

Tenant Participation Strategy 2026 – 2029

POLICY IMPLEMENTATION CHECKLIST	
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TENANT PARTICIPATION STRATEGY

1.0 INTRODUCTION

1.1 Garrion People's Housing Co-operative Ltd (GPHC) is committed to tenant participation. We aim to meet the needs and aspirations of tenants by providing good quality information and opportunities. We are committed to placing tenants at the heart of our service delivery and we believe by listening to tenant's views we can ensure our policies and services are more responsive to changing needs and rising aspirations.

We would encourage tenants to be involved in the decision-making process at whatever level they feel comfortable. Our approach to tenant participation will be about making sure there are a variety of ways for tenants to get involved.

1.2 The Co-operative recognises the importance of effective tenant participation both for the organisation and for individual tenants. In developing our Strategy, we believe the benefits of effective tenant participation for everyone include:

- Improved service delivery and demonstrating value for money
- Opportunities to develop new knowledge and skills for tenants
- Improved communication between staff and tenants and ensure they feel we are listening
- Improved links between the Co-operative and tenants for them to feel a sense of community
- Ensure appropriate resources are in place to meet our objectives
- Provide training and support for tenants who are committed to engaging with the Co-operative
- Building on mutual respect and understanding between the Co-operative and tenant

1.3 We recognise there is no single means or best method of consulting with our tenants and will attempt to use methods of participation which best suit the identified needs and aspirations of our tenants and service users and their lifestyle.

1.4 This Strategy is intended to be an evolving document. The development and continuous review of this Strategy will recognise the crucial roles tenants and service users have to play in the future development of the Co-operative's activities.

1.5 We acknowledge that owners/residents are not covered by the Tenant Participation provisions of the Housing (Scotland) Act 2001, but we regard them as being an integral part of our community.

1.6 We recognise that participation can range from the basic provision of information provided to tenants to that of being in control. We also respect the right of tenants not to become involved in the Co-operative's affairs should they choose not to do so.

2.0 AIMS & OBJECTIVES OF THE STRATEGY

Our Strategy aims to:

- Offer tenants a diversity of opportunities for them to engage and become involved in our decision-making process
- Ensure tenants know we are listening and encouraging them to feel a sense of community
- Offer a range of options for becoming involved through long term and short-term methods on an individual and collective basis
- Work in partnership with others, supporting our tenants and other service users to maximise opportunities
- Ensure local decision making and community control, encouraging tenants to influence our policy and participate in decisions, which may affect them
- Comply fully with all legal, regulatory and good practice requirements with regard to tenant participation
- Ensure tenants and community groups are adequately resourced and supported in order to enable them to fully take part in the participation process
- Continuously develop ways of improving communication and feedback information processes to meet the needs of all our tenants
- Ensure that tenant participation and consultation is subject to regular review and improvement

3.0 LEGAL REQUIREMENTS, REGULATORY FRAMEWORK & GOOD PRACTICE GUIDANCE

3.1 Section 53 of the Housing (Scotland) Act 2001

The Housing (Scotland) Act 2001 places a legal requirement to develop and support tenant participation in Scotland. The Co-operative has compiled this Tenant Participation Strategy and is committed to continually review and

improve our performance in supporting and enabling tenants to participate across the whole range of housing and housing related services.

We will continue to identify and develop opportunities via partnership working with existing groups and networks.

3.2 The Scottish Social Housing Charter

The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter (SSHC), effective from 1st April 2012. The Charter sets out the standards and outcomes for all social landlords when performing their wide range of activities. The Scottish Housing Regulator monitors the Co-operative's performance against the Charter through their regulatory assessments. We will comply with the following Charter requirements most relevant to tenant participation.

The Charter requires us to provide a report about our performance against these and other measures to the Scottish Housing Regulator every year through Annual Return on the Charter, as well as reporting on this to our tenants and other service users.

Outcome 1: Equalities – every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 2: Communication – 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.

Outcome 3 – Participation – tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Outcome 14 & 15 - Rents and Service Charges – a balance is struck between the level of services provided, the cost of the services and how far current and prospective tenants and service users can afford them. Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.

The Regulatory Standards of Governance and Financial Management that were published by the Scottish Housing Regulator in 2012 place great importance on tenant and service user evaluation. In particular, Standard Two states:

"The RSL is open and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities."

3.3 Good Practice

In addition, this strategy complements the priorities of good practice guidance such as the National Strategy for Tenant Participation "Partners in Participation" and the Scottish Government's Guide to Successful Tenant Participation.

3.4 Equality & Diversity

The Co-operative is committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all.

We will endeavour to ensure a fair and equal service to everyone and that all services are carried out in an undiscriminating manner in line with the Co-operative's Equality and Diversity Policy.

In particular, we will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender reassignment, sex and sexual orientation.

We will ensure that everyone has equal access to information and services to meet specific needs. Upon request we will make available documents in a range of alternative formats/language.

Increasing Opportunities and Minimising Barriers

We will support our tenants to overcome any barriers that prevent them from participating i.e. assistance with visual and hearing impairments i.e. induction loop system, accessibility to our centre, easily and accessible information on event and activities and a befriending (buddy) service to help welcome people to the centre.

4.0 INFORMATION, CONSULTATION & PARTICIPATION

The Co-operative recognises that good communication is crucial to the effectiveness of our participation strategy.

We are aware that not everyone uses digital technology by choice and will respect this by offering other means of communication.

We are committed to ensuring that all literature and communication with tenants should be clear, concise and easy to understand. Printed material must be in plain language, jargon free, clear and attractive in format and accessible to all.

4.1 Information, Contact & Consultation

We ensure our services and published information is fully accessible, and we use a variety of communication methods in the way that suits them best.

Contact Preferences

From our 2025, Tenant Satisfaction Survey it was established the preferred ways of tenants contacting the Co-operative are:

Telephone	70.5%
Visiting the office	22.0%
E-mail	5.0%
Text	2.5%

Information Preferences

We also established from this survey and other more recent surveys that text messaging and newsletters are the most preferred method used to communicate with tenants and keep them informed about our services and decisions. The results include the other preferred methods of communication:

Text	42.0%
Newsletter	31.0%
E-mail	20.0%
Telephone	4.0%
Letter	3.0%

However, as our key focus is reaching out to all tenants, we will not restrict other forms of communication. Our tenant newsletter remains an important communication channel along with emails.

Other means of communication/publications we provide are:

- Information Flyers/Leaflets
- Telephone Surveys
- Text Surveys
- Email
- Face to Face
- Website
- Open Events
- Annual Report
- Home Visits/Door Knocking/Leaflet Drop
- Social media e.g. CentrePoint Facebook & GPHC Facebook

- Flyers displayed in closes
- Rent Consultation Document
- Digital screen within reception displays housing and community information

We provide information leaflets to new and existing tenants to allow them to be informed about key policies and useful information. These are available at sign up stage, reception, online or can be sent upon request:

- Ways to Pay Your Rent
- A Guide to Managing Rent Arrears
- A Guide to Dealing with Anti-Social Behaviour & Neighbour Nuisance
- A Guide to Operate Heating Systems
- GDPR Fair Processing Notice
- Equality Monitoring Form
- Being A Good Neighbour
- Right To Repair
- Right To Compensation for Improvements
- Waste & Recycling Guide
- Furniture Reuse
- Local Amenity Information Leaflet
- Avoiding Fires in Closes
- Safety Within Homes and Close Area
- Share Membership and promotional advert for Management Committee Members
- Complaints Handling Guide
- Most recent Newsletter and Annual Report

We will develop new summary leaflets as new or updated policies are approved or as legislation changes.

- **GPHC- Quarterly Newsletter**

  We issue newsletters on a quarterly basis to give a summary of key issues/proposed changes, performance and information specific to their area. We also encourage feedback from tenants and ask them to contact us with suggestions and ideas on what they would like to see in future editions.

  From our Tenant Satisfaction Survey and other more recent surveys, communication by text, newsletters and email were rated the preferred options of keeping tenants informed about our services and decisions.

- **CentrePoint - Quarterly Information**

  Articles on community activities/events held within CentrePoint or any forthcoming events are compiled by our Senior Community Development Officer and included within GPHC quarterly newsletter to all tenants and service users.

  These are also advertised via Facebook, posters are displayed within our closes and flyers are delivered to all residents within the community. They are also displayed within the reception area at Centrepoint.

- **GPHC Social Media - Facebook**

  This enables our tenants and service users to access up to date/instant information on events and services and the ability to make comments or express feedback online.

- **CentrePoint Social Media - Facebook**

  This enables our tenants and service users to access up to date/instant information on events and services and the ability to make comments or express feedback online.

- **GPHC - Website**

  We have an informative, user-friendly website full of useful information and opportunities to feedback on our service: www.gphc.org.uk

- **Tenant Information Pack**

  The Tenant Information pack provides up to date information on our services and functions. It also provides specific information for new tenants on participation opportunities.

Annual Report

Each year by 31st October we will issue an Annual Report to all our tenants, shareholders and other interested parties. This draws together a tenant report on charter performance and activities from the previous financial year.

This will highlight our performance in complying with the requirements of the Scottish Housing Charter.

Tenant Satisfaction Surveys

We ask our tenants and other service users what they think about us and act on their feedback. In addition, we carry out a comprehensive Tenants Satisfaction Survey every 3 years with all our tenants. They were last surveyed during December 2025 and January 2026 by an independent company who spoke face to face with 160 tenants about their views on our services. We issued the results of the survey to all our tenants in our newsletter, website and Annual Report.

The survey results from tenants in respect of satisfaction with participation opportunities indicates 88.1% are satisfied; 10.0% neither satisfied nor dissatisfied; and 1.9% tenants were fairly dissatisfied.

The results for 2025/26 are ahead of the figure reported in 2022 (86.3% satisfied) and is also better than the Scottish Average.

This survey allowed us to ascertain valuable up to date information on the level of satisfaction across all the areas of our business. This enables the Co-operative to review our action plan and allow for improvement on any areas where we can do better and focus on suggestions for improvements.

Regular ongoing satisfaction surveys are carried out with tenants to gauge satisfaction levels as follows:

- All new tenants are asked for feedback of the sign up and allocations process and the condition of their home
- Tenants who have reported a neighbour complaint
- Upon completion of routine, planned, cyclical or major repair work
- On completion of medical adaptations
- Feedback on published documents i.e. newsletters, annual reports, rent consultation documents etc

- **Interviews**

  Tenants often meet our staff face to face. Staff will be encouraged to use these opportunities to get feedback on our performance or policies and to highlight opportunities for tenant involvement.

- **Satisfaction Calls - Repairs**

  Feedback is sought on all repair work regarding quality of work, attitude of tradesmen, timescale to carry out work and any comments. A phone call is made to each tenant following a repair/maintenance visit inviting feedback.

- **Satisfaction and Welfare Calls – As the Need Arises**

  Welfare calls were carried out during the Covid-19 pandemic to all tenant to offer support and assistance during this time.

  Feedback was thereafter sought from tenants by a telephone survey on our service delivery performance during the Covid-19 pandemic.

  This information was used to help us understand the huge effect the pandemic had on tenants and their families and the impact of our service delivery during this time.

  Surveys / Welfare Calls will be carried out "as the need arises" to help us best meet our tenant's needs.

  The pandemic has reinforced the need for our approach to be fluid and adaptable to meet the changing needs and preferences of communication. The acceleration of digital technology has also increased our ability to engage with tenants and residents.

4.2 Participation – How can tenants become involved?

We want to encourage as many tenants as possible to have their say, become engaged and participate in our business.

This strategy outlines a range of mechanisms to enable effective participation to take place. The range of options will offer choice to tenants and the opportunity to participate at a time, level and method which suits them best.

We will continue to be a proactive member of the local community, seeking out new, innovative ways to address issues that impact our residents and consult our tenants on this.

Details of various engagement methods are listed below:

- **Membership of the Co-operative**

We wish to encourage as many tenants as possible to become a member of the Co-operative.

This will be done in two ways:

- **Existing Tenants Not Already Members**

We will provide regular information within our newsletter and website promoting membership and encouraging tenants to join the Co-operative.

- **New Tenants**

All new tenants will be given information on membership when signing their Tenancy Agreement. This will be further promoted at the "settling-in" visit along with other volunteering opportunities available within the community.

When a tenant signs their tenancy agreement, we actively encourage them to become a shareholder of the Co-operative by purchasing a £1.00 lifetime share. Shareholders can attend and vote at our Annual General Meeting (AGM) and if elected they can join our voluntary Management Committee.

Members will be encouraged to stand for election to the Management Committee.

- **Tenants/Resident Groups**

- **Community Group – Gowkthrapple Together Group**

Tenants are encouraged to represent their local community on a wide range of issues by being part of an informal Residents Group in their area. The Co-operative will support the formation of the group.

We actively encourage tenants to engage with us and help shape the delivery in terms of quality and range. We appreciate the value of local people and their input into what they would like to see in their area.

This has been evidenced through our previous close working relationship with the local community group "GOLD" who were in operational since 2009 (formerly Gowkthrapple Developing Projects Group). The former group worked directly with housing staff and our community team who supported them with governance, volunteer support, funding and project management.

Since the pandemic, this group is no longer in operation, and our Senior Community Development Officer has since developed a new group "Gowkthrapple Together".

- **GPHC – Community Development Work**

As a community anchor organisation, the Co-operative recognises the important role community development plays in supporting effective tenant participation and creating sustainable, thriving neighbourhoods. Through our ownership and operation of the CentrePoint, community hub we are uniquely positioned to support meaningful tenant participation, community development and place-making activities that strengthen both individuals and communities.

Working closely with Housing Services, the Community Development Team provides opportunities for tenants and residents to influence decisions, shape local priorities and play an active role in their community. Through a co-design and co-production approach, residents are supported to develop, deliver and participate in activities, events and local initiatives that reflect community needs and aspirations. This place-based approach strengthens community connections, promotes pride and empowers people to shape the place where they live.

Alongside community engagement activities, our Community Team provides informal support, training, learning and volunteering opportunities that build skills, confidence and community capacity. Working with a range of community organisations, public sector partners and local groups enables us to maximise opportunities for residents while ensuring services remain responsive to local needs. This includes community development initiatives, volunteering pathways, informal and accredited learning opportunities, and support for individuals and groups to develop their knowledge, skills and confidence.

Through this approach we aim not only to deliver services and activities but to create thriving places where tenants feel connected, valued, empowered and able to influence the future of their communities.

Some typical examples of the range of activities/events are:

- Health and Wellbeing Events i.e. Health Festival, Arts & Crafts Sessions, Line Dancing
- Training i.e. Cooking Classes & Food Hygiene, First Aid Training Sign Language
- Men's Model Making Group & Women's Group
- Digital Drop in with Information, Support & Advice
- Monthly Bingo
- Community Gardening & Climate Change & Community Litter Picks
- Cycling Events / Active Travel / Tool Library
- Dalziel Women's Cancer Care Support Group

- Charity Events i.e. MacMillan Coffee Morning
- Family Fun Days and Outings
- Community Volunteer Day
- Veterans Group
- Dolly Parton's Imagination Library (under 5 years)
- Social Security Scotland Information Drop-in Sessions

Law View Retirement Complex

Following the implementation of the new service model at Law View in 2025, there is no longer a warden service, but an enhanced housing management service provided by a dedicated Housing Officer. In addition, the complex was re-classified from sheltered to retirement housing.

The Housing Officer facilitates events within the communal hall for all tenants i.e. breakfast club, board games and activities with the local high school, keep fit, birthday parties, Christmas lunch etc.

Due to the change of residents within the complex, the Housing Officer will consult with them to establish if they wish to form a resident's group again (formerly they had a Welcome Group and Social Group in operation).

Various activities and events are also provided and supported by our Senior Community Development Officer and community team within the complex i.e. fish supper events, St Andrews Day event, summer garden parties and Christmas lunch.

Veterans Group

Due to the increasing numbers of tenants who are Veterans we set up an informal group for Veterans who can drop into CentrePoint regularly to meet, chat and support each other.

They can also chat with housing staff and other veteran support groups who will listen to their needs and provide signposting to agencies for any support / assistance with their health and wellbeing.

The Senior Community Development Officer and the housing staff have arranged various events and trips with them over the years. Some of the veterans also attend other activities running within the Centre.

We will continue to support and nurture the group to assist with their individual needs and help them integrate into the community / maintain their tenancy.

- **Integration of New Scot (Non-British Residents)**

  We have held several open days and information events within the community over the years. This has had a positive impact and through our involvement and integration within the community we have non-British tenants who have become members of the Management Committee.

  One of these committee members who joined the Management Committee won the Helen McGregor Award in 2015 in recognition of Committee member of the Year.

  We had introduced a Pola Chat Café to assist residents in the area to come along have a chat, integrate with others in the community and learn some English.

  In addition, events i.e. coffee morning, art class etc were organised to assist the integration of Ukrainian families within the community.

- **AGM**

  We hold an Annual General Meeting that is open to all our members in September each year. The newsletter issued prior to the AGM will publicise that the AGM is taking place and will also be displayed on the website. It is hoped this will actively encourage members to stand for election.

  At the AGM we will report on our activities during the year and provide information about our performance and annual accounts.

  We will use this forum to promote participation opportunities.

- **Estate Walkabouts – Focus Group**

  Estate Management Walkabouts enable tenants who live within our estates and schemes to identify common concerns or areas of improvement. Tenants will have the opportunity to come together with housing and maintenance staff to walk around our estates and identify and address any estate management issues.

  All planned Estate Management Walkabouts will be advertised in our newsletters and website to encourage new members.

  From these walkabouts ideas are shared and discussed to improve certain hot spot areas with an action plan agreed.

  Staff have worked along with various volunteer groups i.e. Virgin Media staff, local rugby group and volunteers from other housing organisations who have provided their services to improve areas identified by the group.

We will continue to seek out new opportunities for working with other organisations who provide volunteer services. This includes continuing our staff volunteering days.

- **Other Focus and Working Groups**

Focus Groups provide an opportunity for a panel of tenants to meet in order to scrutinise/give their opinions on a specific issue or a range of subjects to develop or improve services.

For example, a Rent Review Focus Group has been set up to assist with the consultation process with the rent review proposals.

- **Policy Focus Group**

To assist with the development and review of policies and procedures members of the group will be invited to participate in focus group workshops to discuss and develop specific housing service and policy i.e. a focus group was utilised following the Tenant Satisfaction Surveys.

This will provide an important conduit from tenants to input into the development / improvement of service delivery and policy/procedure formation.

- **Open Days/Evenings**

We appreciate that people have busy lives and they are often unable to attend a meeting with a fixed time. The Co-operative will consider holding open days/evenings to allow people to drop in and talk to appropriate staff on issues of concern at a time which suits them.

- **Fun Days/Community Events**

We will support the work of local resident groups or other organisations within our area of operation and will participate in community events such as fun days, information days and Christmas parties/fayres in partnership with local community groups and through our Senior Community Development Officer and community team.

We will use this to encourage inclusiveness and good relations within our community. Consultation with tenants and service users will be carried out at these events. This can be informal by face-to-face discussion or by completing a survey. The method of communication will be tailored to suit the individual.

- **Registered Tenant Organisations**

We recognise the right of tenants to organise themselves and to speak to the Co-operative with a collective voice. The creation of "Registered Tenant Organisations" is a central concept to the Housing (Scotland) Act 2001 which

aims to give tenants groups a recognised role in the tenant participation process.

We recognise that in order to achieve registration, a Tenant Organisation has to meet a range of criteria as set out in the Housing (Scotland) Act 2001 (Registration of Tenant Organisations) Order 2002.

We would therefore expect tenant groups to:

- Adopt a written constitution
- Be open to anyone within the constitution's definition of membership irrespective of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender reassignment, sex and sexual orientation
- Have elected as a minimum a Chairperson, Treasurer and Secretary
- If seeking grant assistance, have established a bank account for the group
- Agree to hold Annual General Meetings where office bearers are elected

Full details of the criteria for Registration are available on request from the Co-operative. We will maintain a Register of Tenant Organisations (RTO's).

Tenant/Public Meetings

Such meetings may be held for a whole area or for street/closes where appropriate or for specific groups should this be appropriate.

This forum would be used as an opportunity to gauge if tenants were interested in being involved in any way with the Co-operative.

Register of Interest in Participation

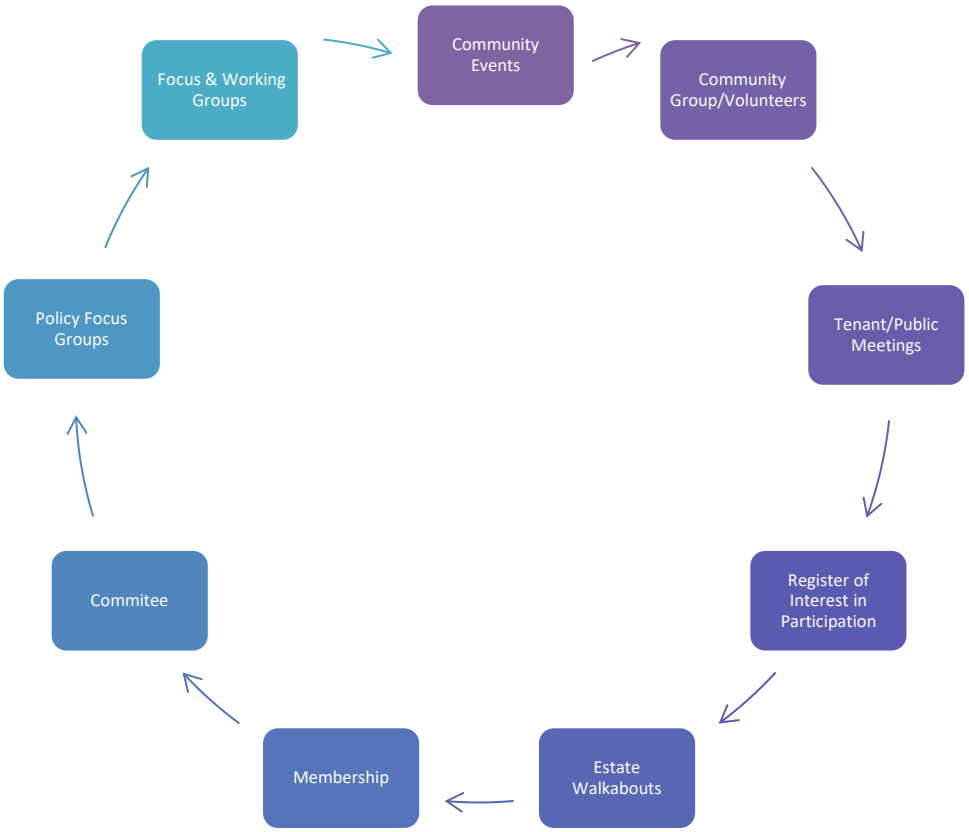
Our housing staff work closely with the Senior Community Development Officer in Tenant Participation activities. This ensures we are working with our tenants and service users to provide a variety of activities from recreational to information services to meet their needs and demands.

Should the housing staff identify a tenant who is willing to participate in volunteering a referral is made to the Senior Community Development Officer who will contact them direct.

A register is held by the Senior Community Development Officer and housing staff listing any tenants and service users who are interested in being involved within the community.

This may range from joining the Tenants/Residents group or Focus Group; assist at open events/ fun days; and/or being a volunteer with group activities held within CentrePoint.

Participation Opportunities:



Feedback from Tenant Satisfaction Survey 2025

Below illustrates the source of participation tenants are most and least aware of and which of these might engage. It details a comparison to previous surveys and recognises from this there is now a greater level of awareness of the Co-operative's participation options.

Method of Participating	Aware 2026	Would Participate
Participating in community events	87.5%	40.0%
Becoming a member of Management Committee	77.5%	13.8%
Responding to surveys received through the post, or through emails and text	75.6%	49.4%
Becoming a member of the Co-operative and attending Annual General Meeting (AGM)	57.5%	13.1%
Becoming a member of a local resident's group	57.5%	10.6%
Taking part in Estate Walkabouts / Focus Group	55.6%	16.3%
Becoming a volunteer	53.1%	10.0%
Becoming a member of our Focus Groups	48.1%	10.0%
Average 2026	**64.1%**	**20.4%**
Average 2022	**59.6%**	**9.5%**
Average 2019	**42.3%**	

As part of the recent Tenants Satisfaction Survey residents were asked what they feel are the most important projects that are needed in their community and responded as follows:

Activity	% Tenant Responses
Provision of youth activities	16.1%
Advice and support for families, parents and children	6.8%
Community events	5.7%
Advice and support for older people (50+)	3.6%
Health, Exercise and fitness classes	2.6%
Advice and support for those experiencing mental health issues	2.1%
Advice on fuel poverty	1.0%
Project to tackle addictions	0.5%
Advice and support to overcome the barriers to work	0.5%
Other	3.1%

(This feedback is based on 192 responses from 160 tenants)

Services Provided to Tenants via Partnership Working – Wider Role Initiatives

AFTAR (Advice for Tenants and Residents) Project

This project is delivered in partnership with Citizens Advice Scotland and four other RSL's in North Lanarkshire i.e. Forgewood Housing Co-operative, Abronhill Housing Association, Lanarkshire Housing Association and Trust Housing Association (formerly Wishaw & District Housing Association).

The project through the Welfare Rights Advisors will help and encourage tenants to improve their financial situation, through looking at ways to maximise their income, deal with their debt and help them improve their budget skills. This service is offered within a private interview room within CentrePoint or if they are unable to call at the office a home visit can be made.

This service is well utilised by our tenants and is available for prospective tenants to ensure they are given the appropriate advice to enable them to make an informed decision in accepting the offer of tenancy.

Energy Advice……as more and more people are struggling with increased fuel costs. Through the AFTAR Project they can help our tenants maximise energy efficiency within their homes and secure more affordable energy costs. They can assist with changing supplier, making tenant homes more energy efficient and make better use of their heating systems.

Digital Working/Computer Learning

Previous drop-in learning /one to one session were delivered in partnership with Citizens Advice Scotland to all ages and levels. Digital services assistance is still available via the AFTAR Project but is now delivered on a request basis.

This project can assist with cv or job searching skills, browsing the internet or help with benefit/universal credit forms.

Within the café area of CentrePoint we have internet booths to enable tenants and service users to drop in and use the free wi-fi services available. This can assist with universal credit claims, job applications or volunteers with their course work or volunteer work.

Local Partnership Agreement with Clyde Valley High School/Orchard Primary (formerly Castlehill Primary School)

We have a long-standing community partnership with the local school to provide a mutually beneficial partnership. The intent of this is to focus on youth development assisting the school in improving pupil achievement levels, opportunities to support the Co-operative in our regeneration projects, community events and competitions.

In addition, our Housing Officer who is based at the retirement complex works closely with Clyde Valley High School/Orchard Primary on volunteering and intergenerational projects with tenants at the complex.

Housing and community staff have worked with the school over the years on various projects i.e. singing to residents from our sheltered complex, involved in various projects, competitions and dedicated community support programmes.

Housing staff have also worked along with the community police and delivered class talks to pupils on housing / environmental issues and career opportunities.

- **Lanarkshire Climate Action Hub**

The Co-operative is part of the of the network of community climate action hubs across Scotland. Our Senior Community Development Officer works with the group to help empower communities in Lanarkshire in developing local solutions to live in low carbon resilient places.

5.0 SUPPORTING LOCAL COMMUNITY GROUPS & INITIATIVES

We will support local community groups that meet the needs and demands of our community.

Our support will be driven by the views of our tenants and service users and may seek their help by volunteering to ensure the success of the projects.

We may provide financial support, staff resources by utilising their time or expertise or free use of CentrePoint.

Support could also be offered in a variety of forms, for example:

- **Use of Facilities and Equipment**

The Management Committee will consider each request individually and may give permission.

- **Providing a Donation**

We may also provide a donation. Groups should contact the Co-operative if they wish to ask for a donation for a specific purpose. This would be at the discretion of the Management Committee.

6.0 PROMOTION AND SUPPORT OF TENANT GROUPS & REGISTERED TENANTS ORGANISATIONS

We recognise the creation of groups can be both time consuming and difficult to achieve. To assist in the development of local groups where these are desired, the Co-operative commits itself to the following:

- Make available practical guidance to individuals seeking to form such a group
- Provide on request a model constitution for groups to use
- Make premises available for group meetings
- Provide information and support to tenants/residents group
- Assist in the production of flyers and posters to publicise their meetings
- Assist in photocopying of minutes, etc
- Attend meetings when invited, subject to notice
- Award an annual grant to each group, subject to the group meeting the registration criteria
- Identifying clear points of contact for liaison between the group and Co-operative
- Provide opportunities for training and development
- Provide information on the Co-operative's structures policies and procedures on request
- Provide information on Standards of Service and Code of Conduct

7.0 RESOURCES & SUPPORT NEEDED FOR TENANT PARTICIPATION

We will ensure that adequate funds are available for tenant participation, which will cover:

- Printing and stationery
- Publicity/advertising
- Administrative and organisational support to tenants and residents' groups
- Meeting room available within CentrePoint with refreshments
- Advice and assistance on setting up and running a tenants/residents group including accessing funding

- Affiliation/membership with Tenant Participation Advisory Service (TPAS)
- Training and information
- Translation/interpreting
- Carer and childcare costs
- Miscellaneous activities to encourage tenant and other customer involvement
- Staff involved in tenant participation activities

Our Management Committee will be responsible for overseeing the development of our Tenant Participation Strategy.

We will also provide funding for Registered Tenant Organisations and various consultation exercises carried out as part of the Strategy.

8.0 STAFF RESPONSIBLE FOR TENANT PARTICIPATION

The size of the Co-operative does not justify employing a dedicated staff member for this purpose, but the housing services and community team are those mainly involved in tenant participation. They will work along with the Housing Manager, Senior Community Development Officer and Community team.

This encourages more effective and efficient use of resources through improved collaboration, learning and sharing across the Co-operative.

The staff and committee are actively committed to this Strategy. This Strategy is influenced by their expertise and knowledge of their tenants' needs and expectations.

Housing staff will be the main liaison officers between tenants and the Co-operative with regards to implementing and monitoring the Strategy.

The strengthening of staff's connection with tenant will build relationships of trust and confidence and promote our reputation.

This will impact on staff satisfaction as they will feel their opinions and expertise are respected and they can influence the operational and strategic direction of the business.

We will ensure that all staff receive the appropriate training in relation to tenant participation.

9.0 APPEALS

A Tenants' group may appeal against the Co-operative's decision to:

- Not register the group; or
- Remove the group from the Register; or
- Not remove the group from the Register

An appeal can be made in accordance with our Complaints Policy. Contact should be made immediately if an appeal is to be lodged with the process completed within three months.

If the tenants' group is not satisfied with the outcome, the appeals process will be considered by the Scottish Housing Regulator, on behalf of Scottish Government.

10.0 MONITORING, EVALUATION & REVIEW

This Tenant Participation Strategy will be subject to continual review and is intended to grow and evolve over time as circumstances change.

We will collect a range of information and feedback to enable staff, tenants and service users to assess the success of the Strategy in meeting its aims and objectives.

We will formally review our Tenant Participation Strategy and Action Plan, in consultation with registered groups and tenants on a 3 yearly basis.

Our action plan has been reviewed in light of the feedback form our Tenant Satisfaction Survey carried out in December 2025 / January 2026 which reflect the views/requirements expressed by tenants.

11.0 ACTION PLAN 2026-29

Aim	Actions	Timescale	Staff Responsible
Information & Consultation			
From our 2025 Tenant Satisfaction Survey 97.5% of our tenants feel we keep them informed about our services and decisions. This survey indicated tenants' preferences for being kept informed were by telephone and visiting the office followed by email. However, in light of a most recent survey this highlighted that text messaging, newsletters and emails are the preferred method of keeping them informed. For the purpose of this action plan, we will use the most recent survey results for keeping tenants informed.	Continue to inform tenants and other service users using various methods: ➢ Mobile / Landline ➢ Visting the office ➢ Email ➢ Text Messaging ➢ Newsletter ➢ Other (Housing Officer – Retirement Complex) ➢ Letter ➢ Information Flyers/Leaflets ➢ Website ➢ Face to face (where possible) ➢ Open Meetings or Zoom ➢ Annual Report ➢ Tenants Handbook ➢ Social media	Annual Report – by 31st October annually Tenants Handbook - Dec 2026 Quarterly Newsletters Consider ways to improve online information / access / reporting info. A tenant portal may be considered moving forward	All staff / Housing Manger will collate and prepare Annual Report Housing Manager All staff / Senior Community Development Officer / Housing Manager
To gauge our tenant's views on the service we provide across all areas of our business	Feedback from Tenant Satisfaction Surveys we have included within Tenant Participation Action Plan.	Oct 2026	Housing Manager

Aim	Actions	Timescale	Staff Responsible
As newsletters are rated one of the top options of keeping tenants informed about our services and decisions i.e. 31% preference this illustrates that tenants rate this method of communication highly. The other most popular methods are text messaging and email.	Continue to produce quarterly newsletters and annual reports to all tenants within mainstream housing and retirement complex, Owner Occupiers, Management Committee members or any other interested party. Newsletters detail our community activities and events, new services or schemes, tenant's rights and responsibilities, tenants' safety, welfare & benefit advice, what is going on in the area, performance reports, participation opportunities and invite feedback.	Spring, Summer & Winter Editions Autumn – Annual Report	All staff contribute to relevant articles within newsletter including Senior Community Development Officer. Housing Manger will collate and prepare newsletters and Annual Reports.
Overcome barriers to Tenant Participation - From the 2025 tenants survey feedback (based on 161 responses) 82% of tenants stated they were not interested in being involved in GPHC's decision making. In cases, where tenants were able to suggest something that could be done to encourage them to participate it is noted under "Actions."	Have more events/activities in the community where our properties are (1.2% of responses) Consult with tenant at home more often i.e. phone surveys etc. (1.2% of responses) Provide more ways to participate online /website (0.6% of responses) Provide a creche so that tenant can attend events/meetings (0.6% of responses)	As and when required offer online participation Continue phone surveys where appropriate Provide more activities/event at sheltered complex Investigate the provision of a creche facility	Housing Manager co-ordinate with Finance/ Digital Services Administrator, Housing Data Administrator/ Housing Assistant/Senior Community Development Officer & Community Team

Aim	Actions	Timescale	Staff Responsible
Social media – Facebook	Housing and community staff to work together on updating information on social media for GPHC and CentrePoint to provide regular updates.	Ongoing	Finance/ Digital Services Administrator, Housing Data Administrator / Housing Assistant, Senior Community Development Officer
Update information on Websites and Refresh	To continually build on and improve the website ensuring all information is up to date to provide a more informative website.	Ongoing	Housing Manager, Finance/ Digital Services Administrator, Housing Data Administrator / Housing Assistant, Senior Community Development Officer
Expand and encourage digital communication methods	Encourage online services and provision of digital services i.e. newsletters, annual reports and publications to send digitally moving forward.	Ongoing	Finance/ Digital Services Administrator, Housing Data Administrator/Housing Assistant, Housing Manager

Aim	Actions	Timescale	Staff Responsible
Participation Opportunities			
From our 2025 Tenant Satisfaction Survey 88.1% of tenants were satisfied with the opportunities given to them to participate in the Co-operative's decision-making process	Continue to promote membership of the Co-operative via websites, newsletters, annual reports and other publications.	Ongoing	Housing staff will continue to reach out to new & existing tenants
Tenant Satisfaction Action Plan Focus Group	Liaise with group on areas identified for improvement/consultation feedback from Tenant Satisfaction Survey on Maintenance & Repairs/Housing Quality/Participation/Contact/ Environment/Community Activities and action.	Ongoing	Housing and Maintenance staff Senior Community Development Officer
Management Committee Recruitment	Continue to promote recruitment of Management Committee via websites, newsletters, annual reports and other publications.	As required	Housing Officers, Housing Manager and Senior Corporate Services Officer will continue to reach out to new members
Promote Volunteering Opportunities	Continue to reach out to tenants with various opportunities to participate at a time, level and method which suits them best.	Ongoing	All housing and community staff

Aim	Actions	Timescale	Staff Responsible
Estate Management Focus Group – Walkabouts	Continue to involve tenants to attend Estate Management Walkabouts / Focus Group – Spring and Autumn. Dates to be advertised in newsletters / website to encourage participation.	Ongoing	Housing Officers/ Housing Manager
Rent Review Focus Group	Liaise with Focus Group on rent consultation and feedback to Management Committee.	Ongoing – Yearly	Director/ Housing Manager/ Management Committee
Policy Focus Group	Continue to liaise with group on the development and review of policies and procedures and Tenants Handbook.	Ongoing	Housing Manager
Law View – Promote new community/voluntary group	On-site Housing Officer will provide ongoing activities and events within the communal hall for all tenants in the complex. In addition, community staff will continue to provide additional activities/events at complex.	Ongoing	Housing Officer/ Housing Manager/ Senior Community Development Officer and community staff
Veterans Group	Continue to support and nurture group to assist with their needs. Schedule / plan activities / events throughout the year.	Ongoing	Housing Officers/ Housing Manager Senor Community Development Officer
Regular Satisfaction Surveys on key areas	Carry our quarterly satisfaction surveys in repairs and maintenance service / new tenants or any other relevant areas as required.	Quarterly / Ongoing	Maintenance & Admin staff / Management Committee

Aim	Actions	Timescale	Staff Responsible
Integration of New Scot (Non-British Residents)	Integration will involve family community days out etc. With this being a catalyst for further community development.	Ongoing	Senior Community Development Officer and Team / Housing staff
Open Days/Evenings	Contribute, support and attend events within CentrePoint.	As arranged	All housing and community staff
Fun Days/Community Events	Participate and attend fun days/community events within CentrePoint.	As arranged	All housing and community staff/ volunteers in community/ Gowkthrapple Together group
Assist with tenants ongoing needs to help sustain tenancy and support them with health & wellbeing	Continue to identify residents' needs to assist them in sustaining tenancy. Increase service provision in area to meet needs i.e. suicide awareness, health and wellbeing, mental health, addiction, family support, counselling services.	Ongoing	All housing and community staff
Tenant/Public Meetings	Arrange meetings as and when required for a whole area or street/close where appropriate for specific groups if required.	As required	Housing Officer/ Housing Manager
Gowkthrapple Together Group	Senior Community Development Officer continue to support local community group with activities & initiatives.	Ongoing	Senior Community Development Officer

Aim	Actions	Timescale	Staff Responsible
Participatory Budgeting	Reach out to tenants and residents to be involved in decision making for their local community with future projects big or small.	As and when required	Senior Community Development Officer and Co-operative staff
Reach out to younger members of the Community	Housing and community staff to encourage a youth committee or younger members onto the Management Committee.	Ongoing	All housing and community staff
Gardening Group / Community Garden	Continue to encourage a welcome space where residents can learn new skills, improve their wellbeing and enjoy the benefits of spending time outdoors.	Ongoing	Senior Community Development Officer and community team
Men's Group	Opportunity to connect, learn new skills and improve wellbeing.	Ongoing	Senior Community Development Officer and community team
Women's Group	Providing sessions to bring women together connect and improve their wellbeing.	Ongoing	Senior Community Development Officer and community team
Staff Volunteering Day	Staff identify areas within the community to improve the appearance of communal areas and carry out the work through a team building / volunteering day i.e. painting communal fencing, planting plants in communal areas etc.	Yearly	All staff at both Garrion & Forgewood

Aim	Actions	Timescale	Staff Responsible
Garden Competition	Encourage tenants to be involved in garden competition and nominate themselves or their neighbours.	Yearly	Housing staff & Landscaping Contractor
Equality & Diversity	Promote an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all. Ensuring everyone has equal access to information and services to meet specific needs.	Ongoing	All housing and community staff

Aim	Actions	Timescale	Staff Responsible
Services provided via partnership working – Wider Role			
AFTAR Project	Continue to engage with tenants to address any assistance required from the AFTAR service.	Ongoing	All housing staff
Digital Working/Computer Learning	Refer via AFTAR Project for assistance with digital inclusion. Tenants made aware they can utilise internet booths in café.	Ongoing	All housing and community staff
Routes to Work (drop ins & signposting)	Outreach service can assist tenants and service users with employment opportunities.	Ongoing	All staff
Support & signposting	Bespoke service/approach to individual's needs.	Ongoing	All staff
Local partnership working with local schools - Clyde Valley Campus, Orchard Primary School & Nursery & Clyde Valley High School	To continue the mutually beneficial partnership, arrange events/competitions/visits to CentrePoint to engage with the youth on various projects. Expand on intergenerational work within retirement complex at Law View with students at Clyde Valley High School.	Ongoing activities as and when projects/ volunteering opportunity arise	Housing Officer/ Housing Manager/ Senior Community Development Officer

Aim	Actions	Timescale	Staff Responsible
Social Security Scotland (SSS)	Provide an outreach service / base at Gowkthrapple for appointments. Can provide advice and support to local community on various benefit entitlement. We will continue to work with SSS to engage with community at events in centre.	Ongoing	All staff
PlayPeace	Based within CentrePoint they provide services for ASN kids and families in North Lanarkshire to connect, engage and attend fun activities. Continue to provide sessions for adults with additional support needs and work with group to develop joint events /sessions in centre i.e. open events and MacMillan Coffee Morning etc.	Ongoing	Senior Community Development Officer and GPHC housing staff
Lanarkshire Climate Action Hub	Meet regularly to discuss and empower communities in Lanarkshire to develop local solutions to live in low carbon resilient places.	Ongoing	Senior Community Development Officer