

Tenant Participation Strategy Action Plan 2020 – 2023

Our Corporate Plan's Strategic Objectives

1. Our Homes

We will continue to invest in developing new homes while maintaining our existing properties to the best possible standard.

To ensure this, we will:

- 1.1 Continue to seek opportunities to meet housing need through the development of new homes.
- 1.2 Provide safe and secure places to live.
- 1.3 Review our asset management strategy to ensure our existing homes are maintained.

2. Our Services

We will ensure our services are of the highest standard and meet the needs of those that use them.

To ensure this, we will:

- 2.1 Engage with our tenants and service users to review existing services and ensure they are fit for purpose.
- 2.2 Be dynamic and develop new services to meet the challenges that our tenants will face in the future.
- 2.3 Strive to improve the quality of life and increase opportunities through the services we provide.

3. Our People

We will invest in developing the professionalism of our staff and empowering them to make a difference. We will continue to ensure our Board has the skills necessary to serve its purpose.

To ensure this, we will:

- 3.1 Provide staff resources to meet the current and future needs of the Association.**
- 3.2 Develop a culture where staff and board will feel empowered and have the courage and skills to lead.**
- 3.3 Provide our staff and board suitable facilities to enable them to do their job.**
- 3.4 Ensure our governance and human resources processes are continually reviewed and conform with best practice**

4. Our Tenants & Communities

We will meaningfully engage with our tenants, community and statutory partners to facilitate strong social inclusion and responsibility. We will continue to invest in activities that make our communities safer and more vibrant and improve opportunities for residents.

To ensure this, we will:

- 4.1 Review our Tenant Participation Strategy and provide tenants with a menu of options to give them the opportunity to engage with us.**
- 4.2 Work in partnership with individuals, community and voluntary organisations and statutory agencies to improve community safety.**
- 4.3 Continue to invest in and support organisations and activities that improve the quality of life and create opportunities for residents.**
- 4.4 Positively promote the communities where we work.**

5. Our Finances

We will continue to ensure our financial viability through good financial management and deliver value for money.

To ensure this, we will:

- 5.1 Ensure that sources of funding are available when required.**
- 5.2 Robustly test our short, medium and long-term plans to ensure financial viability.**
- 5.3 Imbed the principle of value for money into the decision-making process.**
- 5.4 To monitor the affordability of the homes we provide.**
- 5.5 Continue to contribute to the financial strength of the Apex Group.**

How will our Tenant Participation Strategy complement, support and ensure the delivery of Corporate Plan's Strategic Objectives?

1. Our Homes

1.2 Provide safe and secure places to live.

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
<p>We will continue to work with our community partners to develop and support initiatives and partnerships which enhance and strengthen communities (i.e. Community Planning, Community Safety, Good Relations, etc.).</p>	<ul style="list-style-type: none"> • We will continue to dedicate resources to attend multi-agency partnerships meetings made up of residents, Statutory Agencies, Community & Voluntary sector, etc. ❖ We will continue to develop new partnerships or attend working groups. 	<p><u>Throughout the lifetime of the TPS</u></p>	<p>➤ SMT/All Staff</p>	

	❖ We will promote internal and external funding opportunities which arise.			
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2. Our Services

2.1 Engage with our tenants and service users to review existing services and ensure they are fit for purpose.

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
We will continuously develop ways of improving communication and information to meet the needs of all our tenants.	<ul style="list-style-type: none"> • Review and improve the content on our website. ❖ Publish relevant and relatable articles on a timely basis. 	<u>Throughout the lifetime of the TPS</u>	➤ SMT/Community Engagement Officer/All Staff	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Provide relevant information which explains important aspects of the housing	<ul style="list-style-type: none"> • Provide this information via various formats 	<u>Throughout the lifetime of the TPS</u>	➤ SMT/Community Engagement Officer/All Staff	

services and provide information in a timely manner to tenants about what is happening within local areas.

(i.e. Tenant Forum briefing papers, meetings, website, Facebook, annual reports, newsletters, etc. All information provided will be clear, concise and easy to read.

- ❖ All NHA staff and residents to be actively encouraged to produce articles for website, newsletters, etc (i.e. consult with tenants at various Forums, meetings, etc.). This consultation will dictate the contents which is relevant and up to date.

This information will be included on the website and

	<p>will be easy to read and navigate.</p> <ul style="list-style-type: none"> ❖ We will regularly inform tenants about our housing capital investment programme, which we aim to undertake along with our performance in meeting set targets & KPI's. 			
<p>Undergo an assessment to assist us to identify whether we as an organisation involve residents effectively and help us highlight any opportunities for us to improve.</p>	<ul style="list-style-type: none"> • We are committed to undertake Supporting Communities new Accreditation assessment. 	<p><u>By end of Q.3 2020</u></p>	<ul style="list-style-type: none"> ➤ SMT/Community Engagement Officer/All Staff 	

2.2 Be dynamic and develop new services to meet the challenges that our tenants will face in the future.

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Use up to date digital technology to provide information and services to our tenants.	<ul style="list-style-type: none"> • Provide our tenants' and residents' associations with information about other sources of funding: and encourage tenants' and residents' associations to make the best use of information technology. 	<u>Throughout the lifetime of the TPS</u>	➤ SMT/Community Engagement Officer/All Staff	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Appoint member(s) of NHA's Tenant Forum onto NHA's Board of Management to ensure tenants views and opinions are heard.	<ul style="list-style-type: none"> • Develop current tenants with the skills and capacity to join NHA BOM. ❖ Ensure there is a process in place to meet DFC and other legislative 	<u>All by Q.4 2021</u>	➤ BOM, SMT & Comm. Engagement Officer	

	<p>governance requirements.</p> <ul style="list-style-type: none"> ❖ Source relevant training to encourage and promote individual tenant capacity building. ❖ Source and deliver group training events to support and sustain the Tenant Forum. 			
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2.3 Strive to improve the quality of life and increase opportunities through the services we provide.

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Tenants will know that their opinions and views have helped Newington make changes to policies and services	<ul style="list-style-type: none"> • NHA staff will monitor, consider and act on feedback which will potentially raise operational standards (i.e. via survey feedback, mystery shopping evaluation, 	<u>Throughout the lifetime of the TPS</u>	<ul style="list-style-type: none"> ➤ SMT/Community Engagement Officer/All Staff 	

	scrutiny and policy reviews, etc.).			
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3. Our People

3.1 Provide staff resources to meet the current and future needs of the Association.

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
All staff will undergo refresher T/P training; encouraged to identify, deliver or participate in locally organised events and play a pivotal role in promoting and ensuring safer and cleaner environments.	<ul style="list-style-type: none"> All staff will undergo refresher T/P training to ensure they are aware of the role they must play to promote tenant choice, local engagement, views, feedback and thus incorporate measure to promote and enhance NHA's service delivery. Set outcome-based targets for Housing Officers & Property Services 	<p><u>Reviewed yearly</u></p> <p><u>Throughout the lifetime of the TPS</u></p>	<ul style="list-style-type: none"> ➤ SMT/All Staff ➤ Comm. Engagement Officer/All Staff. 	

	<p>Officers to identify, deliver or participate in other locally organised events.</p> <ul style="list-style-type: none">• Set individual targets to ensure all staff play a role in promoting and ensuring safer and cleaner environments (i.e. encourage staff to identify and develop environmental improvement initiatives to enhance specific scheme specific issues or areas).	<p><u>Throughout the lifetime of the TPS</u></p>	<p>➤ Comm. Engagement Officer/All Staff.</p>	
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4. Our Tenants & Communities

4.1 Review our Tenant Participation Strategy and provide tenants with a menu of options which gives them the opportunity to engage with us in a way they choose to do so.

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
<p>We will continue to communicate effectively with tenants and provide good quality, accessible information that tenants want.</p>	<ul style="list-style-type: none"> • Publish new TPS 2020 – 2023, make it accessible to all and user-friendly. ❖ Publish Annual Progress Report on our Website. ❖ Publish timely newsletters (twice yearly), an Annual Report and include literature which promotes tenant participation and good practice. ❖ Make best use of social media and 	<p><u>April 2020</u></p> <p><u>By May each year from 2021 - 2023</u></p> <p><u>June & Dec. 2020 and then biannually each year until 2023</u></p> <p><u>Throughout lifetime of the TPS</u></p>	<ul style="list-style-type: none"> ➤ SMT/Community Engagement Officer ➤ All staff and tenants are encouraged to provide information for publications. ➤ Tenants, staff and other community partners to provide up to date and relevant information. 	

	<p>electronic communications (i.e. Facebook, twitter, email communications, etc.).</p>		<p>➤ SMT/Community Engagement Officer</p>	
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Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
<p>Promote NHA’s Menu of Involvement and incorporate measures to sustain the continually development of the Tenant Forum.</p>	<ul style="list-style-type: none"> • All existing and new tenants will be regularly offered the opportunity to participate in activities which is most suitable to them. • All staff will be required to actively promote participation as part of their day to day duties. • All NHA staff are encouraged to use all forms of contact with tenants as an opportunity to 	<p><u>Throughout lifetime of the TPS</u></p>	<ul style="list-style-type: none"> ➤ Community Eng. Officer/All relevant Staff ➤ All Staff ➤ Community Engagement Officer and all relevant Housing 	

	promote participation and engagement.		Management & Property Services during contact with tenants during home visits, office discussions, Post Ten. Visits, etc.	
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Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Develop opportunities for tenant to meaningfully participate in various types of engagement, which are designed to evaluate NHA services and standards.	<ul style="list-style-type: none"> • Support tenants to review, analysis and be available to complete telephone questionnaires and satisfaction surveys. ❖ We will complete a rolling cycle of surveys with tenants to identify area or scheme specific issues and incorporate measures to eradicate areas of 	<u>Throughout lifetime of the TPS</u>	➤ Comm. Engagement Officer/Tenants & HA Departments to review feedback and action outcomes/findings/concerns. (Y1 – 3).	

	concerns that are identified.			
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Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Encourage tenants to assist us to verify findings of Satisfaction Surveys.	<ul style="list-style-type: none"> We will publish findings and present a briefing paper to Tenant Forum members on an annual basis for tenant consultation and feedback. 	<u>Throughout the lifetime of the TPS</u>	➤ SMT/Community Engagement Officer/All Relevant Staff	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Take part in individual focus groups to review NHA's Services.	<ul style="list-style-type: none"> We will hold individual scheme specific service reviews if/when required (i.e. to identify or implement 	<u>Throughout the lifetime of the TPS</u>	➤ SMT/Community Engagement Officer/All Relevant Staff	

	measures to improve service standards and levels of satisfaction).			
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Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Help form or join an already established Residents Groups.	<ul style="list-style-type: none"> We will dedicate internal resources and when required acquire external support to help Tenants who want to establish new residents' groups. 	<u>Throughout the lifetime of the TPS</u>	➤ SMT/Community Engagement Officer	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
We will promote and publish opportunities for residents to engage in locally established groups.	<ul style="list-style-type: none"> This information will be published in relevant publications & via Social Media platforms. 	<u>Throughout the lifetime of the TPS</u> <u>Throughout the lifetime of the TPS</u>	➤ SMT/Community Engagement Officer ➤ All Relevant Staff	

	❖ Via direct contact by all relevant staff.			
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Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Tenants will be actively encouraged to assist in reviewing NHA's policies.	<ul style="list-style-type: none"> We will complete the review of <u>two</u> policies annually with NHA tenants. 	Annually (by end of Q.4)	➤ SMT/Community Engagement Officer/All Relevant Staff	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Tenants will be actively encouraged to help us to review Maintenance performance standards delivered by our us and our Contractors.	<ul style="list-style-type: none"> We will provide a report (i.e. Tenant briefing paper on an annual basis for tenant consultation and feedback. 	Annually (by end of Q.3)	➤ SMT/Community Engagement Officer/All Relevant Staff	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Participate in the reviewing of our Housing Management services delivery performance.	<ul style="list-style-type: none"> We will provide a report (i.e. Tenant briefing paper on an annual basis for tenant consultation and feedback. 	Annually (by end of Q.3)	<ul style="list-style-type: none"> SMT/Community Engagement Officer/All Relevant Staff 	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Participate in Mystery Shopping exercises.	<ul style="list-style-type: none"> We will establish a mystery shopping panel made up of NHA tenants and complete one exercise annually (i.e. from P.S, & H.M. Finance, etc.). 	By Dec. 2020	<ul style="list-style-type: none"> SMT/Community Engagement Officer/All Relevant Staff 	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Staff will arrange and take part in regular Estate Walkabouts with NHA tenants & Community Reps.	<ul style="list-style-type: none"> We will establish a structured cycle of inspection (1/4ly Walkabouts) with H.M & P.S Officers in attendance. 	By June 2020	<ul style="list-style-type: none"> H/Management Team/Property Services Team/Comm. Engagement Officer. 	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
<p>We will support and equip our newly appointed Tenant Service Review Panel with the skills to effectively undertake service review exercises.</p>	<ul style="list-style-type: none"> We will design, develop and deliver scrutiny initiatives with members of our Tenant Forum. <p>Example: We will complete a review our existing New Tenancy Induction processes (i.e. Sign Up Procedures, review our existing Tenant Handbook, Tenancy Sign Up & Info. Packs) and Post Tenancy Visit) with members of our Tenant Service Review Panel.</p>	<p><u>By March 2022</u></p>	<p>➤ SMT/Community Engagement Officer</p>	

4.2 Work in partnership with individuals, community and voluntary organisations and statutory agencies to improve community safety.

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
To support us to deliver best practice within the sector.	<ul style="list-style-type: none"> NHA staff will regularly attend and actively participate in Empowering Communities' T.P.P. Network, NIFHA's Comms. Officers Forum, H.M Managers Forum and other associated working groups. 	<u>Throughout the lifetime of the TPS</u>	<ul style="list-style-type: none"> ➤ All relevant staff 	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
We will regularly hold, attend and support regular local events.	<ul style="list-style-type: none"> Hold Pre-Tenancy Tenant Information Day's/Meet Your Neighbour Day for all new build developments. 	<u>(when required)</u>	<ul style="list-style-type: none"> ➤ All staff and tenants to be encouraged to participate in local events and initiatives. ➤ All relevant staff 	

	<ul style="list-style-type: none"> • Promote and attend community safety events, community information days, advice clinics, consultation meetings, joint projects, etc. • Attend community consultation events to highlight and promote the services offered by NHA. • Hold regular Community Clean-up events to encourage partnerships and an ethos of local ownership. • Provide materials and financial support to deliver local events/partnerships, which meet the Association's 	<p><u>Throughout the lifetime of the TPS</u></p> <p><u>Throughout the lifetime of the TPS</u></p> <p><u>Deliver between 4 & 6 per annum.</u></p> <p><u>Throughout the lifetime of the TPS</u></p>	<ul style="list-style-type: none"> ➤ Comm. Engagement Officer/All Staff. ➤ Comm. Engagement Officer/All Staff ➤ Comm. Engagement Officer/All Staff. 	
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	<p>Community Investment Funds main strategic aims and objectives.</p> <ul style="list-style-type: none"> • Develop new ways of supporting local projects. • Fund or provide administrative support to local projects that encourage active resident participation, local ownership and community empowerment. • Provided support in delivery of local fun days, community festivals, older people's services, youth engagements initiatives, public relations events, 	<p><u>Throughout the lifetime of the TPS</u></p> <p><u>Throughout the lifetime of the TPS</u></p> <p><u>Throughout the lifetime of the TPS</u></p>	<ul style="list-style-type: none"> ➤ Comm. Engagement Officer/All Staff. ➤ Comm. Engagement Officer/All Staff ➤ Comm. Engagement Officer/All Staff. 	
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	etc. which aim to enhance NHA's reputation and strengthen our commitment to supporting the local communities in which we work.			
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4.3 Continue to invest in and support organisations and activities that improve the quality of life and create opportunities for residents.

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Continue to promote and encourage a culture that embraces tenant involvement across all housing services.	<ul style="list-style-type: none"> • Provide training and support to staff to encourage them to bring forward ideas/initiatives which will enhance and strengthen the communities in which they work. ❖ NHA staff/departments to be proactive in promoting internal and external 	<u>Throughout the lifetime of the TPS</u>	➤ SMT/All Departments	

	<p>services available locally.</p> <ul style="list-style-type: none"> ❖ All department will provide relevant and up to date information on business activities and promote participation. ❖ We will set targets to ensure staff deliver initiatives which promote local engagement/active participation in events, local projects, services, etc. 			
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Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Deliver annual the Brian Mullan Community Fund in partnership with Tenant Forum members.	<ul style="list-style-type: none"> • Acquire BOM approval. ❖ Provide panel members with support and 	<u>By end of Q.3 each year</u>	➤ SMT/Comm. Engagement Officer	

	guidance throughout the process.			
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	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
We will work in partnership with others within our community to attract and access external funding.	<ul style="list-style-type: none"> We will work with other to access funding which will support and enhance local projects and services. 	<u>Throughout the lifetime of the TPS</u>	<ul style="list-style-type: none"> ➤ SMT/Comm. Engagement Officer/All relevant staff. 	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads & Timescales	Monitoring/Outcomes
We will promote, design and support initiatives which support the elderly, young people, increase educational attainment levels, financial inclusion and health & well-being, etc.	<ul style="list-style-type: none"> Seek future external support, volunteers and funding to aid sustainment and possible expansion of Grow NI Project at Camberwell Court. Develop new initiatives in 	<p><u>By 2022</u></p> <p><u>Throughout the lifetime of the TPS</u></p>	<ul style="list-style-type: none"> ➤ Comm. Eng. Officer/Scheme Co-Ordinators & All relevant staff. ➤ Comm. Eng. Officer/Scheme 	

	<p>Sheltered Schemes (i.e. increase levels of participation by sheltered residents.</p> <ul style="list-style-type: none"> Promote and support external groups which provide support. 	<p><u>Throughout the lifetime of the TPS</u></p>	<p>Co-Ordinators & All relevant staff</p> <ul style="list-style-type: none"> ➤ Comm. Eng. Officer & all relevant staff. 	
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Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads & Timescales	Monitoring/Outcomes
<p>Promote and enhance NHA's Annual Student Bursary Scheme.</p>	<ul style="list-style-type: none"> All staff to promote and encourage take up of NHA's Student Bursary Scheme. ❖ Achieved full take up of NHA's Annual Bursary awards over the lifespan of the TPS. 	<p><u>Throughout the lifetime of the TPS</u></p>	<ul style="list-style-type: none"> ➤ Comm. Eng. Officer & all relevant staff. 	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads & Timescales	Monitoring/Outcomes
Promote and enhance NHA's Credit Union Match Savings Scheme.	<ul style="list-style-type: none"> ❖ All staff to promote and encourage take up of NHA's Credit Union Match Savings Scheme. ❖ Publicise and administer the initiative annually. 	<u>Throughout the lifetime of the TPS</u>	<ul style="list-style-type: none"> ➤ Comm. Eng. Officer & all relevant staff. 	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Deliver a Tenant Participatory Budget event in partnership with local organisation.	<ul style="list-style-type: none"> • Spend £20,000 set aside by NHA's B.O.M on PB Initiative. 	<u>By Q.4 2021</u>	<ul style="list-style-type: none"> ➤ Comm. Engagement Officer/All Staff 	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Our recording, monitoring and reporting on performance to our Board of Management.	<ul style="list-style-type: none"> • Head of Housing & Communities will provide a progress report (i.e. events, programmes, initiatives, etc.) to B.O.M. 	<u>1/4ly from July 2020 at H&C Committee meetings.</u>	<ul style="list-style-type: none"> ➤ SMT & Community Engagement Officer 	

	<ul style="list-style-type: none"> Community Investment Fund spending will be regularly reported to BOM. All minutes of meetings to be retained during the lifetime of the TPS and made available on request. 	<p><u>1/4ly at H&C Committee meetings.</u> (Note: All funding requests of over £500 must be approved via <u>H&C Committee meetings</u>).</p> <p><u>As and when required.</u></p>	<ul style="list-style-type: none"> SMT & Community Engagement Officer. All relevant staff 	
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Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Holding of an Annual Conference	<ul style="list-style-type: none"> We will set an annual budget to ensure delivery. We will work with members of our Tenant Forum to develop and deliver an annual conference. 	<p><u>By June 2021 and each year thereafter.</u></p> <p><u>Throughout the lifetime of the TPS</u></p>	<ul style="list-style-type: none"> NHA SMT/BOM Tenant Forum/Community Engagement Officer. 	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Roll out training to Tenant Forum members identified from 2019 training needs analysis review	<ul style="list-style-type: none"> We will develop a programme of training for NHA staff and tenants. 	<u>By Sept. 2020</u>	➤ SMT & Community Engagement Office	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Provide training & support to new Tenant Service Review Panel members.	<ul style="list-style-type: none"> We will provide training and support to equip tenants with the skills to effectively scrutinise core services provided by NHA. 	<u>By Sept. 2020</u>	➤ SMT & Community Engagement Officer	

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
Complete a review of training requirements <u>annually</u> for new staff and tenants.	<ul style="list-style-type: none"> We will carry out a yearly training needs analysis and implement training to fill gaps. 	<u>By July 2020</u>	➤ SMT & Community Engagement Officer	

5.0 Our Finances

5.1 Ensure that sources of funding are available when required.

Objective	How we will do it	Timescales (Y.1 2020 – Y.3 2023)	Leads	Monitoring/Outcomes
To ensure we have adequate funding to deliver our new three-year Tenant Participation Strategy, we will set an annual budget based on 2% of rent receivable.	<ul style="list-style-type: none">• We will set an annual budget will be set by the Association BOM.	<u>Year 1, 2 & 3</u>	➤ NHA's SMT/B.O.M	