part. Feedback was very constructive and positive, so we hope to run it again with a few tweaks. This course is for anyone who wants to know more about what being on the management committee of the Housing Association involves. Please get in touch if you are interested.

**Our most recent Welcome Brunch and Settling in Session for new tenants** was held in January. We were holding these events quarterly for tenants who had joined us in the previous 3 months. The Association has now begun letting properties again in line with Scottish Government advice; we will be organising virtual welcome and settline in sessions soon.

**Consultation**

* + ***Rent increase consultation –*** *most individuals at the drop in wanted the lowest possible increase,**but all expressed a need for maintenance work to be maintained (from central heating to pest control), and the RTOs (registered tenants’ organisations) were reasonably understanding of the need for an increase, while stressing the importance of value for money and affordability*
	+ ***Close cleaning consultation*** *– helped prepare survey to go to every household, and discussed with RTOs in March*
	+ ***Public art*** – *latest suggestion is stained glass work as memorial to Ann Scott, former management committee member who lived in Govanhill.*
	+ ***Consultation outcomes***: Rent increased by the middle option, not the lowest; individual consultation on close cleaning deferred; public art – waiting for costs from Jangling Space.

**Our registered tenants’ organisations**

* **Merrylee RTO**: Had started to develop a food / growing project with local partners but work postponed in March
* **Jamieson Court RTO**: The group held an International Womens Day tea on 6 March
* **The Community Garden RTO**: AGM took place in January. Tree pruning & grafting training led by the Orchard Project happened in mid March.
* **MERGE RTO**: Began a series of weekly Coffee mornings which were very successful – again, postponed just now

**Monthly tenants’ drop in**

This is not proving a popular initiative – looking for other possible ideas for engaging with all you tenants and other residents out there – email jferguson@govanhillha.org

**Looking forward to 2021**

Given the various levels of restrictions we are likely to be working under during the coming months, most of our tenant involvement opportunities will be online or by telephone, or outside at a distance. Any topics you are interested in, please let me know.

Tel: 07497 234106

***Meantime...Customer satisfaction survey 2020/21***

**During December and January our large-scale customer service satisfaction survey will be taking place. If you would like to ensure that we ask the right questions, in a clear understandable way, please get in touch NOW to be a volunteer question checker!**