

# Tenant and Customer Participation Action Plan 2025– 2026 (May 2025)



Putting People 1st

This Tenant and Customer Participation Action Plan outlines the steps and commitments that will be taken to implement our Tenant and Customer Participation Policy.

The Action Plan will be reviewed annually and progress made reported quarterly to Management Committee.

Objective	Current Actions / Commitments	Comments /Update (✓ only against an item = completed + ongoing action / commitment)
<b>1. To provide tenants and customers with good quality, accurate and easily understood information</b>	<ul style="list-style-type: none"> <li>• <b>Tenancy Agreement</b> – A clear and concise tenancy agreement that will be explained at the signing up of a new tenancy. (HO/AHO)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Tenant Handbook</b> – A tenant’s handbook produced that includes ways in which tenants can participate. (All)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Tenancy Pack</b> – A pack containing useful tenancy and contact information provided and explained during the tenancy sign up process. (HO/AHO)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Rent Statements</b> – Regular / monthly information on a tenant’s rent account where the tenant is in arrears will be provided. Quarterly statements will be provided for tenants in credit. (HO/AHO)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Applicant Newsletter</b> – Annual update newsletter produced with housing demand information (Qtr. 2) (HSM/SHO)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Factoring</b> – Factoring written statement of service produced that includes ways in which owners can participate and explains charges and services provided. (SHO/HO)</li> <li>• <b>Factoring</b> – Twice yearly factoring newsletter produced to increase communication and engagement (Qtr. 1 and Qtr. 3). (SHO/HO)</li> </ul>	

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	<ul style="list-style-type: none"> <li>• <b>Anti-social Behaviour</b> – Produce fact sheet with information on how ASB is dealt with by the Association and what residents can expect when they report anti-social behaviour (Qtr. 1). (SHO/HO)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Estate Management</b> – produce &amp; distribute updated estate management plans (September 2025). (HO/AHO)</li> <li>• <b>Estate Management</b> – regularly publish close cleaning standards to all residents receiving the service (in estate management plans, newsletters, via website) (SHO/HO)</li> </ul>	<p>Cleaning Standards to be publicised in Spring Newsletter and Sept 2025 Estate Management Plans</p>
	<ul style="list-style-type: none"> <li>• <b>Estate Management</b> – identify “hotspot” areas for estate management and work with residents and other agencies to resolve issues and publicise to residents(HSO)</li> </ul>	<p>From April 2025</p>
	<ul style="list-style-type: none"> <li>• <b>Estate Management</b> – Work with partner agencies to improve appearance of land not owned by Pineview which impacts on Pineview residents and publicise to residents(HSO)</li> </ul>	<p>From April 2025</p>
	<ul style="list-style-type: none"> <li>• <b>Annual property improvement plans</b> – Detail of property improvement plans provided to individual tenants e.g. proposed cyclical / next 3 years. Useful information for customers for planning and information (Qtr. 4). (HSM/SHO)</li> </ul>	<p>Qtr. 1 2025 &amp; Qtr. 4 2026</p>
	<ul style="list-style-type: none"> <li>• <b>Newsletters</b> – Quarterly newsletter published on website with paper copies available for those who request it. (All)</li> </ul>	
	<p><b>Our Performance</b> - An annual report on the Association’s performance and regular updates in newsletters. (HSM/FCSO)</p>	
	<p><b>Policies and Service Level Agreements</b> – Access to any of the Association’s polices and resident service level agreements. (HSM)</p>	

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	<p><b>Publicise and assist with Non PHA services information to enable maximum tenancy sustainment</b>– Assisted Garden maintenance advice; availability of benefits adviser, pest control, local authority bulk / rubbish collections and proactive support from PHA staff regarding benefits, occupational health, adaptations etc. (All)</p>	
<p><b>2. Promote tenant and customer participation and increase opportunities to participate</b></p>	<ul style="list-style-type: none"> <li>• <b>Association membership</b> – Actively promote at the start of tenancies, through staff communications, home visits and newsletter articles. (HO/AHO)</li> <li>• <b>AGM</b> – Annually and actively promote attendance of members. (All)</li> <li>• <b>Customer Forum membership / attendance</b> - Actively promote at the start of tenancies, through staff communications, home visits and newsletter articles. (HO/AHO)</li> <li>• <b>Website</b> – Continue to develop website communication. (All)</li> <li>• <b>Review of Policies and Services</b> – Publish a participation calendar annually identifying the areas the Association intends to review and seek tenant and customer involvement. (HSM/FCSO)</li> <li>• <b>Consultation Register</b> – promote and to encourage wider opinion and input. (SHO)</li> </ul>	

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	<ul style="list-style-type: none"> <li>• <b>Increase PHA staff involvement / participation in Drumchapel community events.</b></li> <li>• <b>Promote involvement and a sense of community through as many social and partnership events as practicable during 2024/2025</b> – Garden Competition; Community Garden /Allotment; Annual Bus Trip, varied partnership projects and events. (All)</li> <li>• <b>Publicise community events on PHA website, social media and as widely as possible.</b> (All)</li> </ul>	<p>PHA on steering group of “Drumchapel Does Christmas” Summer Outing to Heads of Ayr Farm planned for August 2025</p> <p>4 events publicised across social media channels and newsletters during each quarter</p>
<p><b>3. Empower tenants and service users to have a say in the provision, development and standard of services and policies</b></p>	<ul style="list-style-type: none"> <li>• <b>Customer Surveys, Consultation and Feedback</b> - provide effective means for tenants and customers to provide feedback including: Three yearly independent satisfaction survey; annual rent and service charge consultation; feedback on repairs and maintenance service; feedback on application process; feedback on allocation process and property standards; kitchen choices in planned renewal programmes. (HSM/SHO)</li> <li>• <b>Introduce grading of blocks</b> and estates to improve quality and publish grading figures quarterly. (ALL)</li> <li>• <b>Extend CX feedback</b> to obtain quarterly feedback on close cleaning and other estate management services (SHO)</li> </ul>	<p>3 yearly satisfaction survey to be carried out in 2025. Repairs satisfaction collected and monitored. CX Feedback tool extended to estate management</p> <p>From Qtr. 3</p> <p>From Qtr. 3</p>

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	<ul style="list-style-type: none"> <li>• <b>ARC (Annual Return on the Charter)</b> - Involve Customer Forum in review of ARC and Charter Report. (HSM/SHO)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Complaints Process</b> – Have a robust complaints policy and procedure which is monitored to evaluate the lessons to be learnt and report quarterly on these. (HSM/FCSO)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Customer Forum</b> – Policy review and consultation role. Approved certification role for the Association’s policies and key documents. (HSM)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Meetings</b> - Where appropriate close or area meetings will be held. Individual meetings with tenants and customers will be arranged. (HO/AHO)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Celebrate Participation</b> – Publicise and celebrate areas of participation to show that customers have an input into the decision process and encourage involvement for example, develop further ‘You Said We Did’ information to show how negatives have been managed into positives. (All)</li> </ul>	
<p><b>4. To ensure that appropriate training is available regarding the tenant and customer</b></p>	<ul style="list-style-type: none"> <li>• <b>Customer Forum</b> – Liaise, support and ensure that the Forum is supported in its development including any training requirements. (HSM/SHO/HO)</li> </ul>	<p>Staff attend and facilitate all Customer Forum meetings</p>

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<b>participation process</b>	<ul style="list-style-type: none"> <li>• <b>Committee and Staff</b> – Training regularly provided and reviewed in our tenant and customer participation policy, legal and good practice requirements. Through our staff development reviews and committee skills audits training will also be identified. (HSM)</li> </ul>	
<b>5. To ensure that appropriate resources are available to meet these objectives</b>	<ul style="list-style-type: none"> <li>• <b>Budgets</b> – Specific budget provision available / identified to undertake, promote and publish tenant/customer participation. (HSM)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Staff Resources</b> – Staff time to be made available to attend meetings and provide administrative support / advice for tenant/customer participation. (All)</li> </ul>	
<b>6. To promote equality and diversity in the development of tenant and customer</b>	<ul style="list-style-type: none"> <li>• <b>Equality and Diversity</b> – Implement, monitor and review the steps and commitments outlined in our Equality and Diversity Policy and Action Plan (All)</li> </ul>	

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<p><b>7. To ensure that tenant and customer survey feedback is implemented with appropriate action taken</b></p>	<p>Develop action plans and mechanisms in respect of:</p> <ul style="list-style-type: none"> <li>• In depth explanations of staff decisions during tenant and customer interviews and communications.</li> <li>• Clarity and information on proposed actions, expectations and responsibilities from both the Association and customer.</li> <li>• Balanced approach regarding arrears management, actions and providing support.</li> <li>• Improved contractor management especially for repairs satisfaction, no access and appointments.</li> <li>• Increased methods of response / participation e.g. repair satisfaction and follow up complaint surveys by text.</li> <li>• Ensure maximum area presence, visibility, effectiveness and availability of staff.</li> <li>• Feedback on customer survey outcomes and actions taken/community activities funded as a result.</li> </ul> <p>(All)</p>	<p>Information to be published in Estate Management Plans on tenant responsibilities re bin stores, gardens and bulk rubbish. Feedback and communication regarding other service areas continue to be regularly included in Newsletters.</p> <p>Increased contractor management</p>

All – Housing Services Team  
 AHO – Assistant Housing Officer  
 FCSO – Finance & Corporate Services Officer  
 HSM – Housing Services Manager  
 HO – Housing Officer  
 MO – Maintenance Officer  
 SHO – Senior Housing Officer

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