CLYDESDALE HOUSING ASSOCIATION LIMITED

Policy:	Tenant Participation Strategy
Date:	8 October 2026
Lead Officers:	Chief Executive and Housing Manager
Review Date:	October 2029

Regulatory Standard

Standard 2:
The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Regulatory Guidance:

2.1 The RSL gives tenants, service users and other stakeholders information that meets their needs about the RSL, its services, its performance and its future plans.

2.2 The governing body recognises it is accountable to its tenants, and has a wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountabilities.

2.3 The governing body is open and transparent about what it does, publishes information about its activities and, wherever possible, agrees to requests for information about the work of the governing body and the RSL.

The Scottish Social Housing Charter

2: Communication: tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3: Participation: tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Clydesdale Housing Association will provide this policy on request at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages.

HAPPY TO TRANSLATE

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1. INTRODUCTION

1.1 Our Management Committee and staff are fully committed to promoting and providing the opportunity for tenants to become more involved in the management of their homes.

1.2 This document represents our revised proposals for taking tenant participation forward.

1.3 We will continuously work with tenants and tenant groups to enhance our approach to participation, learning from our own and others' experiences.

2. THE STRATEGY'S BACKGROUND

2.1 The Housing (Scotland) Act 2001 requires Registered Social Landlords (RSLs) to prepare a Tenant Participation Strategy covering a range of key issues in relation to the implementation of a detailed Tenant Participation Policy.

2.2 The Housing (Scotland) Act 2001 places a duty on us to consult with tenants:

- prior to the introduction of any proposed increase in either rent or service charges;
- or where significant proposals are being considered in relation to:
    - repairs and maintenance;
    - all aspects of housing management;
    - the tenant participation strategy itself;
    - any possible change of landlord.

We currently have one Registered Tenants' Organisation (RTO) with whom we meet. We regularly meet with the Clydesdale Tenants & Residents' Group to discuss tenants' issues and consult with on service and policy reviews.

1.1.1 The RTO recently amalgamated into a Tenant Scrutiny Group to provide an independent review of aspects of service delivery. Specifically, Repairs and Maintenance. The Tenant Scrutiny Group disbanded in April 2026, and we will explore the possibility of using focus groups scrutinising specific delivery areas when they are being reviewed.

3. AIMS

3.1 It is our aim to embed the participation of tenants and their representatives in how we monitor our performance and plan/review services in order that tenants can influence the future direction and quality of the services we provide.

1.1.2 The establishment of the Clydesdale Tenants' & Residents' Group and the Tenant Scrutiny Group and any focus groups enables us to work with organisations that represents all of our main service users in achieving the above aims.

3.2 Activities to inform, consult and involve tenants on an individual basis will continue in addition to the work with RTOs.

3.3 We will endeavour to ensure that our process for decision-making is open, clear and accountable.

3.4 We will continue to raise awareness among staff, Management Committee Members and tenants of the benefits of tenant participation.

- It is important to bear in mind that this Tenant Participation Strategy will change and evolve through time. We will ensure that the strategy is flexible enough to cope with changing circumstances;
- deliverable in terms of outcomes and expectations;
- 'tenant centred' in response to the views and wishes of our own tenants;
- consistent with good practice;
- reviewed regularly in response to feedback from tenants and other stakeholders;
- consistent with legislation and guidance in relation to Equal Opportunities.

4. REASONS FOR THE STRATEGY AND THE BENEFITS OF TENANT PARTICIPATION AND TENANT SCRUTINY

4.1 We have developed this strategy in order to demonstrate our plans for promoting, encouraging and implementing tenant participation throughout our tenant base. The purpose of tenant scrutiny is to give tenants more power to enable them to hold their landlord to account for decisions, performance and conduct. It involves tenants independently becoming involved in how landlords self-assess performance. The feedback from tenant scrutiny activities is reported back to the landlord to improve performance.

4.2 We believe that the involvement of tenants in shaping the future of the organisation is fundamental to developing responsive services – the views of tenants will be used to influence future service delivery standards that our resources and affordable rent levels can deliver.

4.3 We consider that effective tenant participation will lead to high customer satisfaction levels, improved community spirit and contribute to establishing sustainable communities.

4.4 Good tenant participation will assist open, clear and accountable decision-making and encourage a spirit of mutual trust.

5 TENANT SCRUTINY ACTIVITES

5.1 There are a range of tenant scrutiny activities tenants can become involved in:

- Tenant surveys;
- Complaints, compliments and comments;
- Estate inspections and/or walkabouts;

- Involvement and feedback from Tenants' and Residents' Groups and other community groups;
- Focus groups;
- Tenant led inspections;
- Mystery shopping;
- Tenant scrutiny panels.

5.2 Tenant scrutiny activities will be developed over time and will complement existing tenant participation activities.

6. LINKS TO OTHER STRATEGIES AND SERVICES

6.1 The Tenant Participation Strategy is linked to all service policies being developed by us.

6.2 We do not consider tenant participation as an 'add on' activity. Instead, we hold the view that tenant participation is a core feature of all our service delivery activities.

6.3 Our staff who are responsible for co-ordinating service and policy reviews are routinely required to provide a statement on the consultation activity that was involved in the review process to our Management Committee before approval is granted.

6.4 Tenant participation will become an increasing part of how we influence local and national issues. Relevant consultation processes on local and national issues will involve us seeking tenants' views where it is practical and effective to do so.

7. HOW TO KEEP TENANTS INFORMED

7.1 We understand the importance of keeping tenants informed about our services and decisions. Results from tenant surveys that show tenants' service priorities will be reflected in the information we provide.

7.2 We will use a range of different methods to keep tenants informed, including:

- Newsletters;
- Leaflets;
- An Annual Tenants' Conference;
- The Tenants' Handbook; (digital copies available online)
- Our Website;
- Facebook;
- Results of tenant satisfaction surveys;
- Tenant Focus groups on particular topics;
- Annual Reports;
- Open days;
- Meetings with tenants' organisations;
- Roadshows.

7.3 We will review these methods of communicating on a regular basis through surveys and consultation events.

8. CONSULTING WITH TENANTS

8.1 We will ensure that tenants' rights to be consulted on changes to rent and service charges, repairs and maintenance services, all aspects of housing management services, the tenant participation strategy and any possible change of landlord are delivered.

8.2 We intend to use a range of consultation methods in order to engage with tenants over our policies and service standards in relation to:

- Rent charges and rent payment methods;
- Estate Management;
- Anti-Social Behaviour;
- Allocating houses;
- Repairs and Maintenance;
- Tenant Participation Strategy.

8.3 We will use a wide range of methods for consulting with tenants in order to provide some choice for tenants wishing to take up various levels of involvement. These will include:

- Focus groups;
- Postal, phone and door-to-door surveys;
- House visits;
- Tenants' Conferences; online attendance accepted and encouraged via Zoom/ Microsoft Teams
- Discussions with tenants' organisations;
- Road shows, public Committee meetings;
- Consultation registers
- Resident involvement in routine estate inspections and grounds maintenance contract quality control checks.

8.4 We will support attendance and access to consultation events held at a specific venue. We will identify venues which are accessible to those with physical disabilities wherever possible. We will offer free transport to and from venues for participants. Where possible, we will provide crèche facilities for consultation and participation events. We will consider the use of incentives to encourage turnout at conferences and public meetings e.g. prize draws.

8.5 We will continue to provide consultation methods that are responsive to tenant preferences. The majority of tenants who do not wish to attend public meetings or focus groups will be offered consultation opportunities via our quarterly Newsletter and specific questionnaires. Tenants interested in specific issues will be listed in our consultation register and asked to participate in consultation events as they arise. We

will continue to ask tenants for information on their preferred method of consultation as consultation events proceed.

8.6 We will review the success of consultation methods regularly to make sure that they meet the needs of all groups of people.

8.7 We will keep a register of tenants who are interested in tenant participation events.

9. GIVING TENANTS FEEDBACK

9.1 We will provide feedback on all consultation events to those individually involved and to tenants as a whole.

9.2 The feedback will include details of overall consultation results and how these were considered as part of the decision-making process.

9.3 We will use various methods of providing feedback to tenants, including:

- Newsletter articles;
- Leaflets;
- Website postings;
- Individual letters;
- Facebook.
- CX Feedback (Text Messaging/ Email Surveys)

10. MONITORING AND REVIEWING THE STRATEGY

10.1 We will annually publish a statement on tenant participation activity via our Newsletter and Annual Report. The statement will include a summary of tenant participation activities, outcomes from those activities and the resources used in delivering the Strategy.

10.2 Our Depute Chief Executive and Housing Manager will consult with tenants, RTOs, staff and Management Committee member as part of the review process for the Tenant Participation Strategy.

11. WORKING WITH REGISTERED TENANT ORGANISATIONS (RTOs)

11.1 We have produced a procedure for the Registration of Tenants' Groups. We offer a commitment to any group to work alongside them to develop capacity and where possible to provide resources, either directly or in kind. More specifically:

- We will consider requests for a start-up grant up to £300, subject to the approval of the Management Committee;
- Applications for additional funding may also be considered by Management Committee;
- We will assist and support RTOs in developing Constitutions and governance frameworks;
- We will offer an annual financial audit service to RTOs;

- A member of our staff will attend RTO meetings, where possible, to respond to specific issues, present performance information and discuss customer feedback results;
- Our offices will be made available to RTOs as a meeting venue;
- We will provide practical administrative support to RTOs as required meeting document printing and distribution;
- We will consult with RTOs on all major service and policy reviews;
- We will consult with RTOs on proposed annual budgets and rent increases;
- We will reserve a place on our Management Committee for an RTO representative, subject to the Association's Rules on electing Management Committee members;
- We will invite RTOs to publicise their activities and membership via the quarterly Newsletter and the Association's website;
- RTOs will be provided with access to our ICT equipment for the purposes of producing documents and RTO related web browsing;
- We will encourage new tenants to take up membership of the appropriate RTO at sign-up stage;
- We will continue to encourage RTOs to emerge.

11.2 The criteria for registration is as follows:

Any tenants' organisation may apply to us for registration. Application must be made in writing or electronically using the form supplied to our offices. Note:

- a copy of the organisation's written constitution must accompany the application;
- the Association's Depute Chief Executive will be responsible for:
  - acknowledging receipt of the application;
  - advising the group of the application process and the appeals procedure;
  - scrutinising the application to ensure that the group complies with the criteria for registration;
  - liaising with the group to suggest amendments or seek clarification;
  - making recommendations to our Management Committee as to whether an application should be accepted;
  - advising the group of the outcome of their application;
  - adding successful applicants to the Register of Tenants' Organisations;
  - advising unsuccessful applicants of their right to appeal;
  - in the event of a successful appeal, amend the Register accordingly;
  - dealing with the procedure relating to the removal of an organisation from the RTO Register.

12. RESOURCES

12.1 As part of our annual budget preparations we will develop assumptions for resourcing this Strategy.

12.2 Resources identified for tenant participation activities will include:

- Cost of meeting facility hire;
- Catering costs;
- Childcare costs;
- Traveling expense reimbursement/ provide free transport;

- Publicity & postage costs;
- Start-up grants for new RTOs;
- Consultant fees;
- Training costs;
- Staff time.

12.3 Details of the resources allocated to tenant participation activities will be published as part of the annual statement to tenants referred to in section 10 of this document.

13. TIME TO COMMUNICATE

13.1 We will give tenants enough time to contribute to consultation processes on particular issues.

13.2 When we are reviewing a policy which affects services to tenants, we will invite comments on the existing policy from tenants via the methods outlined in section 8. This will be carried out by the Depute Chief Executive or the Housing Manager depending on the policy or strategy being reviewed. We will usually allow at least a 6-week consultation period before reviewing responses.

13.3 We will consider the responses received when developing or revising a policy or service standard.

13.4 We will publish an annual consultation calendar that clearly sets out achievable priorities for the year ahead and the consultation methods to be used. The calendar will be published in our newsletter each Spring.

14. TRAINING

14.1 We are committed to ensuring that tenants, Committee members and staff have the necessary skills and resources to allow them to get involved.

14.2 Staff and Committee training needs will be assessed on an annual basis and form part of our budget setting process.

14.3 We will support tenants involved in RTO, participation or scrutiny activities with appropriate training as required.

14.4 Where possible, joint training sessions involving tenants, Committee and staff will be held in order to achieve best value and enhance joint working.

14.5 Training outcomes will be assessed in order to ensure that learning objectives have been met.

15. EQUAL OPPORTUNITIES

15.1 We take our responsibility to promote and practice equality seriously. Our approach to tenant participation will reflect this attitude.

15.2 We will do as much as possible to make participation available to all of our tenants by:

- Holding consultation and participation events in accessible premises;
- Presenting information in formats that are easy to read and understand;

- Presenting information in alternative formats such as audio tape, CD-ROM and Braille on request;
- Translating information into other languages on request.

15.3 We will endeavour to break down barriers and to involve as many people as possible by finding out our tenants' needs and developing procedures to meet these needs.

15.4 We will seek to promote and to achieve equality of treatment and opportunity for all groups in society without discrimination or prejudice on any grounds. The Equality Act 2010 introduces the term "protected characteristics" to describe groups against whom any sort of discrimination is unlawful. Section 4 of the Act specifies nine protected characteristics:

- Age
- Disability
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Gender (referred to as "sex" in the Act)
- Gender reassignment
- Sexual orientation

16. GENERAL DATA PROTECTION REGULATIONS

The organisation will treat your personal data in line with our obligations under the current data protection regulations and our own Tenant Scrutiny Policy. Information regarding how your data will be used and the basis for processing your data is provided in Clydesdale Housing Association's Privacy Policy.

17. REVIEW PERIOD

We will review the Strategy every three years or sooner if required by statutory, regulatory or best practice requirements.

18. ACTION PLAN

18.1 Action Plan

Activity	**Target Completion Timescale**
Publish an Annual Consultation Calendar	Annually
Publish an Annual Tenant Participation Report Card	Annually
Include a Tenant Participation Resource Plan in the annual budget	Annually
Publish at least 3 newsletters per year	Ongoing
Consult with tenants & RTOs annually on rent and service charge increases	Annually
Maintain & update the register of tenants who wish to participate in consultation activity (arranged in topic order)	Annually
Distribute copies of the Annual Report to all tenants	Annually
Regularly provide feedback on the outcome of consultation events and decisions reached by the Association to individual tenants involved and the whole tenant base	Annually
Regularly report on the Association's performance levels via the quarterly newsletter	Quarterly
Publish customer feedback results in the Newsletter	Quarterly
Publish details of the Association's major and cyclical repairs programme & report on progress	Annually
Consult individual tenants regarding relevant major repair contracts	Ongoing
Involve residents in estate inspections and grounds maintenance quality control inspections	Ongoing
Promote RTO membership take-up at new tenant sign up	Ongoing
Establish RTO sub-section in CHA website	Complete
Promote and share RTO activity in subsection on CHA Website	Ongoing
Hold Annual Tenant Conference	Annually
Establish a Tenant Scrutiny Panel or Focus Group	Ongoing

18.2 A Tenant Engagement plan will be agreed and shared with Management Committee on an annual basis.