Community Counts
Milnbank
Housing Association
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TENANT PARTICIPATION STRATEGY 2026

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CONTENTS

1. INTRODUCTION Page 3

2. SUMMARY OF MHAs TENANT PARTICIPATION RELATED ACTIVITY Page 5

3. CONSULTATION WITH MHA RESIDENTS Page 7

4. SUPPORT FOR GROUPS Page 7

5. RESOURCES REQUIRED TO IMPLEMENT TENANT PARTICIPATION Page 8

6. MONITORING OF TENANT PARTICIPATION STRATEGY Page 8

APPENDICES

SECTION 1 - INTRODUCTION

1. HOUSING (SCOTLAND) ACT 2001

Under the introduction of the Housing (Scotland) Act there is a legal requirement for landlords to actively develop and support tenant participation. In terms of Tenant Participation (TP), the rights within this Act mean that Housing Associations like Milnbank must: -

a) Have a TP Strategy in place; this includes an assessment of the resources needed to carry out the strategy and a statement of the actual resources to be spent.

b) Maintain a register of tenant's groups meeting certain criteria.

c) Consult with individual tenants and registered tenants' groups on significant issues of changes affecting them.

d) Have regard to representations made by tenants and groups.

2. TENANT PARTICIPATION STRATEGY

As an endorsement of MHA's commitment to TP, the Strategy is used as a working document. It covers issues relating to TP activities currently undertaken by Milnbank Housing Association (MHA), information given to tenants and support groups, consultation process and resources requested to implement TP.
(It should be noted that the above Act does not specifically cover TP provisions for owners; however, MHA wishes it to be known that homeowners will form an integral part of our approach to TP).

MHA's TP Strategy is based on the following key principles:

•TP requires a culture of mutual trust, respect and partnership between residents, Management Board, and staff at all levels.

•Should be seen as a continuous process where information, ideas and power are shared; common understanding of problems are strived for and a consensus on solutions is worked out.

•Allows all parties to contribute to the agenda. All participants require to have all the information needed to consider issues properly; that information requires to be clear, timely and accessible and to take account of equal opportunities concerns.

•Process of decision making should be open, clear and accountable.

3. THE SCOTTISH SOCIAL HOUSING CHARTER (SSHC)

The above was introduced under the Housing (Scotland) Act 2010 which sets out standards and outcomes that all social landlords should aim to achieve when delivering their housing activities. In terms of TP, Outcome 3: Participation, states:

> *"Social Landlords must 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 outcome describes what landlords should achieve by meeting their statutory duties on TP. It covers how social landlords gather and take account of the views and priorities of their tenants; how they shape their services to reflect these views; and how they help tenants and other customers and bodies representing them such as registered housing organisations to become more capable of involvement – this could include supporting tenants to scrutinise landlord services.

In terms of MHA, a range of mechanisms are in place to achieve TP, this is commented on in the Strategy. MHA also provides feedback annually on all aspects of TP within the Annual Returns on the Charter (ARC), which is submitted to the SHR and through an Annual Report to MHA tenants and other customers.

4. MHA BUSINESS PLAN 2023-26

a) Mission Statement - The Association's Mission Statement was reviewed as part of our comprehensive review of the Business Plan 2023/26. In terms of TP, the Mission Statement states: Always putting our customers and the community first and we support this through: Working together and valuing each other and being Accountable to residents and the community.

b) Succession Planning Strategy – Following our governance review, MHA's Succession Planning Strategy was re-written. In terms of linking this to the TP Strategy, a section is dedicated to ensuring that MHA retains and supports existing Board members and to also future proof the Association by promoting Board membership and attracting new members. The Strategy details how MHA actively encourages residents to participate in the Association. (Please see the Succession Planning Strategy for full details).

c) Communication Strategy – The Communication Strategy links into the TP Strategy and illustrates the various mechanisms, the resources available and support provided for everyone in the community to have a say and get involved in MHA.

   Link MHA Communication Strategy 2026

5. THE BENEFITS OF TENANT PARTICIPATION

In implementing a TP Strategy, MHA has referred to the National Strategy Guide to Successful Participation (published November 2019) which highlights that, when working well, TP delivers clear benefits for tenants, staff and the housing provider, these include:

✓ better service delivery and improved outcomes for tenants which give VFM

✓ Working together for common goals with respect and understanding.

✓ informed and knowledgeable tenants who have the skills and confidence to influence decisions.

✓ increased tenant satisfaction with their home and neighbourhood.

✓ identifying actions for service and performance improvements and working together to implement these recommended improvement.

6. STAFF RESPONSIBLE FOR TENANT PARTICIPATION

MHA recognises that TP although principally Housing Services led, is organisation wide and in view of this all staff have a role to play in actively encouraging TP. The TP Strategy is co-ordinated by the DH&CI with MHA employees having a responsibility to actively promote and encourage TP.

SECTION 2
SUMMARY OF MHA's TP RELATED ACTIVITIES

A key focus of the TP Strategy is to support existing groups and encourage the formation of new ones. From as early as the mid 1980's MHA has been involved in local groups whose primary remit is to promote Wider Action Non-Housing Activities. As a community anchor, this enables MHA to actively engage in wider action activities which has been further advanced with the introduction of our community engagement team.

The Association has a range of mechanisms in place to promote participation within our area, these include:

Satisfaction Surveys	MHA conducts a Comprehensive Satisfaction Survey very 3 years. This will continue to be supplemented through a series of regular surveys covering a wide and varied range of topics are conducted on a rolling programme. In addition to this, our practice of consulting with residents on a regular basis about our range of services will continue. It is anticipated that the new IT system will assist with survey management.

Leadership Team Visibility	As a commitment to TP at a high level, MHA's Leadership Team will be regularly visiting all areas of our stock throughout the year, to provide an opportunity to engage with residents on the Association's service delivery and ensure high levels of visibility.
Annual Report & Digital Newsletters	MHA produces an Annual Report every year and regular newsletters. Both are used as a mechanism for seeking resident's views on MHA services.
Public Meetings	MHA holds a minimum of 1 public meeting per annum, this normally takes place after the AGM, where the members present have the opportunity to ask questions to the Chair and CEO of MHA at the Q&A session. MHA will facilitate public meetings on request from residents, other organisations or if called by the Association itself.
Tenant Panel	MHA has a Tenant Panel which is facilitated by Housing Services staff. The aim of the Panel is to provide an opportunity to engage with tenants to seek their views on MHA services so we can shape our services for our tenants. Tenants will be offered the option of attending online or in person, this will help maximise levels of attendance.
Pop-up & Drop-in Events	Pop-ups will be held throughout the year, and these will be out in the community to maximise exposure and visibility. These events are targeted at patches and areas. Drop-ins will be held within our community halls, and these are for all tenants to attends. Both events are used for feedback and satisfaction that our services provide.
New Tenants & Owners	Tenants Package – Each household is given a package at the start of their tenancy. This includes: Information relating to rent payments, Membership details and access to the online Tenants Handbook which summarises the main area of MHA service provision. Owners Handbook – An Owners Handbook is provided whenever there is a change of ownership. This contains information relating to factoring service, Membership of the Association,

	maintenance, estate management and general information on MPS. All written information provided by MHA is available on our website.
Reception TV, Culloden Hall TV	These aim to provide up to date information on what's happening within MHA and the area in general. This includes details of how residents have/can participate in MHA.
Electronic	Website – MHA's website acts as a tool to provide up to date details on our services. It also contains a range of information relating to our structure, policies etc. including how residents can get more involved in the community. Tenants Portal – The Tenant Portal has now been live for over a year. This is a tool that tenants can access 24/7 from a digital device. Social media (FB & X) – MHA will regularly update all tenants and resident who access social with the latest news and bulletins. We will continue to develop the use of social media and maximise our reach in the community.
Other forms of TP	MHA actively encourages all forms of TP, current examples include: holding an annual gala days, supporting a range of community initiatives.

SECTION 3- CONSULTATION WITH MHA RESIDENTS

A) METHODS OF CONSULTATION

This part of the strategy sets out the consultation methods used by MHA to consult with residents. Regular consultation demonstrates that the face to face contact is consistently the preferred method of communication and, in view of this, we will always strive to involve residents in this way, but we understand with digital transformation, more and more tenants and residents will move to digital communication methods, social media, website, Tenant portal etc. We encourage to indicate their preferred method(s) of consultation and MHA will endeavour to meet these requirements.

The mechanisms that are in place for consultation are as follows:

Consultation with Wider Role activity to ensure what we are providing meets the needs of the service users.

- Community Halls
- Millies Café
- Recycling Centre
- Pantry

Every three year we will carry out a large scale Tenant Participation Survey, this will be completed by an external consultant.

Every year we will complete a Rwnt Consultation with our tenants so we can seek feedback on the proposals and to provide the Management Board with sufficient data so that they can make informed decisions around the rent setting.

Pop-up and Drop-in events will be held throughout the year these will be used to help drive change to our services and to seek feedback from tenants on what we currently provide. These events will also be used to give the tenants and chance to meet with their Housing Officer and Housing staff.

The Housing team will also continue carry out New Tenant Visits to all new tenants and carry out Annual Tenant Visits to current tenants. These important visits will be used to seek feedback and to introduce tenants to all that MHA provides for them.

B) TENANT PARTICIPATION TRAINING

MHA is committed to the pursuit of providing TP training to staff, Board and residents in recognition of ensuring that all Members have the knowledge required to actively participate within the TP Strategy.

C) TENANT NOTIFICATION

As a framework for what would be considered as "relevant issues" to be consulted on, MHA has compiled a list based on our recognised statutory duties:

- Repairs and maintenance (including standards of service)
- Estate management
- Allocations and transfers
- Other key Housing Management issues (e.g. dealing with anti-social behaviour)
- Rents and service charges
- Tenant Participation Strategy
- Any issue relating to a change of landlord, policies etc.

D) INFORMATION FROM MHA

Every tenant of MHA receives the undernoted: -

- Written Tenancy Agreement
- Information on the Association's Complaints procedure

- Rents and service charges
- Allocations, transfer and mutual exchanges
- TP Strategy and method of consultation
- Repairs procedures
- Online tenants handbook

SECTION 4 - SUPPORT FOR GROUPS

REGISTERED TENANTS' ORGANISATIONS (RTO'S)

It is a legislative requirement that MHA maintain a register of tenants organisations, these groups will be known as Registered Tenant Organisations (RTO's) and must meet certain criteria. The criteria for a RTO have to be publicly available in a written constitution that sets out a range of operational requirements like: Objectives, Membership, holding an AGM, managing funds, etc. RTO's are also required to have a written Constitution. The Association's governance procedure manual provides details in full of the above requirements.

SECTION 5
RESOURCES REQUIRED TO IMPLEMENT TP

The Housing (Scotland) Act 2001 requires MHA to contain an assessment of the resources needed to implement the TP Strategy. Examples of resources may include: producing newsletters and strategies, administer satisfaction surveys, provide and facilitate meetings etc.

SECTION 6- MONITORING & REVIEW OF TP STRATEGY

As with other key planning documents within the Association, it is essential that the MC monitor the contents of the TP Strategy and associated policies. This is carried out by the Management Board on an annual basis. A range of information will be collated on an on-going basis and reported to Board. As part of the monitoring and review, consideration will be given to the following:

- How participation took place (e.g. Methods, number of people who participated)
- On what subjects and topics did consultation and participation take place?
- What arrangements were made to ensure there were equal opportunities to participate?
- What feedback was received from tenants and RTOs?
- How were the results of participation reflected in the outcome?
- How much did the consultation and participation cost?
- What were the timescales for participation and consultation?

Where possible, in addition to numbers, evaluation reports will include views, opinions and perceptions of both tenants and staff to determine what outcomes have been achieved and whether this has resulted in: an improvement in housing services and standards, an increase in tenant involvement in decision making, meeting the Charter outcomes, promoting TP among equalities groups and improved communication and better working relationships between tenants, staff, elected members and Board members. (*APPENDIX 2*) is used as a TP Self-Assessment Checklist to assist.

1. SUMMARY OF SATISFACTION SURVEYS – 2025/26 (TSS not included as not due to be completed until 13/03/26)

1.1 Background Information

As part of the Association's Service Delivery Strategy, a total of Resident/Customer Satisfaction Survey and consultations have been conducted from April 2025 – March 2026. The surveys have covered a range of services delivered by the Association to determine the Resident/Customer satisfaction with the service they receive.

10.2 Methodology

The methodology in collating this information varies between face to face, post, email, online QR Code, and telephone surveys.

10.3 Respondents

A combined total of responses has been received.

10.4 Findings

From the responses received, the average satisfaction rate is %. A breakdown of the individual satisfaction surveys and their results are noted below:

	MONTH	SURVEY	SURVEY METHOD & % SATISFACTION
1	June 2025	Tenants Future Needs Events	Face to face, QR Code (81 responses) = 98%
2	October 2025	Meet Your Housing Officer Events	Face to face, QR Code (80 responses) = 95%
3	December 2025	Millies Café Satisfaction Survey	Face to face, QR Code (21 responses) = 100%
4	December 2025	Ballindalloch Hall Satisfaction Survey	Face to face, QR Code (26 responses) = 100%
5	December 2025	Culloden Hall Satisfaction Survey	Face to face, QR Code (10 responses) = 100%
6	January 2026	Rent Consultation 2026/27	Face to Face, Telephone, QR Code (536 Responses) = 84%
7	February 2026	Repairs Satisfaction Surveys	Text Survey (311 Responces) = 87%
TOTAL = 1065 returns (95% average satisfaction)			

2. SUMMARY OF CONSULTATION – 2025/26

2.1 Consultations held with MHA residents to date this year, is noted below:

	MONTH	CONSULTATION	CONSULTATION METHOD
1	June 2025	Tenants Future Needs Events	Face to face, QR Code (81 responses)
2	October 2025	Meet Your Housing Officer Events	Face to face, QR Code (80 responses)
3	December 2025	Millies Café Satisfaction Survey	Face to face, QR Code (21 responses)
4	October 2025	Evening Pantry Consultation	Face to Face (8 responses)
5	December 2025	Ballindalloch Hall Satisfaction Survey	Face to face, QR Code (26 responses)
6	December 2025	Culloden Hall Satisfaction Survey	Face to face, QR Code (10 responses)
7	January 2026	Rent Consultation 2026/27	Face to Face, Telephone, QR Code (536 Responses)
6	October 2025	Business Plan Consultation	Face to face (20 responses)
7	December 2025	Customer First Strategy Consultation	Face to Face, Paper Survey, QR Code (40 Responses)
8	February 2026	Repairs Satisfaction Survey	Text Survey (311 Responses)
TOTAL = 1133 participants			

TOTAL NUMBER RESIDENTS' ENGAGEMENT = 1133 - Average satisfaction rate = 95%

APPENDIX 2 - GUIDE TO SUCCESSFUL TP (Scottish Government)

Review of current Tenant Participation practice		
1	Are tenants fully involved in reviewing TP policy and practice?	Every effort is made to ensure this happens.
2	Have the strengths and weaknesses of the strategy been identified by tenants, landlords, board members?	See point 1 above. As part of the annual review, the Board scrutinise the policy, part of which covers what works well and where changes could be made.
3	Does the strategy set out how traditionally excluded groups are encouraged to participate?	This is included in the Monitoring & Reviewing section of the Strategy. Regular features are included in the newsletters, website, social media and Annual Reports. (E.g. the 2026/27 newsletters promote the different ways residents can get more involved in the Association).
4	Has an assessment of the resources currently put into TP and the resource gaps been made?	Yes. No resource gap as staff time and budget allocated to TP.
5	Have any shortfalls identified in the last review of TP been addressed?	Staff training on TP is a continuous process. The updated 2026/27 Strategy will be communicated to staff.
6	Have gaps been prioritised for further development?	See point 5 above.
Review of scrutiny practices		
7	Do services reflect tenants needs and priorities	Yes. Tenants are regularly asked what their priorities are via satisfaction surveys. The April 2023 TSS found that 94.9% satisfaction with the opportunity to participate in MHA's decision-making process.
8	Are tenants being encouraged to form tenant groups?	Yes. This is actively promoted e.g. website, social media newsletters, public meetings, open days and scrutiny groups/focus groups etc.
9	Do tenants and others understand landlord operation?	Yes. Feedback supports this. Also, the high level of engagement (e.g. Membership

		is one of the highest in Scotland and the AGM is the highest attended for CCHA)
10	Is training being provided?	Yes.
11	Are tenants and landlords working together to achieve change?	Yes. Example being more and more tenant moving to digital channels of communication due to the ease of access to info etc.
12	Can you collaborate with neighbouring tenants/landlords to develop scrutiny activities?	Yes. Example being the Friends of Alexandra Park Group, Bluevale Community Club.
Partnership working in relation to the Charter		
13	Tenants should consider if there are opportunities to be involved in monitoring and assessing the Charter performance of their landlord?	MHA consults with tenants annually on the Charter. Charter outputs on website & newsletter
14	As landlords, is there more you could do to promote the Charter and support your tenants to be involved in scrutinising your Charter performance?	No (see 13 above)
15	Is there improved communication, effective partnership working and is scrutiny taking off?	MHA consults through various avenues, digital transformation is something we are passionate about, but not at the detriment of those tenants and resident who require face to face communication. We have regular face to face pop-up events and drop-in events, Annual tenancy visits are now in place. The new Tenants Panel has been introduced. The feedback has been excellent.
16	Are there Service Improvements and efficiencies?	All feedback re these points is always taken on board and implemented where relevant.
17	Is there Tenant involvement in Charter reporting and monitoring?	Yes, see point 13
Landlord's commitment and capacity		
18	Does the TP strategy fit in with other plans and statutory requirements?	Yes. Examples being: service delivery strategy, communication strategy, succession planning etc.
19	Are tenants aware that a review of TP is underway, and do they	Yes. The annual review is reported in the Winter newsletter.

	know how they can get involved?	
20	Is on-going training and briefing in place to ensure the commitment of staff, Board members and elected members to TP?	Yes. See point 5 above.
21	Do staff, Board members and elected members know about the participation parts of the Act and good practice guidance?	This is made available in the TP Strategy.
22	Are all staff kept up-to-date on Tenant Participation developments?	Yes, via Teams and CEO newsletters. Staff attend and promote TP events.
23	Do front line staff who work with tenants have training on equal opportunities, customer care and the skills required to carry out their job effectively?	Yes. Feedback from tenants is always high. An example being the March 2023 feedback is 91.57% on overall satisfaction.
Decision making		
24	Are processes of decision making open, clear and accountable?	Yes. Details on website. 98.0% tenants stated satisfaction on MHA keeping tenants informed about decision making in March 2023 TSS.
25	Do tenants have access to decision makers?	Yes. Details of LT contact details on MHA website. LT events take place around the various locations in the community.
26	Is consultation with tenants and groups carried out before decisions are made? Are decisions made together?	Mixture of both. MHA will aim to consult prior to decisions being made where possible. (E.g. Focus Groups, AGM). MHA increased its consultation with tenant around the 24/25 rent charges over a longer period to get as much engagement as possible. We used online surveys, pop up events, community meetings, social media and the website to promote, as well as sending out letters, email and putting up posters in the areas.
27	Are tenants' views taken into account before decisions are made?	Yes. An example being the feedback from the annual rent consultation which is fed back to the Board.

28	Are tenants and groups given adequate time to consider and respond to issues?	Yes. MHA always allow a reasonable time frame for responses.
29	Are tenants involved in the review of service standards, best value reviews and monitoring of landlord performance?	Yes. Recent examples include: review of the Customer Service Charter top 3 service requirements, seeking feedback on the measures introduced for tenants' safety during and post Covid.
30	Are methods in place to feedback to tenants and RTOs following a consultation exercise?	Yes. Feedback on the AGM is included in the newsletter.
Tenant representatives		
31	Has the landlord consulted tenant groups or other networks of tenants to find out what their key housing issues are and what level of involvement they want?	Yes. Scrutiny groups and focus groups within MHA. Other examples include: Friends of Alexandra Park Group.
32	Has work been undertaken to stimulate TP in areas where there is little or no tenant involvement?	Yes. MHA regularly target these areas. We use various methods to stimulate engagement with different groups. Face to face, online, website, calls, door chapping etc. All to boost engagement as much as possible. MHA prides itself on the high engagement we get during the Rent Consultation. For 26/27 we received responses from 32.1% of our tenants. This is considerably higher the Scottish Average.
33	Is there an up-to-date register of registered tenant groups in place?	Yes.
34	Are mechanisms in place to enable tenants at a local level to influence housing management?	Yes. MHA has a Tenant Panel. Also, conduct PAV visits to every new tenant and aims to visit 100% of current tenants through the ATV's. MHA carry out multiple events throughout the year to maximise engagement to maximise tenant influence.
35	Do tenants have a place or places on the governing body?	Yes. 12 of MHA's places are filled by local tenants and residents.
36	Are mechanisms in place to enable tenants to contribute to the reviews of service	Yes. Examples include the Tenant Panel. A recent example is consulting on MHA's rent

	standards, policies, investment priorities and performance monitoring?	levels for 26/27 with the Scrutiny and Focus Groups.
Setting the agenda		
37	Is the main agenda for TP planned in advance? Is the agenda jointly agreed with tenants?	Yes, as outlined in the TP Strategy and reported to the Management Board.
38	Are processes in place to enable tenants at a local level to influence local housing management services?	Yes. Examples being: Pop-up and drop-in events, Annual rent consultation, Rent, Allocations and Governance Scrutiny Groups.
Planning for monitoring and evaluation		
39	Does your TP strategy set out processes for reviewing, monitoring and evaluating TP?	Yes, last chapter
40	Were these processes jointly agreed with tenants?	MHA uses the National Strategy Guidance (2019)
41	Have time and resources for monitoring and evaluating TP been allocated within the strategy?	Yes, included in MC meeting annual schedule and budget.
42	Have tenants and landlords agreed what information needs to be collected, and how, when, and by whom the evaluation will be carried out?	Yes, MHA has a well-established system in place which is agreed at the start of each calendar year
43	Is the information being collected relevant to monitoring and evaluating TP?	Yes
44	Is the information accurate and presented in a user-friendly format?	Yes. Presented in this manner. MHA sought the advice of our newsletter publisher on presenting information in a user-friendly manner.
Accessing resources		
45	Are staff with specific responsibility for TP in place to provide support to new groups, develop existing groups, promote TP and consult with the wider community?	Yes, the DH&CI at a senior level with Officers supporting this.
46	Is a training programme for all staff in place to provide skills and knowledge to develop participation practice?	Covered in staff briefing sessions.
47	Can staff access external training events on TP?	Yes, via the training & development strategy.
48	Is training and briefing provided to keep MC members and	See point 47 above.

	elected members informed of TP practice and developments?	
49	Is a joint agreement in place between landlords and tenants, setting out what information tenants will receive and how they will receive it?	Yes, this is detailed in the Communications Strategy
50	Is information for tenants easily accessible, in plain English, provided in different formats where required, relevant and accurate?	Yes. This is made known to tenants and is often used (e.g. MHA has a large Polish community). MHA is a member of Happy to Translate.
51	Is information made available with sufficient time for tenant groups to consider and consult their members?	See point 50 above.
52	Is training available for individuals and tenant groups to develop their ability to participate?	Yes, via the Training & Development Strategy and Volunteering Policy.
53	Can tenants access external TP training and events?	Yes, see point 52 above.
54	Are start-up grants and annual running costs available to tenant groups to cover the group's costs?	Yes, as detailed in the TP Strategy and appendix.
55	Are these grants reviewed regularly with tenant groups to ensure they get enough funding to carry out their activities?	The levels are reviewed annually by the MC as part of our budget setting process.
56	Is funding available to ensure that there are no financial barriers to tenants participating, i.e. expenses, care costs are met?	Yes, TP Strategy and Expenses Policy.
57	Is 'in kind' support, such as access to premises or photocopying, available to groups?	Yes, outlined in TP Strategy.
58	Do tenants have access to independent advice?	Yes, outlined in TP Strategy
Building, supporting and sustaining tenant groups		
59	Does the landlord recognise and welcome the rights of tenant and resident groups and umbrella organisations to represent the views and interests of their local community?	Yes, MHA actively promotes and support this. An example being a group of local people forming a Board to save the leisure facilities hosted in a school in the area.
60	Is the independence of tenant groups recognised by the landlord?	Yes.

61	Are tenant and resident groups adequately supported financially and 'in kind'?	Yes (e.g. staff time attending meetings, preparing paper work, admin support and sponsorship)
62	Does the landlord work to ensure that tenant organisations are well informed, resourced and given adequate support so that they are able to influence decisions?	Yes, MHA regularly help to facilitate local groups (e.g. Dennistoun War Memorial)
63	Is there a range of opportunities and mechanisms in place for tenant groups to access and input to the decision making process?	Yes, as stated in the TP Strategy.
64	Are tenant groups regularly invited to meetings with their landlord to discuss housing and community issues?	Yes. Recent example being MHA hosting meeting regarding the closure of a local library.
65	Have the landlord and tenant groups agreed a timescale for receiving and considering information?	Yes, where relevant. Using example in point 64 above, the deadline for responses was communicated to tenants.
66	Are tenant groups given the opportunity to meet and discuss joint issues and prepare their points of view before meeting the landlord?	Yes. MHA provide premises and any other resource requested of the group members.
67	Do tenant groups have the opportunity to contribute to the agenda?	Yes.
68	Are perceptions of problems and issues shared between tenants and the landlord before potential solutions are discussed?	Yes. See examples highlighted in point 64 above.
69	Are tenants' views considered before decisions are taken?	Yes
70	Is feedback provided to groups following consultation exercises?	Yes, using the library example, the outcome to delay the closure was fed back to tenants.
71	Is TP seen by the landlord as an on-going process?	Yes.
72	Are different ways to maintain communications with groups used?	Yes, the range includes: email groups, face/face meetings, letters, and video conferencing.
73	Is the relationship between the groups and the landlord a respectful one?	Yes.
74	Are staff in place to help new groups, provide development support to existing groups, and	Yes, see point 45 above.

	promote TP across the organisation?	
Involving all		
75	Are equal opportunities built into both mainstream housing services and TP strategies?	Yes, as outlined in our Equality & Diversity Policy.
76	Has a training needs assessment been carried out in relation to equal opportunities?	This is covered in our Equality Action Plan.
77	Have staff and tenant representatives been provided with training on equal opportunities in relation to participation?	Yes, this will be reviewed to ensure compliance with the characteristics in the Equality Act
78	Are equal opportunities and proactive attempts to involve all built into the TP activities of the landlord and groups?	Yes, as outlined in the TP Strategy.
79	Are representatives from all groups involved in monitoring and reviewing the TP strategy?	The MC and local elected representative undertake this.
80	Have the individual needs of all groups been identified and met?	Yes, examples to accommodate this include changing the venue and meeting times.
81	Has action been taken to remove barriers to accessing participation, such as language barriers and child care?	Yes, as outlined in our Expenses and Communication policies.
82	Have opportunities to take part in a range of participation methods been provided to all?	Yes, via the website, social media, newsletters, and new tenants package.
83	Are networking opportunities provided to enable individual tenants to meet representatives of tenant groups and staff?	Yes, MHA facilitate this when required. E.g. AGM, pop-ups, drop-ins etc.