



Clyde Valley Housing Association

Tenant Participation Consultation

2025



Overview and purpose

As part of developing our Tenant Participation Strategy, we asked our tenants a range of questions around tenant participation and sought their feedback on our proposed objectives.

The survey was distributed via a link sent through text message, included in the monthly Bulletin, and available on our website and Facebook page, It remained open for a period of 3 weeks in February.

A total of 90 tenants participated in the survey. The information gathered will play a key role in shaping the Tenant Engagement Strategy and will be used to inform our action plan.

In the following write-up, you can read about the insights and key themes that emerged from the feedback provided.

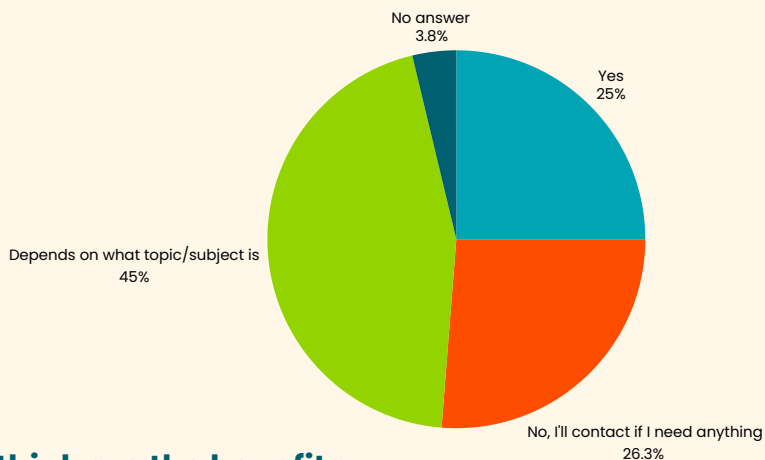
Thank you to everyone who took the time to complete the survey.



Vaila Whittall
Senior Community Development Officer



Q.1 Are you interested in Tenant Participation Activities?



What do you think are the benefits

- It gives tenants the opportunity to have a say in what's happening in their area, whether it's regarding rent increases, property upgrades, or other plans Clyde Valley may be considering. Tenants are able to be involved in decisions that could directly affect them, allowing CVHA to understand their needs and concerns. This creates a more personal connection, as tenants have a named contact and can build rapport, making them feel more comfortable.
- Regular communication ensures CVHA is listening to tenants and addressing their needs, giving tenants the chance to discuss issues or problems affecting their neighborhood. Tenants can voice their opinions and receive quick responses, often learning that concerns are being handled before they escalate.
- There's value in hearing real-life experiences, especially from tenants who don't often hear from officers or have inspections, despite requests. Ideally, this should foster a sense of mutual respect and ensure tenants are kept informed about CVHA's future plans—whether for their homes or the organisation's broader projects, like building new homes or funding community initiatives. Tenants having a voice leads to better decision-making, ensuring their needs are met and their concerns addressed.
- Ultimately, tenants should have a say in what's best for their street and home, with their input respected and valued.

Q.2 When we asked what are the main barriers preventing you from taking part in engagement activities?

The following points were key themes highlighted



Health



Mobility



No childcare



Not aware of opportunities



Work commitments

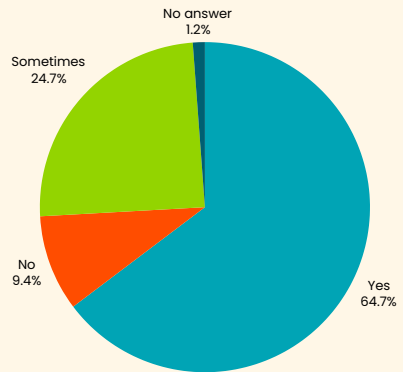


Family commitments



Accessibility

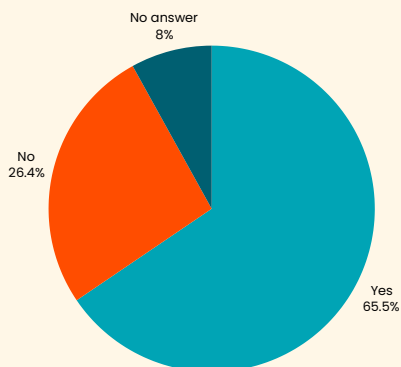
Q.3 Do you think CVHA are good at keeping you informed?



How do you think we could be better at this?

- More face to face opportunities
- Organise more community events to provide tenants with the information they need, along with in-person meetings within the community.
- Establish a community hub where tenants can meet and connect with others from the wider neighborhood.
- For important matters, staff could visit tenants' homes directly, as many live close together. A forum-style approach, with staff available for small Q&A sessions on doorsteps, could help facilitate these interactions.
- Keep tenants updated on repairs and their expected timelines, especially when waiting on work to be done. A message or email updating tenants on progress would help prevent multiple tenants reaching out about the same issue.
- While newsletters are appreciated, there's often no clear way to contact the assigned officer, especially as things change due to moves, pandemics, etc.
- Publish a five-year plan outlining upcoming work in each area (e.g., new kitchens in spring/summer 2025, boiler upgrades in summer 2027).
- Consider bringing back a printed version of the newsletter and providing more frequent updates via email.
- An information blog on the website could also help keep tenants informed about ongoing projects and initiatives.

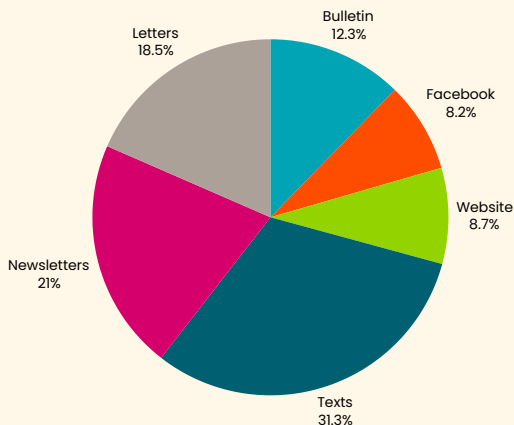
Q.4 Do you think there are enough opportunities to participate and share your views?



What would you like to see more of

- Surveys are helpful, but not everyone can attend sessions or online events
- It might be worth considering an open-door policy on a specific day each week, where tenants can visit the office and be directed to the support they need
- Tenants tend to feel more satisfied with direct, one-on-one face-to-face interactions in their area
- Offering both online sessions and in-person meetings could help accommodate different preferences
- Hold meetings that allow tenants to share their experiences of living in the community
- Coffee mornings may not attract many people, so consider hosting events in the heart of the neighborhood
- Offer lollies and balloons for children to encourage them to attend, with parents or guardians following
- Integrate local community forums with nearby areas
- Organise local events to strengthen connections within the community
- Conduct pre-consultation before projects are approved for implementation
- Reach out to elderly or vulnerable tenants through courtesy calls or letters to encourage communication
- Offer occasional check-in calls or letters to ensure these tenants are informed and feel supported

Q.5 What are your preferred methods of receiving information



Any methods you don't like and why?

- Letters, not everyone can read, not good for environment
- Facebook social media can be easy to miss and difficult to engage with
- Emails as they sometimes get sent to spam
- Website, prefer reading a letter
- Bulletins/newsletters too general
- Telephone calls unless absolutely necessary

However some said they like letters can be beneficial for older people
Newsletters good for general broad information
Customer engagement Whatsapp group could be good

In the following section we asked tenants their views on our proposed objectives that we will concentrate on as part of our Tenant Engagement Strategy.

Objective 1 **Increase the range of ways you can provide your views and feedback on topics such as CVHA policy reviews and how services are delivered**

- Feedback could be gathered through polls, as everyone has different preferences for communication methods
- There are no issues with this approach—it's valuable and provides multiple ways for tenants to give feedback and share their views
- One-on-one interactions are helpful, and it's a good idea to offer in-person communication options, especially for those without internet access
- Policy reviews may be better served by in-person meetings
- It's important for tenants to have a platform to voice their opinions
- It would be helpful to have more frequent topics to discuss
- Yes, this should be implemented
- Meetings or events need to be local to the area where we live
- It's a good idea in theory, but it's important that our concerns are heard and acted upon
- I agree, though it would be helpful to see management and housing officers occasionally attend to discuss our views
- Send more emails about upcoming improvements
- It's important not just to be spoken to, but to also hear back from those in charge

Objective 2

Provide consistent communication, ensuring any time you engage with us on specific topics we provide you with feedback on the results of those discussions

- Feedback is essential to keep tenants engaged and participating in events
- It's important to follow up on timelines and results
- Whenever I've needed to contact staff, they have been very helpful and approachable
- I agree, yes would be a good idea
- Communication has always been clear regarding any issues I've raised
- I also believe Clyde Valley does a great job with communication.
- I think you're already doing this well
- More transparency would definitely be appreciated—great idea.
- It's a good idea to keep tenants informed and in the loop
- I agree that times change, but for aging tenants, written communication remains important. Also, would it be possible to provide Braille or BSL options upon request?

Objective Three

Ensure we are engaging and gaining insight with customers across a range of demographics

- I think this is very important
- It's essential to ensure that the right decisions are being made, impacting everyone
- Agree, this would be a great approach
- I know Clyde Valley is very fair with me, and I appreciate my insight into all topics
- There's room for improvement on a one-on-one basis
- It provides CVHA with a range of opinions, as different age groups and circumstances bring up different issues
- Quarterly area meetings would be beneficial
- Yes, even if it means making in-person visits to elderly or disabled tenants
- Engaging with customers is great—no complaints here, and the staff is very helpful
- Everything is already satisfactory
- Makes sense, but how would this be done? Perhaps a fun day could help

Objective Four **Strengthen our presence and visibility in our communities by organising tenant roadshows and attending community events to support our customers, wider residents and local community groups**

- Our first North Fest was a huge success, and it was great to see Clyde Valley supporting this event
- Reaching out to tenants, especially those in more rural areas, is a good idea
- I agree strongly—this could be a very good idea
- Yes, but there should be more local events
- More of this should happen, but it must be well publicised
- This is a great idea, especially for disabled people who can't travel far
- It's always nice to speak to people face-to-face
- A great way to engage with tenants
- This would benefit everyone involved
- The more people who attend, the more awareness it raises
- Housing officers should visit areas to gain insights into what's happening in the community
- It's a good idea to put a face to the "faceless" and make connections—brilliant idea
- Perhaps having a communication box in an accessible location could encourage feedback
- However, this isn't how you strengthen your visibility—offering support and responding to residents when they need help would be more effective
- In the right areas, I'd rather see focus on improving the livability of the houses and ensuring proper parking in designated areas
- This isn't for me, as I don't find it valuable and see it as a waste of time and money
- I don't think people would get involved
- I'm not sure I see the value in this, though maybe I don't fully understand what it entails.

Do you have any other comments on what we can be doing to improve our tenant participation activities?

Have your focus groups on a Saturday morning

I already think CVHA do an excellent job trying to achieve these

I think housing officers should come out into the community and see the tenants and get to know the area

After initial contact follow up is essential to maintain relationship

As large business, I think Clyde-valley-housing should be doing more in and around the communities they service

knowing who my officer is or how to contact them to discuss issues would remove a huge barrier

Make a plan: Time dates place. Put out month in advance then a reminder the week before for all areas incase people want to see how other estates are.

When you send a text asking what we thought about a previous repair you only give a job number. If we've had a couple of repairs done in the past months we don't know which job you're talking about

If possible different tenant areas getting information regarding what's happening in their domain

Attending local events and having visibility in communities will help foster good relations