



Tenant Participation, Engagement and Scrutiny Strategy

Management Committee Approved: 29 August 2025

Next Review: August 2028

Foreword by our Chair

Welcome to Blochairn Housing Association (BHA's) Tenant Participation, Engagement and Scrutiny Strategy, which sets out how we plan to involve our tenants and make sure that they can influence and scrutinise the housing services we deliver.

The Strategy sets out our commitment to involving tenants when we are developing and reviewing our housing policies and services. The Operations Team and I want to continue to build on our recent achievements, supporting tenants and working in close partnership with them.

We will remove any barriers so that tenant participation is accessible to all. We want to develop new ways of interacting and participating with our tenants, with a shift to online communication wherever possible, whilst maximising tenant involvement.

We will continue to make sure tenants are at the heart of everything we do, giving them a menu of options to choose from so that they can get involved in a way that suits them.

We value our tenant volunteers and all the work that they do with us every day. This Strategy reflects how much more we want to achieve and explains the steps we will be taking to involve as many tenants as possible in the coming years.

Kind Regards

Ady Tester
Chair

1. Welcome by our Senior Officer

BHA is committed to listening and learning from its tenants and residents.

This Tenant Participation, Engagement & Scrutiny Strategy (TPESS) sets out what activities we will undertake and what information we will provide to tenants/residents group, how we will consult and what information we will provide.

This is a working document and we welcome any comments and feedback on how we can improve any of our services.

There are many benefits to be gained from having a positive TPESS and we have listed some of these below:

- ✓ better service delivery and improved VFM
- ✓ opportunities to develop new knowledge and skills
- ✓ better communication between staff and tenants
- ✓ increased tenant satisfaction with homes and neighbourhoods
- ✓ breaking down barriers to help remove the mistrust between tenants and landlords, building mutual respect and understanding

- ✓ informed and knowledgeable tenants who have the skills and confidence to influence decision
- ✓ tenants and staff being more aware of each other's perspective, along with organisational and financial limitations
- ✓ increased job satisfaction for staff

Specific benefits for tenants can also be identified:

- ✓ ability to influence landlord's decision-making to help improve services
- ✓ help ensure BHA's services meet and are responsive to tenants needs and priorities
- ✓ potential increased satisfaction
- ✓ help ensure value for money in the rent and services charges paid by tenants

2. What is TPESS

Tenant Participation, Engagement and Scrutiny is about tenants and service user having an effective voice to help shape housing and services.

It is about tenants positively influencing how we engage with, and involve them in the development and delivery of our services.

It is a two-way process involving the sharing of information, ideas and knowledge to improve the standard of housing conditions and services.

We are committed to working together with tenants to promote meaningful involvement within our community.

Over the lifespan of this Strategy, we will look to enhance our existing tenant involvement structures to offer more opportunities to influence and inform the services tenants receive and more importantly, ensure they better reflect tenants' priorities and needs.

3. How we developed our Strategy

In June 2025 BHA set up its Residents Panel. Our newly appointed Operations Manager made it a key objective upon appointment to have the Group up and running in quarter 1.

Attached at Appendix 1 is the initial outline and proposal to set up the Residents Group. It sets out our objectives for TPESS, how we will establish what is important to our tenants/residents and how we will roll out TPESS in conjunction with our Panel. This was used as the basis on the agenda for the inaugural meeting. It was agreed that the next steps were to:

- ✓ Agree a remit and establish a tenant's panel
- ✓ Seek views and priorities for policy review and development and consultation with tenants
- ✓ Agree a tenant consultation and participation programme
- ✓ Agree a Communication Plan
- ✓ Agree a Tenant Participation Strategy

This TPESS has evolved directly from the meeting of the residents panel.

4. Legal Rights to Tenant Participation (TP)

There is a legal requirement on landlords to actively support tenant participation. This is laid out below.

4.1 *Housing (Scotland) Act 2001*

The Housing (Scotland) Act set out a legal requirement for landlords to actively develop and support tenant participation. In terms of Tenant Participation the rights within this Act mean that RSL's like BHA must: -

- a) Have a TPES Strategy in place; this includes an assessment of the resources needed to carry out the strategy and a statement of the actual resources to be spent.
- b) Maintain a register of tenant's groups meeting certain criteria.
- c) Consult with individual tenants and registered tenants' groups on significant issues of changes affecting them.
- d) Have regard to representations made by tenants and groups.

4.2 *The Scottish Social Housing Charter (SSHC)*

The SSHC was introduced under the Housing (Scotland) Act 2010 which sets out standards and outcomes that all social landlords should aim to achieve when delivering their housing activities.

In terms of TP, Outcome 3: Participation, states: "Social Landlords must manage their businesses so that: Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with"

This outcome describes what landlords should achieve by meeting their statutory duties on TP. It covers how social landlords gather and take account of the views and priorities of their tenants; how they shape their services to reflect these views; and how they help tenants and other customers and bodies representing them such as registered housing organisations to become more capable of involvement – this could include supporting tenants to scrutinise landlord services.

In terms of BHA, a range of mechanisms are in place to achieve TP, this is commented on in the Strategy. BHA also provides feedback annually on all aspects of TP within the Annual Returns on the Charter (ARC), which is submitted to the SHR and through an Annual Report to BHA tenants and other customers.

4.2.1 *Equalities*

RSL's such as BHA support and promote the right to adequate housing.

Every tenant and customer:

- ✓ has their individual needs and rights recognised
- ✓ is treated fairly and with respect
- ✓ receives fair access to housing and services

4.2.2 Communications

Each RSL manages their businesses so that 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.

4.2.3 Participation

RSLs manage their businesses so that tenants and other customers find it easy to participate in, and influence, their landlords decision-making at a level they feel comfortable with. It also recognises how they can help tenants, other customers and bodies representing them, such as registered tenant organisations, to become more involved.

5. Our Ambitions & Principles

For TP to be effective, tenants and landlords must agree on, and share, certain key principles. These are

- ✓ Good working relationships
- ✓ Trust, mutual respect and partnership
- ✓ Sharing information, ideas and knowledge
- ✓ Agenda setting
- ✓ Decision making
- ✓ Time to consider issues properly
- ✓ Equal opportunities
- ✓ Recognition and resources for tenants groups

BHA recognises that TP although principally Housing Services led, is organisation wide and in view of this all staff have a role to play in actively encouraging TP. The TP Strategy is co-ordinated by the Operation Manager with all employees having a responsibility to actively promote and encourage TP.

Section 6 What we will do

6.1 Participation

6.1.1 Tenant Satisfaction and Other Surveys

BHA will conduct a full Tenant Satisfaction Survey every three years. This independent survey allows tenants to express their views about how we are providing services.

As well as a requirement for compliance with the SSHC, it is an opportunity for us to identify any areas of our business where we need to improve.

The views are collected anonymously and we will use the outcomes to help plan and shape futures services with tenants views at the heart of these decisions.

We also issue monthly repairs surveys and use the feedback from these to monitor our repairs service.

Other ad-hoc surveys are used for gathering information on other areas of focus.

6.1.2 Resident Group

We have recently set up a resident panel who will meet on a monthly basis. The remit of the group is currently being worked on.

At the first meeting BHA sought views of what is most important to tenants and how we can prioritise these. Topics for discussion were included below:

- Improved communications methods
- Listening to and acting upon tenants views
- Continuity and consistency in services and communication
- Methods used to seek satisfaction levels
- Reporting formats and frequency
- Accessibility for all
- Standards of homes
- Improved response times
- Shared learning from complaints and other comments

6.1.3 *Estate Walkabouts/Inspections*

These walkabouts give the opportunity to identify areas for improvement within the neighbourhood.

6.2 *Engagement*

From time to time we will issue tenants advice notes/information leaflets on specific areas, a recent example being on damp and mould.

We aim to issue 4 Newsletters a year and keep our website up to date with latest news and reports.

Tenants are encouraged to become Members and shareholders encouraged to attend the Annual General Meeting.

6.3 *Scrutiny*

Scrutiny is about tenants and other service users being actively involved in our self-assessment processes. The aim is for BHA to give tenants more influence in holding BHA accountable for its decisions, performance and conduct.

Tenants scrutiny puts our tenants, service users and customer priorities at the heart of our organisation.

It provides opportunities for service users to independently review how services and being delivered, identify what works well and make recommendations about what could be improved.

We will use a range of information to help decide what area will be subject to tenant scrutiny. This may include, but is not limited to:

- ✓ Key Performance Indicators
- ✓ Annual Return of the Charter (ARC)
- ✓ Tenant satisfaction survey outcomes
- ✓ Compliments, complaints and suggestions
- ✓ Policy changes

7. *Review*

The TPESS will be reviewed every three years and the action plan annually.

Action Plan

Ref	What we will do	When	Aim
1.	Keep our tenants and residents informed		
1.1	Issue Newsletter	Quarterly	Improved communications with tenants
1.2	Annual Report	Annual	Increase awareness of service performance Improved communications with tenants Compliance with SHR Regulatory Standards
1.3	Information Leaflets	Ad hoc	Provide ad hoc updates on advice to and/or awareness requirements
1.4	Website	Ongoing	Keep our website updated
2.	Seek and listen to views before making decisions		
2.1	Full tenant satisfaction surveys	3 yearly	Increase awareness of service delivery, achievements and concerns
2.2	TSS Action Plan	3 yearly	Implement an action plan using the results of the full TSS
2.3	Consult on new policy/policy changes	Ongoing	Tenant views to be taken into account prior to implementing any changes Assist BHA to review and change service delivery where required
2.4	Consult on annual rent increase	Annually	Tenants informed of proposals and expenditure priorities To allow affordability to be taken into account Allow the preferred options to be presented to MC before making final decision
3.	Develop ways for tenants to influence our services		
3.1	Develop our Residents Panel	Ongoing	Enhance the opportunities to participate
3.2	Facilitate tenant-led estate walkabouts	Quarterly	Increase tenant influence Joint solutions with resident panel Enhanced information to tenants
3.3	Select a service area for scrutiny	Annually	Tenants involved in reviewing scrutiny projects Ensure recommendations fit with best practice
3.4	Publish a programme of tenant scrutiny	Annually	Increased opportunities to participate Improved information and communications to tenants
4.	Monitor, review and report on successes and challenges		
4.1	Monitor and evaluate the strategy implementation	Ongoing	Ensure delivery of the Strategy Improved services and satisfaction