



Melville Housing
SUSTAINABLE THRIVING COMMUNITIES



Tenant Participation Strategy 2025



Meaningful opportunities

Tenant participation means tenants having a real say in how Melville Housing runs its homes and services. It's about working with tenants, not just for them, to make things better.

We want tenants to feel:

- ✓ Listened to
- ✓ Respected
- ✓ Involved in decisions that affect them

Building on work done previously, this strategy sets out how we will give tenants meaningful opportunities to influence and shape services, in line with the Scottish Housing Charter and our core values of respect, openness, and accountability.



Why is it important?

Effective tenant participation:

- Gives tenants an opportunity to have real influence over decisions that affect their homes and communities.
- Improves the quality and responsiveness of services through tenant input.
- Helps build strong, inclusive, and empowered communities.
- Promotes equality and removes barriers to participation.
- Ensures compliance with relevant legislation and best practice.



Best practice

This strategy is informed by:

- The Scottish Social Housing Charter, particularly outcomes 1, 2, and 3.
- The Housing (Scotland) Act 2001, which gives landlords a duty to develop tenant participation strategies.
- National Standards for Community Engagement.
- Equalities legislation and the Human Rights Act.

It also supports our mission statement:

“ To provide quality sustainable homes and support thriving communities that people are proud to live and work in ”

Our commitment

We will:

1. Create and maintain a range of flexible participation opportunities.
2. Provide resources and training to allow tenants to participate.
3. Embed participation across all service areas and levels of the organisation.
4. Be open and honest in communication.
5. Involve tenants at different levels (from quick surveys to formal groups).
6. Make it easy for tenants to take part, no matter their background.
7. Use feedback to change and improve services.
8. Keep tenants informed about what's happening and how their views have been used.



How can tenants get involved?

We recognise that no single method suits all tenants, so we will offer varied options (should there be the demand) to suit different interests, needs, and lifestyles.

✓ Quick and easy ways (which tend to be the most popular) including:

- Online surveys and polls
- Phone or text feedback
- Comments and complaints process

✓ Group involvement

- Tenant Rep Group: Meet regularly to examine performance data, service delivery, and policies.
- Focus Groups: Small, targeted discussions on specific services or policies.
- Neighbourhood Walkabouts: Joint inspections with tenants and staff to identify local issues.
- Tenant and Resident's Associations – we will encourage and help people to form local groups designed to tackle specific community issues.

✓ Digital engagement

- Online Tenant Portal: A hub for accessing services, giving feedback, and participating in consultations.
- Social Media and Email Updates: Sharing opportunities and gathering quick feedback.
- Virtual Meetings: Accessible from home to reduce barriers.

✓ Formal roles

- Join Melville's Board (with training and support).
- Sign up as a Tenant Rep for your area.
- Become a member of Melville Housing Association.

What we'll focus on together

We want tenants to help shape things like:

- 🏠 Housing repairs and maintenance
- 📅 Planning improvements to homes and estates
- 💰 Rent setting and value for money
- 📢 Complaints handling and service reviews
- 🌍 Community safety and neighbourhood initiatives



Supporting tenants to take part

We will:

- ✓ Cover reasonable expenses (e.g. travel, childcare).
- ✓ Provide training and information so tenants can feel more confident.
- ✓ Offer meetings online, in person, or by phone.
- ✓ Provide accessible materials (large print, other languages, etc.) and translation as needed.
- ✓ Provide staff support to coordinate engagement activities.



Checking progress

We'll measure how we're doing by:

- Tracking how many tenants take part in activities.
- Asking tenants if they feel they've been listened to.
- Reporting participation results every year in our Annual Report to Tenants.
- Develop a series of key performance indicators (KPIs) to measure things like participation rates, satisfaction scores and service improvement actions.
- Reviewing this strategy every 3 years with tenant involvement in its evaluation and update.



Equality and inclusion

We will treat anyone wanting to get involved fairly and equally. We will:

- Reach out to under-represented groups (e.g., young people, BME communities, disabled tenants).
- Ensure there are no barriers to participation (such as language, accessibility, digital exclusion).
- Aim to achieve diverse representation in formal and informal engagement.



Action Plan

Action	Timescale	Responsibility
Relaunch and promote tenant rep group	In first 6 months	Corporate Services team
Develop digital engagement tools	Year 1	IT and Corporate Services
Carry out annual tenant consultation	Annually	Corporate Services team
Publish 'you said, we did' outcomes	Twice yearly	Corporate Services team
Review strategy with tenants	Every 3 years	Corporate Services team



Final Word

Tenant participation is about more than ticking boxes — it's about working together. At Melville, we believe that when tenants are involved, services improve, communities grow stronger, and everyone benefits.



Getting in touch and finding out more

Interested in getting involved or want to find out more?

📞 0131 654 2733

✉️ info@melville.org.uk

🌐 www.melville.org.uk

We're always happy to talk about ways you can participate – whether it's a quick chat or joining a group.



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