



# Swansea Council Tenant Participation Strategy 2019 -2021

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Any words written in **BLUE** are explained in the **WORDS LIST** and in the text.



This is an **easy read** version of Swansea Council's document called

**Swansea Council**  
**Tenant Participation Strategy**  
**2019 -2021**



**Participation** means taking part and being involved



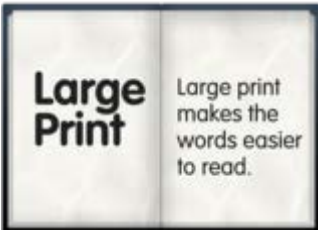
You can get the **full document** on the **internet**

<https://www.swansea.gov.uk/article/8526/Tenant-and-Leaseholder-Participation>



If you need this document in **another format**,

**For example....**



Large print



Braille



CD

get in touch with **Housing Customer Service Team**



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**Phone Lines Open**  
Monday to Thursday **8.30am – 5pm**  
Friday **8.30am – 4.30pm**

## REASON FOR THE STRATEGY

This **Strategy** is for people who rent their homes from Swansea Council.



People who rent their homes are called **tenants**.

Swansea Council is a **landlord**.

A **landlord** owns houses and rents them out.



Swansea Council wants to make sure that tenants **have a say** in how things are done.



Llywodraeth Cymru  
Welsh Government

Welsh Government wants Councils to **listen** to their **tenants**.



A **Strategy** is a **plan** that tells you **what** we want to do.



The Strategy also has an **Action Plan**.

The **Action Plan** tells you **how** we are going to do it.

The Action Plan is available separately

## WHY PARTICIPATION IS IMPORTANT



It is good for people to get more involved with their landlord because it **helps** the **landlord** and the **tenants**.

**Working together with tenants helps the landlord to:**



Know that tenants are happy in their homes.



Give a good service to tenants.



Let tenants know what is happening.



Understand what tenants want.

## WHY PARTICIPATION IS IMPORTANT (continued)

Working together with the landlord helps tenants to:



Meet new people.



Understand what the landlord does.



Make decisions with the landlord about Housing services.



Give the landlord their ideas about how to do things better.



Get to know people who live in the same area



Get involved with things going on in the local area

## WHAT WE ALREADY DO

Tenants get involved **as much** or **as little** as they like.

These are the ways that you can take part.....



Group meetings.



Local events attended by Swansea Council



Drop-in sessions with Local Councillors



Fill in questionnaires and surveys.

## WHAT WE ALREADY DO (continued)

These are the ways that you can take part.....



Reply to our letters asking for your opinion.



Tell the Council your views at the Local Housing Office.



Contact us on the internet or on Facebook.  
(Find us on Facebook Swansea Council Housing)



Speak to Housing staff.



## WHAT WE WANT TO DO NEXT

The Strategy has 4 **objectives**



An **objective** means something which we want to do



1. Get more tenants to take part



2. Improve the way we do things and improve tenant homes and surrounding areas



3. Give tenants new skills and knowledge, which will help tenants to be happy and confident in their homes.



4. Get more local groups involved

## HOW TO GET INVOLVED

To find out about how to take part contact Alison Winter






Telephone  
**0777 5221453**  
or  
**01792 635043**



Email  
[alison.winter@swansea.gov.uk](mailto:alison.winter@swansea.gov.uk)

## WORDS LIST

	<p><b>The Word</b></p>	<p><b>What it means</b></p>
	<p><b>Participation</b></p>	<p>Taking part and being involved</p>
	<p><b>Strategy</b></p>	<p>This is a plan telling you <b>what</b> we want to do</p>
	<p><b>Action Plan</b></p>	<p>This is a plan telling you <b>how</b> we are going to do things</p>
	<p><b>Tenant</b></p>	<p>Someone who pays rent to live in a house</p>
	<p><b>Landlord</b></p>	<p>A person or organisation who owns a house and rents it out</p>
	<p><b>Objective</b></p>	<p>Something that we want to achieve</p>