

Customer Engagement Strategy

Jargon Buster

This section gives information on some of the unfamiliar terms used in the Customer Engagement Strategy:

ARC – Annual Return on the Charter. The ARC is an annual return to the Scottish Housing Regulator containing a range of information on performance and the context in which we work.

Business Plan – a formal statement setting out the goals of the Association and how these goals will be achieved.

Board – a voluntary group of representatives from the community and tenant members elected from shareholders who direct the Association's activities.

Code of Conduct – sets out minimum standards for behaviour for contact between the staff, contractors and customers.

Customers – our main customers are the tenants of the association and owners to whom we provide a factoring service. We also deliver some level of service to applicants for housing, leaseholders and owners in mixed tenure estates where we manage scheme repairs.

Customer Panel – a group made up of staff and tenants who work together to develop consultation and check the progress of the Customer Engagement Strategy.

Monitoring – check progress.

Measuring performance – assessment of the results at the end of any activity.

Outcomes - a result we want to happen. The Scottish Social Housing Charter has outcomes that landlords should achieve for the benefit of their customers and communities.

Procurement - is activities related to purchasing goods, services and works at the best possible prices.

Registered Tenants Organisation (RTO) – an independent group of tenants set up to primarily represent tenants' housing and related interests. If a group registers as an RTO with their landlord, this supports the groups' rights to information and consultation.

RTO Register – means a list of tenant organisations maintained by the Association.

Scottish Housing Regulator – The SHR regulates registered housing association landlords and protects the interests of current and future tenants and other customers monitoring performance and financial probity of social landlords.

Self-Assessment – assessment of the Association’s performance which is used to improve our performance and provided to the Scottish Housing Regulator.

Scottish Social Housing Charter- the Government’s standards that we must comply with and against which the Regulator monitors us. The charter was set after extensive consultation with tenants of housing associations and aims to reflect their key concerns.

Tenant Participation Advisory Service (TPAS) / Tenant Information Service (TIS) – both are national tenant and landlord participation advisory services promoting good practice in tenant participation throughout Scotland.

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