

Operational Procedure 41

Tenant Consultation With Shetland Tenants Forum

Responsible Officer	Service Manager – Business Support						
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TENANT CONSULTATION – WITH SHETLAND TENANTS FORUM NOTES TO FLOWCHART

1. At the outset, the STF should be advised of the issue and timescale for response. Request agenda item to be included for next STF committee meeting, and arrange attendance of appropriate officer(s).
2. Information for circulation to the STF should be sent to STF at 1a Water Lane for distribution to all members with agenda circulation.
3. Officer(s) should attend first STF meeting with a view to providing a briefing and any additional information on the issue being consulted on.
4. At that meeting the STF may wish to provide a view or response, in which case the attending officer should feed that back to the appropriate channel.
5. In order to ensure that the consultation exercise is as full and meaningful as possible, the STF have the option of deferring a decision or stating a final view until all members have had the opportunity to discuss further with their respective tenant and resident groups.
6. If the STF request a further period of time for that purpose then the appropriate attending officer should ensure that this is available within the required timescale.
7. To ensure consistency, the same officer(s) should attend the next STF meeting to provide follow-up advice and information, to gather views and to feed these back accordingly.

The standing issues for consultation will be established through the Tenant Participation Strategy Framework but are likely to include rents, standard of repairs, investment via the capital programme and service standards.

Consultation with individual tenants will be a parallel process which again will be informed by the survey and analysis being carried out as part of the Tenant Participation Strategy Framework.

It is important to allow for stage 3 on the flow chart in order for the consultation to be meaningful and at a pace which the STF are comfortable with, the onus is on officers to ensure that this is allowed for in timescales when planning consultation.