

Tenant Participation Strategy

2025-2030



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**BE all
about the
customer**

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Section 1

1. Introduction

At Clyde Valley Group (CVG), we are proud to provide housing to a wide range of people across Lanarkshire from social rented tenants to private renters and homeowners. Everyone who is part of the CVG community matters to us, and we truly value hearing from you.

This Tenant Participation Strategy focuses on our work with our social rented tenants (CVHA). It works alongside our CVG Customer Engagement Framework, you can read more about this [here](#).

At CVHA, we believe tenant participation is all about working together. It's a two way conversation between us and you, our tenants. Throughout the year, we will offer planned opportunities for you to share your ideas, give feedback, and help shape the decisions that affect your home and community.

Listening to our tenants is at the heart of what we do, by getting involved, you play a key role in improving the services we provide. Your voice and views matters to us because we care about creating vibrant, inclusive communities where everyone feels heard and valued. We believe the best way to shape a brighter future is by working together and that means making sure you can influence how we do things.

We understand that life is busy and participation looks different for everyone, that's why we will offer a variety of ways for you to get involved and at whatever level feels right for you. Opportunities to participate with us should be straightforward and convenient. Whether it's through digital platforms, in person focus groups or clear and simple feedback channels. We're always working to make things easier for you.

Our Values below guide everything we do



BE all about customer

Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.



BE Inclusive

We create an environment where everyone feels comfortable and confident to be themselves, embracing differences and providing equitable opportunities for all.



BE caring

Most importantly we are people centred, we will listen and support customers and each other.



BE driven by excellence

Our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.

Together we make the difference

Great teamwork matters and we will work together in enjoying what we do and making life easier for customers.

2. What is Tenant Participation

We have defined Tenant Participation as follows;

Tenant Participation at CVHA is a collaborative, two-way process between ourselves and primarily our social rented tenants. Through formal, planned activities held throughout the year, we will ensure our tenants are informed, empowered, and supported to share ideas, give feedback, and influence decisions about the policies, services, and conditions that affect their homes.

This ongoing opportunity to participate ensures our tenants have a meaningful role in shaping and improving housing services at CVHA, we value the importance of our tenant's voice and are committed to involving them in the decisions that affect their homes and communities.

CVHA provides a range of opportunities to participate, such as:



Membership

You can sign up to become Members of CVHA, this gives you the opportunity to attend and vote at the AGM and apply for vacant Board positions.



Surveys

Providing feedback through transactional surveys following any interaction with us, completing repairs surveys, providing feedback via our Annual Satisfaction survey and through external accreditors such as Institute of Customer Services.



Scrutiny

Tenant scrutiny is a process where tenants take an active role in reviewing and assessing how their housing services are delivered. When reviewing a service area, the group will use performance data, surveys, interviews, and service standards to evaluate how well CVHA is meeting its responsibilities.

This process allows tenants to examine CVHA's performance, with the aim to identify areas for improvement, and make recommendations for change. This is about improving services and not just critiquing them.



Complaints

If you are dissatisfied with a service provided by us, submitting a complaint via our Complaints process. You can read more about our process [here](#)



Resident and Tenant group

Join or set up a Tenants and Residents Group. Becoming a Registered Tenants Organisation (RTO) gives groups a recognised role in the decision-making process and contact details are maintained on a public register for consultation and information distribution.



Customer Panel

Join our Customer Panel, this is a group of tenants who come together on a bi-monthly basis. The core functions of the group are to review policies, provide feedback and suggest recommendations which will improve service delivery.



Working Groups

We will be exploring the development of working groups either inhouse or in partnership with other organisations and there will be opportunities for you to get involved. Whether you have existing skills or are looking to gain new experience, there will be opportunities to join groups focused on areas of interest.



Consultations

Share, feedback, and suggestions by completing a survey or attending an in-person or online meeting to discuss proposals put forward by CVHA. These may relate to topics such as rent increases, procurement of services and contractors, new housing developments and community initiatives.



Tenant Engagement Calendar

We will publish an annual calendar highlighting key dates throughout the year when we'll share updates and offer opportunities to get involved. These may include attending events, completing surveys, giving feedback on reports, and more. The calendar will be available to view on our website.

As the majority of our homes are across both North and South Lanarkshire Councils, we have included links to their tenant and customer participation strategies which you can read here;

[North Lanarkshire Tenant Participation Strategy 2025-2030](#)

[South Lanarkshire Customer Involvement Strategy 2024-2029](#)

3. Benefits of Tenant Participation

Tenant participation delivers clear benefits for you as tenants, us as your landlord and our wider communities where we have homes. It leads to more effective and informed decision-making, helping ensure that services reflect real needs while delivering better value for money.

For Tenants:

- ✓ Helping to shape decisions that directly affect your homes and services
- ✓ Helping to improve service delivery to meet your needs
- ✓ Gaining an understanding on how decisions are made which helps build trust
- ✓ Improves communication and creates stronger links between you and CVHA
- ✓ There are also personal benefits for getting involved in any participation activities. It's a great way to learn new skills, boost confidence, make new friends, and understand how CVHA works.

For Communities :

- ✓ Helps bring together diverse voices, including those who are often underrepresented
- ✓ Residents can highlight specific needs, leading to better targeted improvements
- ✓ Participation encourages connection and a shared purpose creating stronger communities
- ✓ Increased tenant satisfaction with your home and neighbourhood

For Clyde Valley Housing Association:

- ✓ Insight from you helps create more effective, responsive policies and services, improving outcomes for everyone
- ✓ Tenants who feel heard are more likely to be satisfied with CVHA as a Housing Provider
- ✓ Builds trust as we are working together for common goals with respect and understanding
- ✓ Regular tenant input improves accountability and ensures we meet legal and regulatory obligations

It is important that you know you have a legal right to be consulted and involved in shaping and delivering services. While there may be times when we disagree on actions taken, we will work together to find common ground.

If there are situations beyond our control, we will discuss them with you and provide clear feedback to ensure understanding.



4. Equal Opportunities

At CVHA, we value people and the diversity they bring, and we are committed to being inclusive. We treat everyone with respect, regardless of individual differences, and we listen to understand their needs so we can tailor our services accordingly.

We are dedicated to promoting equal access to our services for all members of the community, ensuring fair and equal treatment, and upholding human rights in line with our Equality, Diversity and Inclusion Strategy and Policy.

In line with the Equality Act 2010, our Tenant Participation Strategy is committed to ensuring that tenant involvement reflects and respects the rights and needs of a diverse range of tenants.

Whilst the majority of tenants across the areas we have homes are White/Scottish, we recognise there are potentially groups within our communities who are underrepresented, we want to encourage involvement from individuals of ethnic minority backgrounds, people with physical disabilities, older adults, young people, and those who share a protected characteristic. We are committed to trying to make all opportunities to participate barrier free for everyone.

If anything we have shared is unclear or difficult to understand, please don't hesitate to get in touch, we are committed to providing information in a range of formats if required –your feedback helps us improve and ensure everyone can take part. We want to make sure every voice has the opportunity to be heard.

You can read our full policy [here](#)

Prepared By	People Directorate		
Policy Created	Equality, Diversity and Inclusion Policy		
Effective Date	May 2025		
EIA Status	Initial Screening Conducted	Yes	No
		X	
Review Date	Full EIA Conducted	Yes	No
Posted on Website	May 2028		X

If you need this publication in larger print, audio form, Braille, or in another language, please contact our office and we will try to help you.



5. How we keep you informed

We are committed to providing all our tenants with easy to access and easy to understand information on our services and the organisation overall.

This includes providing you with the following:

- ▶ Tenancy Agreement
- ▶ Tenant Handbook
- ▶ Policies and procedures
- ▶ Leaflets on a range of topics such as Anti-Social Behaviour and Health & Safety
- ▶ An annual Value for Money and Performance report
- ▶ Quarterly You Said We Did reports
- ▶ Quarterly updates on our Customer Promises performance
- ▶ Annual Rent Consultation
- ▶ Results from our Annual Satisfaction Survey
- ▶ Cost of living supports available to tenants

The methods we use to share this information include:

- ▶ Twice yearly newsletters
- ▶ Monthly ebulletins
- ▶ Website updates
- ▶ Facebook and LinkedIn
- ▶ Annual reports
- ▶ Via our Customer Panel
- ▶ By phone, email, post and text
- ▶ At tenant working groups
- ▶ Face to face at in person events held both at our office space and in our communities

You can find all this information on [CVHA website](#)

At any time you can request additional information or discuss your preferred method of communication. You also have the right to opt out of receiving updates whenever you choose. We are committed to making our communications and participation opportunities accessible to everyone. Information can be provided in alternative formats, including large print, audio, Braille, or translated into other languages upon request.

To support tenants with communication needs, we offer and have access to a range of resources such as:

- Happy to Translate service which supports organisations like CVHA to communicate with tenants who speak little or no English.
- ReciteMe; a function on our website to make online content more accessible by Text to speech / Translation / Style and Font adjustments and reading aids.
- Language Line: We have access to professional interpreters and translators to support telephone/video calls, Face to Face interpretation and document translation
- Contact Scotland BSL: Is a free 24/7 video relay service which allows Deaf BSL users to make calls to any service or person across the UK



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Section 2

6. The Strategy's background and legal context

The Scottish Government introduced a legal requirement for Registered Social Landlords to actively participate with tenants in 2001. This commitment was further enhanced when the government introduced additional requirements through the Scottish Social Housing Charter. The Charter was introduced in 2012 and was developed by tenants for tenants.

The Charter sets out the standards that all landlords in Scotland are expected to meet, and the levels of services tenants should expect from their landlord.

The aim of the Charter helps to improve the quality and value of the services that social landlords provide and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland.

The Charter covers 16 key areas including participation and communication and provides the basis for the Scottish Housing Regulator to assess and report on all social landlords' performance.



Scottish Social Housing Charter – Equalities

Social landlords perform all aspects of their housing services so that:

- *every tenant and other customers have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.*

This describes what social landlords should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion



Scottish Social Housing Charter – Communication

Social landlords manage 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.*

This covers all aspects of landlords' communication with tenants and other customers.



Scottish Social Housing Charter – Participation

Social landlords manage their businesses so that:

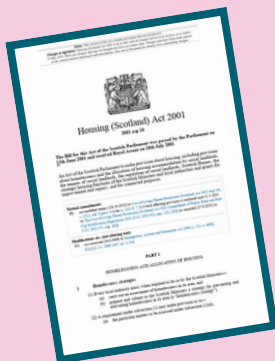
- *tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.*

This describes what landlords should achieve by meeting their statutory duties on tenant participation

You can read more about the strategy's developed and legal requirements landlords must adhere to here:



[National Strategy for Tenant Participation](#)



[Housing \(Scotland\) Act 2001 \('the Act'\)](#)



[Scottish Governments Social Housing Charter](#)

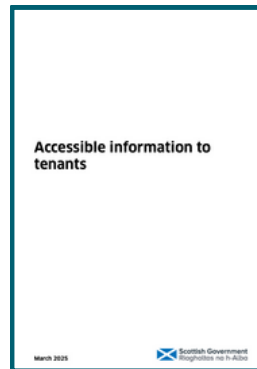
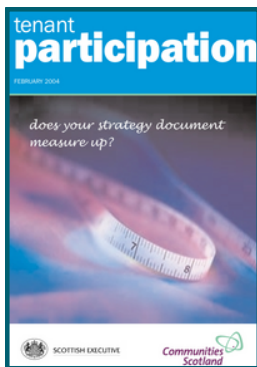


[For tenants | Scottish Housing Regulator](#)

7. How this strategy was developed and who was involved

The process for the development of the strategy included the following activities.

- Research on good practice using Scottish Government Guide to Successful Tenant Participation
- Desk top research looking at best practice examples and talking to external professionals
- Customer Panel discussions
- Seeking external input from Engagement experts Tenant Information Services (TIS) and Tenant Participatory Advice Services (TPAS)
- Feedback gathered at in person event held as part of Scottish Housing Day
- Consultation survey opened to all CVHA tenants, you can read the results of this survey [here](#)
- Using Scottish Government documents [Does Your Strategy Measure up](#), [Guide to Successful Tenant Participation](#) and [Accessible Information Tenants report March 2025](#)



8. Working with Registered Tenant Organisations (RTO's)

What is an RTO?

The concept of registered tenant organisations (RTOs) was introduced by the Housing (Scotland) Act 2001 and gives important rights to groups who register with their landlord.

RTOs are independent organisations set up primarily to represent tenants' housing and related interests. Registration gives groups a recognised role in the decision-making process.

To register an RTO. The group must have a written constitution that is available for inspection and which details:

- the group's objectives;
- the membership process;
- how funds are managed;
- when meetings are held, including the Annual General Meeting;
- the group's commitment to equal opportunities;
- the area in which it operates;
- how business is conducted;
- how the constitution can be amended;
- how the group intends to promote housing and housing related matters.
- how the committee operates and is elected;

What do I do if I am interested in setting one up?

If you are interested in setting up a group, CVHA will support and guide you through the registration process. We can also refer you to TIS and TPAS for external independent advice.

You can read more about current North Lanarkshire and South Lanarkshire RTO groups below;

- [Tenants' and residents' groups | North Lanarkshire Council](#)
- [Register of tenants organisations – South Lanarkshire Council](#)

9. Training and Support

To support tenant participation activities and to ensure everyone receives all the guidance and support you need to feel confident in contributing your knowledge and skills when engaging with us.

We strive to eliminate any barriers to engagement within the Association. This includes, but is not limited to:

- Arranging transportation to meetings, covering travelling expenses
- Ensuring meeting or event venues are fully accessible and providing refreshments
- Providing communication aids where necessary and provide information in alternative formats and languages when requested
- Hold information sessions online and in person
- Be flexible about times of meetings and events
- Provide opportunities for training and networking
- Additionally, tenants can reach out to our partner organisation, Tenant Information Services (TIS) for independent advice on engagement.



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Section 3

10. Aims and Objectives

Our aims through this Tenant Participation Strategy is to provide planned and structured opportunities for you to share your views, give feedback, and help shape the decisions we make. We are committed to developing more personalised and flexible ways for everyone to engage with us, making it easier to get involved in ways that suit you while demonstrating the value of your participation.

We've outlined three key objectives to help us achieve our aims. For each one, we've set measures of success, which we will monitor progress through our action plan and publish a yearly report on our achievements.



To provide consistent, structured opportunities for customer participation throughout the year.

Success Indicators:

- Attend or host a minimum of six in person engagement activities across our communities annually
- All department areas demonstrate evidence of customer input in service design or improvement.
- Annual report published summarising engagement outcomes and actions taken.



To raise awareness of tenant participation opportunities and expand inclusive ways for CVHA tenants to share feedback, ensuring increased involvement across diverse tenant groups in shaping decisions and services.

Success Indicators:

- Year on year increase in tenant participation, with representation from a broad range of demographics.
- Increased variety of participation channels offered, (e.g. online surveys, comment cards, tenant forums, SMS polls, drop-in sessions).
- Increase in feedback received, tracked through the total number of tenant responses across all channels



To provide clear and regular communication that supports a continuous cycle of participation opportunities and feedback to support service improvement.

Success Indicators:

- Maintaining 90% satisfaction rate of tenants who felt CVHA was good at keeping them informed about its services and outcomes
- Tenant service improvements implemented as a result of tenant feedback and tracked quarterly through You Said We Did reports

11. Performance standards

The Housing Regulator requires us to report our yearly performance on a number of Key Performance Indicators across the business.



With regards to Tenant Participation, we report on the following indicators.

- Percentage of tenants who were satisfied with opportunities to participate in landlords' decision making
- Percentage of tenants who felt landlord was good at keeping them informed about its services and outcomes

Data is gathered through our annual satisfaction survey, to view our latest results and explore all our performance statistics, including how we compare to others, you can find more information on the Scottish Housing Regulator website and in our Value for Money Reports.

- [Clyde Valley Housing Association Ltd | Scottish Housing Regulator](#)
- [CVHA Value for Money and Performance Reports](#)

12. Consultation

At CVHA, we are committed to meaningful engagement with all of our tenants on a wide range of topics, we want to gain your views around policy reviews, rent setting to service procurement and home improvement programs such as kitchen and bathroom upgrades and community initiatives.

We will encourage tenant participation through regular consultations, focus groups, and accessible engagement events, ensuring your voices shape the plans and outcomes that affect your lives. To gather feedback and insights, we use a variety of methods, including surveys, in-person and online sessions, direct conversations with our team, and email communication. These approaches ensure that everyone has multiple opportunities to share their views in ways that suit them best.

As part of our new Corporate Strategy a key area of focus will be on building new homes designed to meet local demand, using robust insight and active tenant engagement. By involving tenants in the planning process through consultations, surveys, and community events, we will ensure that the homes and spaces we create truly reflect your needs. This collaborative approach will help build high-quality, inclusive environments that foster strong and resilient communities.

13. How the strategy will be reviewed and monitored

We will review the entire strategy in 2030, with an annual review taking place of progress against the action plan

This will include reporting on;

- Action plan progress and outcomes
- Annual Return on the Charter performance
- Number of events and attendance levels
- Number of tenant and staff training opportunities
- Consultation and feedback outcomes
- Financial details related to tenant participation activities
- Case studies written to show case benefits of tenant participation

Our Customer and Community Engagement team will lead the review of our actions, collaborating closely with departments across CVHA and with our Customer Panel. We'll provide updates on our activities in our newsletter, distributed to all tenants twice a year and through an annual report produced at the end of each financial year.

Accessibility:

To read this document in the language of your choice please use the 'change language' icon on the CVHA website.

You can also access the document by using the text to speech icon on our website.

要以您选择的语言阅读文档，请使用 CVHA 网站上的“更改语言”图标

Aby wyświetlić ten dokument w preferowanym języku, użyj ikony zmiany języka w witrynie internetowej CVHA.

ਦਸਤਾਵੇਜ਼ ਨੂੰ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹਨ ਵਾਸਤੇ, ਕਿਰਪਾ ਕਰਕੇ CVHA ਵੈੱਬਸਾਈਟ 'ਤੇ 'ਭਾਸ਼ਾ' ਬਦਲੋਂ ਆਇਕੋਨ ਦੀ ਵਰਤੋਂ ਕਰੋ

Щоб прочитати документ обраною вами мовою, скористайтесь значком «змінити мову» на веб-сайті CVHA

ویب سائٹ پر ' زبان بدلیں آئیکن کا استعمال کریں۔ CVHA دستاویز کو اپنی پسند کی زبان میں پڑھنے کے لیے براہ کرم



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We invest in wellbeing Silver

INVESTORS IN PEOPLE®
We invest in people Gold



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