



# **West Dunbartonshire Council's Tenant Participation Strategy 2025 – 2028**

## **Involving you to improve housing services**

### **Who we are and what we do**

We are West Dunbartonshire Council.

This is a summary of our **Tenant Participation Strategy**.

We have called this strategy **Involving You to Improve Housing Services**.

It sets out what we will do to involve our tenants in making our homes and housing services better.

Our full Strategy sets out the legal framework for

- tenant participation
- tenant's rights
- the principles behind the Strategy, how we developed the Strategy and how we will make it happen.

Our full strategy is available from the Tenant Participation team or on our website.

## **What is tenant participation?**

**Tenant participation** is about individual tenants as well as tenants and resident groups taking part in decisions to do with

- housing policies
- housing conditions
- related services

We want this to be a two-way process so that everyone can share information, ideas and power.

The aim of tenant participation is to improve our housing conditions and our services.

## **What we want to do**

We have a good working relationship with many tenants and tenant groups. We want this strategy to build on this by getting more tenants involved.

If we can show tenants that taking part helps everyone, then we can get more tenants involved.

Our tenants told us they want to make a difference so it's important we make this happen.

Participation also needs to mean something so that the people who get involved also stay involved. This ensures the best outcomes for all our tenants.

Our strategy shows we want to listen and work with tenants.

## Our action plan

We need an action plan to make our strategy happen. Our full strategy sets out our action plan for the next 4 years.

We will report on our progress

- ⇒ at the Liaison meetings with the West Dunbartonshire Tenants and Residents Organisation (WDTRO)
- ⇒ through the Housing News – we send this out 4 times a year
- ⇒ in an annual report to the Council's Housing & Communities Committee.

Tenants can also use the **Scottish Social Housing Charter** to hold their landlord to account.

A charter is like an agreement. This charter aims to make the quality and value of services provided by social landlords like West Dunbartonshire Council better.

The charter sets out 16 outcomes and standards that we need to achieve.

We must report back to the Housing Regulator once a year. We must also produce a report for our tenants. You can also look at how well we are doing compared to other landlords. We want our tenants to tell us how we are doing so we can make improvements.



We also have an independent **Scrutiny Panel** which is made up of tenants and factored owners.

The Scrutiny Panel look closely at how well we are doing. They might focus on a particular area and make recommendations on how we can do better.

## **Why is it good to get involved?**

We value the time tenants give to be involved with us. We hope you will enjoy the experience for yourself by taking part. But we can also provide transport or pay back any expenses you have to get to a meeting.

We can also cover out of pocket expenses for Tenant and Resident Association members as well as the running costs of the group.

We can provide support and training to help any tenant get involved. Volunteering time can be a good way to help people get back into employment or training. We will provide references for any tenant who has taken part and been involved with us.

We have two staff members working to promote and support tenants to take part. They are here to make your time with us as easy, rewarding and effective as they can.

## **How you can get involved**

You can get involved in lots of ways including:

### **Housing News**

Our newsletter comes out 4 times a year. You can use it to keep up to date with Housing Service developments, consultations and community news. We are also looking to set up a tenant editorial group to improve what goes in the Housing News.



## **Completing surveys**

Filling out a survey is a quick and easy way to tell us what you think about our services. Lots of surveys are online but we can send you a paper version if you prefer.

## **Interested Tenant Register**

Anyone on this register gets updates and direct invites to take part in consultations and other events. This is a good choice for anyone who only wants to take part sometimes or if there isn't a Tenant & Residents Association in your area.

## **Come to a tenant event**

We host annual information/fun days and conferences. We run these events to attract tenants to get involved with Housing Services and to develop tenant groups.

These events are a good place to

- ✓ raise awareness about the services we provide
- ✓ ask for views on different areas of the housing service
- ✓ give tenants a chance to ask questions and talk about issues that are important to them.

## **Joint Rent Group (JRG)**

This group is made up of tenants, housing staff, finance staff and the Housing Convener. Together they scrutinise the Housing Revenue Account (HRA). The group work together to make it clear about how rent money is spent so that all our tenants get value for money.

## Sheltered Housing Forum

This Forum gives representatives from all nine sheltered complexes a chance to get together with Housing and Health and Social Care Partnership (HSCP) staff.

The Forum can

- ✓ raise issues directly with staff
- ✓ keep a check on developments

The Forum meets every 3 months with each complex taking a turn to host the meeting. We can provide transport if people have to travel to a different area.

## Tenants and Residents' Associations (TRAs)

**TRAs** are made up of local tenants, residents and factored owners who represent their area to make improvements in their communities. The group meets locally, usually once a month. Groups can apply for a Tenant Participation Grant to cover the expenses of running a group and get support from Tenant Participation staff.

## West Dunbartonshire Tenants and Residents Organisation (WDTRO)



The **WDTRO** is an organisation that includes all TRAs who work together to improve housing services and standards.

The Council and the WDTRO have meetings every two months so that tenant representatives, Councillors and housing staff can work together.

Everyone involved can put items on the agenda with meetings chaired alternatively by either the Housing Convenor and the WDTRO chairperson or their deputies.

## **Pre-HACC Tenants Forum**

The **Housing and Communities Committee (HACC)** decides on the policies and strategies for Housing Services.

The HACC meet every 3 months.

Tenants have an opportunity to meet with the Housing Convenor and officers who write the reports that go to the HACC before the meeting. This gives tenants a chance to talk through the reports with officers and the Housing Convenor. The Housing Convenor can then present their views as part of the Committee's discussion before decisions are made.

## **Taking part locally**

Housing Services are organised into 4 teams across

- Alexandria
- Dumbarton
- Clydebank Central
- Clydebank Waterfront

Housing Officers work closely with tenants to build good relationships with the tenants in their area and develop services with them.

## **Complaints and compliments**

Telling us what you feel has gone wrong helps to improve our services for everyone.

Telling us when things work well is also good. We pass on these compliments to our staff, so they know they are making a difference.

## How to get in touch with us

The **Tenant Participation Team** is here to help you get involved in whatever way that works for you.

Please contact **Jane Mack** by



Telephone: 07983 542993

Email: [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk)



Or contact **Jennifer McKechnie**

Telephone: 07823 664247

Email: [jennifer.mckechnie@west-dunbarton.gov.uk](mailto:jennifer.mckechnie@west-dunbarton.gov.uk)

Or you can go to our website or Facebook page:

<http://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/>

Our Facebook page is called **West Dunbartonshire Council Tenant Participation**.

