



**Customer involvement strategy**

**2015 – 2018**

**August 2015**

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## 1. Foreword

I am delighted to introduce Home Scotland's revised Customer Involvement Strategy for 2015-2018. At Home Group our customers and clients are at the heart of everything we do. We use their feedback to help improve our services, which means our customers and clients really can make a difference in our communities. Our Customer Involvement Strategy describes the range of opportunities for our customers in Scotland to get involved both nationally and locally.

The introduction of the Scottish Social Housing Charter has placed a bigger emphasis on giving customers greater influence over the services they receive by carrying out customer scrutiny activities. Our revised strategy outlines such activities as well as other customer involvement opportunities.

We need our customers to help us provide the best services possible – our customers are experts at knowing what excellent service look like. I hope this Strategy helps our customers to find a way to get involved that suits them best.

Rae McFarlane

Chair, Home Scotland Board

## 2. Introduction

This revised strategy demonstrates how we will meet our statutory and regulatory customer involvement requirements. It sets out the range of involvement opportunities for our customers, ways in which we will consult with our customers and how we will provide feedback to our customers.

As customer involvement is constantly evolving, we will, working with the Home Scotland Viewpoint Team, continuously monitor and review the strategy to ensure it meets the needs of our customers and Home Scotland.

We aim to involve as many customers as possible in the effective delivery of our services and the assessment of our performance.

By implementing this strategy we will:

- Provide a range of involvement and consultation opportunities for customers on the services we deliver and the key issues affecting our customers
- Make decision-making opportunities available to all our customers
- Deliver good two way communication and good quality information delivered in different formats accessible to all our customers
- Increase customer satisfaction

- Enhance our culture of customer involvement and participation through Home Scotland
- Increase mutual respect between colleagues and customers
- Maximise customer involvement activities to all our customers, tackling discrimination and ensuring inclusion and equality.

### **3. Background**

Home Scotland is part of Home Group and provides affordable housing to communities throughout Scotland. We manage almost 4000 homes with offices in Edinburgh, Glasgow, Dundee and Dumfries. Our geographical spread of properties, and the range of house types among them, reflects the diversity of our customers and the challenges of devising a Customer Involvement Strategy which aims to involve everyone fairly and equally.

Working with customers and clients is essential to delivering better services and ensures customers are able to influence the decisions we take. We understand that customer involvement must lie at the core of Home Scotland's culture and be embedded in the working practice of every colleague working across Scotland. This strategy sets out how we will work with our customers to ensure opportunities are provided to influence the decisions made about our homes and communities.

### **4. The legal framework**

#### **Housing (Scotland) Act 2001**

The Housing (Scotland) Act 2001 created a legal framework for customers who have a Scottish Secure Tenancy (SST) or Short Scottish Secure Tenancy (SSST) to take part in the way their housing is managed. Landlords like Home Scotland must develop a customer participation strategy and put it into practice. At Home Group we refer to this as our Customer Involvement Strategy.

Our national involvement framework is included at appendix 1. The framework includes the involvement activities available to customers at a national level and delivered by Home Group's Involvement Team. Local involvement activities are included within this strategy and a summary document outlining all involvement opportunities is also available.

## 5. Scottish Social Housing Charter (the Charter)

The Scottish Social Housing Charter was introduced on 1 April 2012 as part of the Housing (Scotland) Act 2010. The Charter sets the standards and outcomes that all social landlords should aim to achieve when providing their housing activities.

In terms of customer involvement the Charter seeks to ensure that customers:

- can participate in their landlord's decisions
- are satisfied that their views and priorities are reflected in their landlord's services
- are given opportunities to be involved in developing, monitoring, assessing and reporting on the quality of the housing services the landlord provides
- have a range of ways to get involved – including ways suitable for those hard to reach or seldom heard
- are able to get involved – if and when they want to – at a level they feel comfortable
- get support to build their capacity for more effective involvement
- can take part in reviewing opportunities for involvement to ensure they are working well.

The Scottish Housing Regulator (SHR) safeguards and promotes the interests of all customers of social landlords in Scotland. The Regulator uses the Charter to assess how we are performing as a landlord.

We are committed to involving our customers in a meaningful and effective way. The aims of our Customer Involvement Strategy are to:

- ensure that customers are able to influence the way in which we take decisions relating to our services
- provide mechanisms for customers to influence both local issues, and shape strategic decisions related to new services or significant changes to existing ones
- enable customers to choose the level and type of involvement that suits them best
- encourage mutual trust, respect and partnership between customers and Home Scotland.

The specific actions to meet the aims as outlined above are detailed in the Customer Involvement Strategy Action Plan.

This strategy has been developed in consultation with our Registered Tenants Organisations, Viewpoint Team and other customers. This strategy will be reviewed regularly to ensure it reflects best practice and to give our customers the opportunity to comment on whether the strategy is working effectively. The accompanying Action Plan will be reviewed and agreed annually in discussion with customers.

A summary of this strategy will be published and issued to all of our customers. The full strategy is available on request and on our website.

## 6. Who are our customers?

Throughout this strategy we generally refer to individuals as our customers. This includes customers who are our social housing tenants, clients or their advocates and family members working or acting on behalf of a customer or client and property owners where a factored service is provided by Home Scotland.

## 7. Our customer promise and charter outcomes

Our customer promise sets out the service our customers can expect from us. We use the customer promise and the Charter to make sure we provide the best services possible. We invite our customers to help us monitor our customer promise standards and services.

Our customer promise	Scottish Social Housing Charter Outcome
 <p><b>A decent home</b> A home which meets the 'Home Standard' and the Scottish Housing Quality Standard.</p>	<p>Outcome 4 Quality of housing</p> <p>Outcome 5 Repairs, maintenance and improvements</p>
 <p><b>Value for money</b> Clear understanding of cost of services and ability to scrutinise and influence budgetary spend.</p>	<p>Outcome12 Value for money</p> <p>Outcomes 14 and 15 Rents and service charges</p>

 <p><b>A safe place to live</b> Ensure customers understand and comply with their tenancy agreements - including <a href="#">tackling anti-social behaviour</a>. Complete regular safety checks.</p>	<p>Outcome 6 Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes</p>
 <p><b>A choice of products and services</b> Help (signposting) with how to obtain other services.</p>	<p>Outcomes 7, 8 and 9 Housing options Outcome 10 Access to social housing</p>
 <p><b>Reliable services</b> Good and quick repairs service. Good complaints services. 'One stop shop' for enquiries.</p>	<p>Outcome 2 Communication Outcome 5 Repairs, maintenance and improvements Outcomes 7, 8 and 9 Housing options Outcome 10 Access to social housing</p>
 <p><b>Clear information and opportunities to influence</b> Clear accessible information through a number of dedicated channels. Various ways to get involved.</p>	<p>Outcome 2 Communication Outcome 3 Participation</p>
 <p><b>People who care</b> 'Do what you say you'll do'.</p>	<p>Outcome 2 Communication</p>

## 8. Scrutiny and self-assessment

With the introduction of the Charter there is an increased emphasis on giving customers more power to hold their landlord to account. Each year we provide information to the SHR on how we have met the Charter outcomes which is known as the Annual Return on the Charter (ARC). The SHR then publishes a report on our performance. The SHR's approach highlights the importance of our customers being involved in assessing and monitoring our performance. The SHR requires Home Scotland to:

- agree our approach to self-assessment with customers
- ensure this approach is effective and meaningful and publicised to our customers
- demonstrate how self-assessment is being implemented
- provide a statement of how we will involve our customers and clients in self-assessment activities.

Customer scrutiny and self-assessment goes further than involvement, giving customers the opportunity to review processes as well as outcomes. Methods such as customer scrutiny activities, neighbourhood assessments, service review panels and customer led inspections will be developed across Scotland through Home Group's Involvement Team and our local Neighbourhood Co-ordinator.

We will involve customers in which approaches will work best for them in Scotland and learn from the experiences of customers in other areas within Home Group. Our customers will be involved in setting their priorities and agreeing the scrutiny methods.

We have developed a menu of involvement options to ensure that customers have different opportunities to engage with us at a level which is appropriate and comfortable to them.

## 9. Involvement – a menu of opportunities

**The following opportunities are available for our customers across Scotland:**

### **anyone@home**

**You can** join our buzzing online community and get involved in decision making from the comfort of your own home.

By registering you'll be able to share your opinion and points of view, speak your mind and be listened to. You'll also get a greater understanding of what's going on in and around Home Group. We use feedback from anyone@home to shape and improve our services.

The site is updated weekly and includes regular polls and surveys seeking your views on particular subjects.

You can access the site 24 hours a day, seven days a week.

Get started now at 'join our community' at [www.homegroup.org.uk/onlinecommunity](http://www.homegroup.org.uk/onlinecommunity)

### **Board members**

**You can** have a say on how Home Scotland is run.

We have two customer members on the Home Scotland Board who are selected through a rigorous recruitment process every three years, ensuring involvement runs right at the heart of our decision making.

### **Customer insight, learning from complaints and satisfaction surveys**

**You can** give us your feedback on services. Our customer service centre will contact you from time to time to find out your views on the quality of service and let you share your customer experience.

**You can** also give your views on how well we engage with you and your views on the value for money of our services.

The feedback we receive from you provides us with insight into what we are doing well and where we need to focus improvements. We publicise the results on our customer performance report each year, on our website and in our regular newsletters.

We take complaints seriously and want to learn from your experiences. We have a complaints handling policy which was developed in line with the Scottish Public Sector Ombudsman recommended practice. We will develop a customer complaints review process to enable you to work with us in reviewing and improving the way we handle complaints.

## **Communications**

**You can** help us improve the way we communicate with customers.

- Editorial panels
- Annual Charter Performance Customer Report

You can influence the content and design of the Charter report we send to all customers in October.

- Homelife magazine – our quarterly customer magazine.

Homelife has an online editorial panel of customers who help agree content.

- KISS (Keep It Short and Simple) groups

## **Customer forum**

**You can** be involved nationally.

The customer forum meets three times a year and is made up of involved customers from regional viewpoint teams, the human library and other involvement groups.

## **e-views**

**You can** give your views from the comfort of your home.

If you have access to the internet and an email address, join e-views and give us your views and opinions via email. We will consult you a couple of times each month, often with a short deadline for quick decisions and opinions.

## **Estate walkabouts – assessing your neighbourhoods**

**You can** join our customer service partners and maintenance surveyors on an inspection of your neighbourhood.

We use these inspections to look at the overall appearance of your neighbourhood including communal areas and open spaces.

Ask your Customer Service Partner for details.

## **Focus groups**

**You can** attend occasional focus groups to look at policies or discuss a particular local issue. We can discuss issues more in depth than via email or postal surveys. You have the chance to ask us questions and give valuable feedback.

## **Formal and informal consultations**

When we consult with customers we aim to adhere to the following standards:

- Define clearly to all customers affected by the proposal details of the reason for the proposed change, options that are being considered and how these will affect customers.
- Agree a timetable of key events including consultation periods, meeting dates feedback methods and timetables with RTOs and other groups of customers.
- State clearly how and within what timescales customers can make their views known.
- Provide details of contact details of the lead colleagues who are dealing with the consultation.
- State how and by whom the final decisions will be taken.

## **Human library**

**You can** help celebrate our differences.

Join our 'human library' of clients and customers from a range of different backgrounds and lifestyles who share their personal experiences to break down barriers and increase awareness of diversity issues. Our human library members:

- participate in life swap events
- get involved at our diversity challenge groups and use their experiences to help shape our work on equality and diversity
- help with equality impact assessments
- co-deliver fun and creative equality and diversity training sessions with other clients, customers and colleagues
- are equality and diversity ambassadors in their local areas
- join regional forums and help shape and influence our regional priorities for equality and diversity.

## **KISS groups**

**You can** join one of our KISS (Keep it Short and Simple) groups

Customer communication groups assess customer documents using our KISS standards:

- Short and simple
- Customer and client friendly
- Easy to understand
- Involve customers in writing documents

The recommendations made by the KISS group are fed back to the author of the document who makes the changes. This helps us get it right.

- Virtual KISS group

We have a virtual KISS group which looks at documents by email.

## **Procurement**

**You can** have a say on what we buy.

We involve customers in our procurement process, particularly with input to the major tender exercises that have an impact on our customers.

## **Recruitment**

**You can** help to recruit colleagues.

Help us to find the right person for the job by supporting us with the recruitment of new colleagues.

## **Registered Tenant Organisations and local groups**

**You can** get involved in your neighbourhood.

We work with registered tenant organisations (RTOs) and attend meetings when invited. We consult with RTOs on any proposals that affect their members and take account of customers' and RTOs' views.

We keep a list of all RTOs and this is available for public inspection on our website and within our offices.

If you don't have a Registered Tenant Organisation in your area we can help and support you to develop a local group.

## **Value for money**

**You can** have a say in how our money is spent. You can get involved in scrutinising our services. Customers are trained to assess whether the services we provide are good value for money. Ask your Customer Service Partner for details.

## **Viewpoint Team in Scotland**

**You can** get involved in helping us set policy, monitoring our services and check we're doing what we say we do.

The Home Scotland Viewpoint Team scrutinises our services and helps us measure our performance against the Scottish Social Housing Charter and our customer promise. The Viewpoint Team meets every two months. Contact your customer service partner for details on how to join the Viewpoint Team.

## Volunteering

**You can** volunteer your time and make a difference.

Just a little time can make a big difference. People just like you are helping to make their neighbourhoods better places to live by volunteering. There are lots of different ways to volunteer. You'll be supported by us every step of the way. To find out more email [volunteering@homegroup.org.uk](mailto:volunteering@homegroup.org.uk) and fill out an expression of interest form.

### What happened here?

**You can** help us review our services like complaints handling and anti-social behaviour management. We will train you to help us to review complaints, survey results and anti-social behaviour and advise how we could have dealt with them better, avoid them in future and learn from our mistakes.

## 10. Resources and support for customer involvement

### Expenses

Our customer involvement is crucial to help us deliver and design services that are customer focused. We appreciate that our customers must be supported when they contribute their time, experience, ideas and share skills – so we ensure that all out-of-pocket expenses are paid to customers.

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 Home Group's involvement and volunteering policy which is available on request or at [www.homegroup.org.uk-getinvolved](http://www.homegroup.org.uk-getinvolved)

### Registered Tenant Organisations (RTOs)

Where there are local tenant and resident groups in our neighbourhoods, groups can apply to become Registered Tenant Organisations. If you would like to set up a group then our Customer Service Partners can help.

There are advantages to becoming a Registered Tenant Organisation including:

- the right to be consulted over any proposed changes to your housing service
- an annual administration grant
- the opportunity to raise issues that affect your neighbourhood with Home Scotland

- the chance to network with other RTOs throughout Scotland.

### Register of Tenant Organisations

Home Scotland keeps a register of all the RTOs registered with us. The register is open for public inspection by any member of the public at our local offices and is available on our website. The criteria for registration of a tenant organisation is at appendix 4.

### Training

Our national Involvement Team can provide training for Viewpoint Team members and members of groups such as the What Happened Here? groups.

### Customer involvement budget

An annual budget is allocated for customer involvement. The budget funds a number of activities including:

- Registered Tenant Organisation annual grants
- Charter Performance Report
- Performance updates
- Customer satisfaction survey
- Funding customer places to relevant conferences
- Customer out-of-pocket expenses.

## 11. Monitoring our customer involvement activity

Our Customer Involvement Strategy will be reviewed every three years. It is a working document and will continue to evolve.

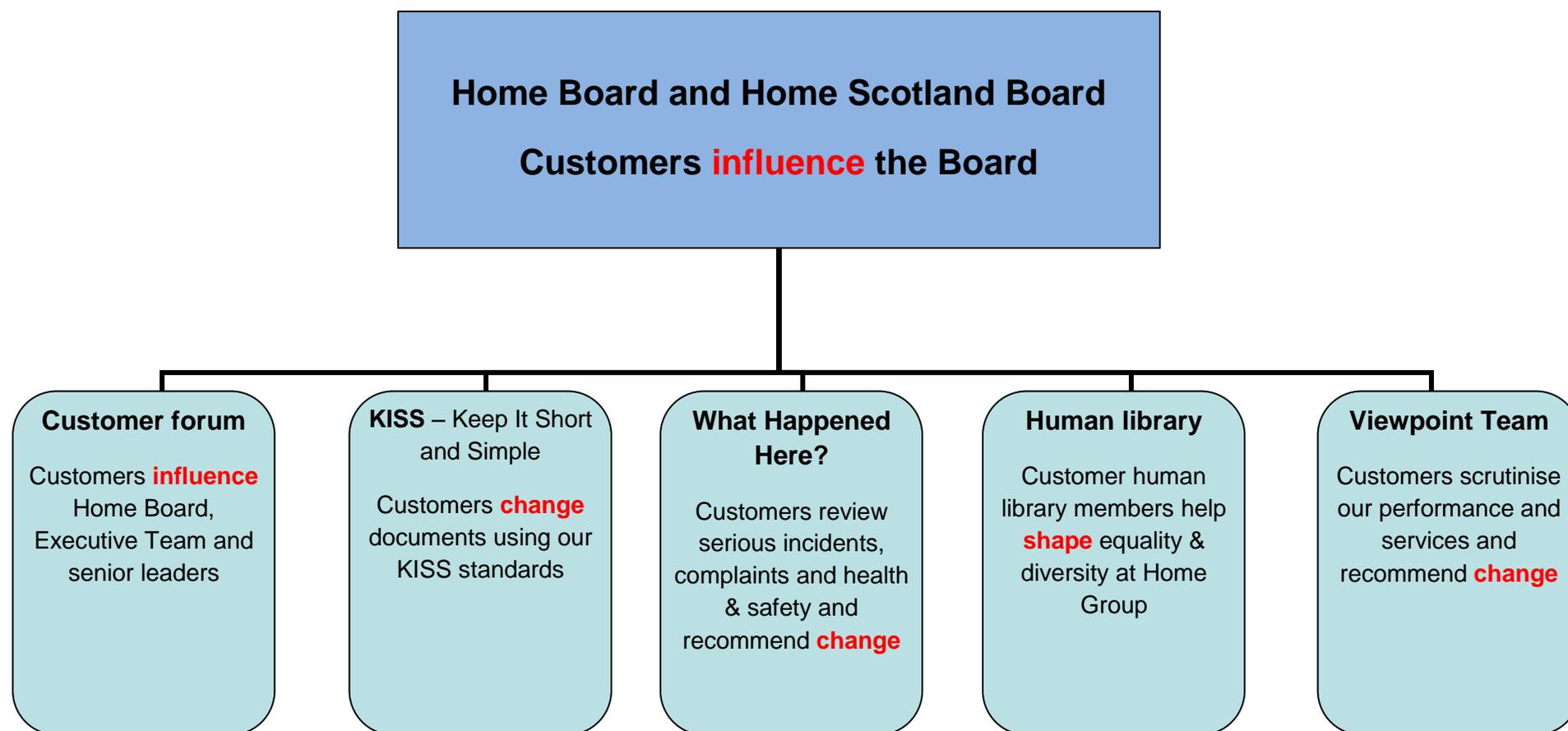
The Home Scotland Viewpoint Team will review progress with the Customer Involvement Strategy Action Plan twice a year. The action plan will be updated on an annual basis and communicated to all customers via our website and performance report.

A review of progress will be published in the annual Charter Customer Performance Report and other performance newsletters.

We will produce an annual impact assessment report which sets out how customers and clients have changed, shaped and influenced the way we work across Home Group. The report will include customer value for money assessments.

We have created You Said/We Did reports where we will record changes from consultations, workshops etc. and will feature them in Homelife magazine, the Charter Performance Report and other performance leaflets.

## Getting involved – our national involvement framework



## Action plan 2015 – 2016

The action plan has been developed according to short and medium term priorities. The action plan will be monitored by the Home Scotland Viewpoint Team and updated on an annual basis.

What will we do?	What will this achieve?	Who will be responsible?	When will we do it?	Charter Outcome
<b>Charter &amp; performance management - communication</b>				
Publish customer satisfaction survey results for 14/15	Increased customer awareness of satisfaction with our performance against Charter outcomes	Strategic Neighbourhood Coordinator	October 2015	Outcomes 2 and 3
Publish follow up Customer Performance Report – progress against Charter	Increased customer awareness of mid-year performance 2014-2015	Strategic Neighbourhood Coordinator Viewpoint Team	August 2015	Outcomes 2 and 3
Review communication methods with customers via survey	Improved customer communication	Strategic Neighbourhood Coordinator Viewpoint Team	November 2015	Outcome 2
Charter Performance Report for customers	Customers involved in design and content of Charter Report  Customer focused report  Increased customer involvement in performance reporting and scrutiny	Strategic Neighbourhood Coordinator / communications team Viewpoint Team KISS Group - Charter	October 2015  May 2016	Outcomes 2, 3 and 13

What will we do?	What will this achieve?	Who will be responsible?	When will we do it?	Charter Outcome
<b>Customer involvement activity</b>				
Six Viewpoint Team meetings per year	<p>Improved service to our customers</p> <p>Performance measured against Charter and customer promise</p> <p>Increased colleague understanding of customers; viewpoints on specific issues</p> <p>Development of scrutiny activities for customers</p> <p>Development of customer scrutiny skills</p>	<p>Strategic Neighbourhood Coordinator</p> <p>Viewpoint Team</p>	<p>Every two months</p> <p>May 2015 – May 2016</p>	All outcomes
Home Scotland Board – ensure two customer vacancies are filled	Customer representation at strategic level	Head of Customer Services	Sept 2015	Outcome 3
Hold a minimum of two What Happened Here? groups	<p>Increased customer understanding of specific topics (e.g. complaints, anti-social behaviour)</p> <p>Increased colleague understanding of customers; viewpoints on specific issues</p>	<p>Strategic Neighbourhood Coordinator/Customer Service Team</p> <p>Involvement Team</p>	<p>July 2015</p> <p>November 2015</p>	
Development of customer estate walkabouts / neighbourhood assessments	Increased customer satisfaction and involvement in scrutiny of services within neighbourhoods	Strategic Neighbourhood Coordinator/customer	<p>July 2015 (Glasgow)</p> <p>August 2015</p>	Outcomes 1,2,3 and 6

What will we do?	What will this achieve?	Who will be responsible?	When will we do it?	Charter Outcome
	<p>Quicker resolution of neighbourhood issues around appearance, communal areas and open spaces</p> <p>Improved relationships between Home Group colleagues, customers and other neighbourhood service providers</p>	<p>Service team</p> <p>RTOs</p>	<p>(Glasgow)</p> <p>October 2015 (Edinburgh)</p> <p>March 2016 (Dumfries)</p>	
<p>Provide support and advice to existing Registered Tenant Organisations and encourage development of new groups</p>	<p>Increased number of Registered Tenant Organisations</p> <p>Improved relationships between Home Group colleagues and customers</p>	<p>Customer Service Partners</p>	<p>Ongoing</p>	<p>Outcomes 2 and 3</p>
<p>Promote anyone@home</p>	<p>Increased opportunities for individual customers to be involved</p> <p>Provide online opportunities to be involved in polls and surveys</p>	<p>Customer service team</p> <p>Involvement team</p>	<p>Ongoing</p> <p>Articles to appear in Customer Performance Reports October 2015 &amp; May 2016</p>	<p>Outcomes 2 and 3</p>

What will we do?	What will this achieve?	Who will be responsible?	When will we do it?	Charter Outcome
<b>Information and Feedback</b>				
Review of customer handbook	Improved and updated information for customers	Business change team	March 2016	Outcomes 2 and 3
Provide feedback in quarterly issues of Homelife magazine	Improved information showing customer feedback and how this has impacted on planning and delivering services	Customer service team Communications team	Quarterly	Outcomes 2 and 3
Involve KISS groups in review of all customer literature	All customer literature accredited and approved by customers  Customer focused communications	Authors of communications	Ongoing	Outcomes 2 and 3
<b>Monitoring of Involvement Activities</b>				
Publish You Said / We Did articles for involvement activities	Improved information showing customer feedback and how this has impacted on planning and delivering services	Activity lead	Ongoing  Articles to appear in Customer Performance Reports Oct 2015 & March 2016	Outcomes 2 and 3
Bi-annual review of progress of action plan	Ensure aims of Customer Involvement Strategy being achieved	Strategic Neighbourhood Coordinator/Viewpoint Team	September 2015  March 2016	Outcomes 2 and 3

What will we do?	What will this achieve?	Who will be responsible?	When will we do it?	Charter Outcome
<b>Equalities</b>				
Undertake equality impact assessment for all customer involvement documents in line with Home Group policy	Increased involvement and scrutiny of equalities	Document author	Ongoing	Outcome 1
Promote human library to customers	<p>Increased involvement of customers from diverse backgrounds</p> <p>Increased understanding of the needs of different customers</p> <p>Services tailored to meet the needs of different customers</p>	Involvement team	<p>Ongoing</p> <p>Promotion to be included in local events Aug – Oct 2015</p>	Outcome 1
Develop opportunities for all customers	<p>Increased involvement of customers from diverse backgrounds</p> <p>Increased understanding of the needs of different customers</p> <p>Services tailored to meet the needs of different customers</p>	<p>Involvement team</p> <p>Customer service team</p>	Increased involvement of customers from diverse backgrounds	Outcome 1

## Independent advice

### **Tenant Participation Advisory Service (TPAS)**

74-78 Saltmarket

Glasgow G15LD

T: 0141 552 3633

E: [enquiries@tpasscotland.org.uk](mailto:enquiries@tpasscotland.org.uk)

[www.tpasscotland.org.uk](http://www.tpasscotland.org.uk)

### **Tenants Information Service**

Suite128

50 Wellington Street

Glasgow G2 6HJ

T: 0141 248 1242

E: [Info@tis.org.uk](mailto:Info@tis.org.uk)

### **Scottish Housing Regulator**

Highlander House

58 Waterloo Street

Glasgow G2 7DA

T: 0141 242 5642

E: [shr@scottishhousingregulator.gsi.gov.uk](mailto:shr@scottishhousingregulator.gsi.gov.uk)

### **Scottish Public Services Ombudsman**

4 Melville Street

Edinburgh EH3 7NS

T: Freephone 0800 377 7330

[www.spsso.org.uk/online-contact](http://www.spsso.org.uk/online-contact)

## Criteria for registration of tenant organisations

The Registered Tenant Organisation must have a publicly available written constitution that sets out:

- its objectives and area of operation
- how people can become members of the organisation
- the way the committee will operate
- how people can become committee members/office bearers
- how the business of the organisation will be conducted
- how decisions will be reached democratically
- how funds will be managed
- arrangements for public meetings
- arrangements for an annual general meeting (AGM)
- how changes can be made to the constitution
- its commitment to the promotion of equal opportunities
- its commitment to the promotion of the housing and housing related interests of tenants.

The aim of this is to ensure that organisations have a structure that allows for election of office bearers, gives opportunities for members to express views and ensures that elected officers report to their members. This does not mean that the body has to be a formally incorporated body, such as an Industrial and Provident society. A simple constitution that spells out how the organisation will be accountable to members will suffice in many cases, but where an organisation has access to substantial funds it may be appropriate to look at more formal incorporation.

It is essential that Home Scotland receives a copy of a tenant association's constitution as part of the registration process. Home Scotland has a model which any group may adopt as it is recognised that the constitution is a basis for registration. If the constitution does not fulfil the criteria for registration, Home Scotland may refuse to register the group. We are committed to working with prospective RTOs to help them meet the criteria for registration.

The organisation must have a committee that:

- (after the first year) is elected at an AGM
- has at least three members
- can co-opt others onto the committee during the course of the year
- has elected office bearers
- can demonstrate that decisions are reached democratically
- promotes equal opportunities.

The organisation must operate within:

- Home Scotland's defined areas of operation
- membership of the organisation and participation in its activities must be open to all eligible tenants within its defined area of operation.

The organisation must have appropriate accounting records and present an audited annual financial statement to the AGM.

The organisation must demonstrate that it is committed to representing the interests of its members and that, when consulted by Home Scotland it can represent the views of its members who are tenants in our defined areas of operation.

Application material to be submitted by the tenant organisation to Home Scotland:

- the written constitution
- names and contact details of committee members (identifying the office bearers)
- a description of the area of operation.

A RTO can be removed from the register in any of the following circumstances:

- the tenant organisation no longer meets the registration criteria
- the tenant organisation ceases to exist or does not operate
- there is mutual agreement between Home Scotland and tenant organisation.

Removal from the register should take place only after an agreed period of notice.

A tenant organisation may appeal against Home Scotland's decision to: not register the organisation; or remove the organisation from the register; or not remove the organisation from the register.

Any appeal will be dealt with under the Home Scotland's complaints policy. Where internal appeals procedures have been exhausted, a further appeal will be considered by the Scottish Government's Tenant Priorities Team.