

Dundee City Council

Tenant Participation & Scrutiny Strategy 2025-27





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Introduction

What is Tenant Participation, Engagement and Scrutiny?

Tenant Participation, Engagement and Scrutiny is a two-way process involving the sharing of information, ideas and knowledge to improve the standard of housing conditions and services.

Since the introduction of the Housing (Scotland) Act 2001, tenants across Scotland have increased rights to information, consultation, participation and scrutiny of Housing. The right to participate comes from a reasonable expectation that Housing Services and policies should meet tenant needs and priorities, as far as possible, within available resources.

We are committed to involving our tenants, service users and other customers in making decisions about the services we deliver. We want to know what you think about housing standards and services, where the gaps are and your thoughts on possible service improvements.

We have different ways to get involved and want to support tenants to get involved beyond the local level and potentially influence national housing policy development, standards, and guidance.





Legal Obligations

The Housing (Scotland) Act 2001 made tenant participation a legal requirement for all social landlords.

Tenants have the right to:

- Tenant participation strategy - must be in place and regularly reviewed
- Consultation - landlords must consult tenants and Registered tenant organisations on housing policies and services
- Support for participation - landlords must provide information and resources to help tenants get involved

Dundee City Council has a duty to:

- Develop and Implement a Tenant Participation Strategy.
- Make sure that our Tenant Participation Strategy complies with equal opportunities requirements.
- Support to set up registered tenant organisations and in line with Scottish Government guidance.
- Consider feedback made by individual tenants and tenants' organisations.
- To consult with registered tenant organisations and individual tenants on a range of issues - housing policies (changes to policies and procedures), housing conditions and other related services



Scottish Social Housing Charter

The purpose of the Charter is to set standards for communication, fairness and tenant involvement. Landlords must report annually on how well they meet these standards via the Annual return on the charter (ARC).

The Charter is also to ensure that registered social landlords engage tenants when performing their housing activities. Landlords are required to submit an Annual Return on the Charter to the Scottish Housing Regulator, detailing their performance against set standards. This report includes metrics on service quality, tenant satisfaction, and compliance with equalities and participation standards. Landlords must also share these reports with tenants to ensure transparency and accountability.

Equalities

Social landlords' housing services support and promote the right to adequate housing.

Every tenant and customer:

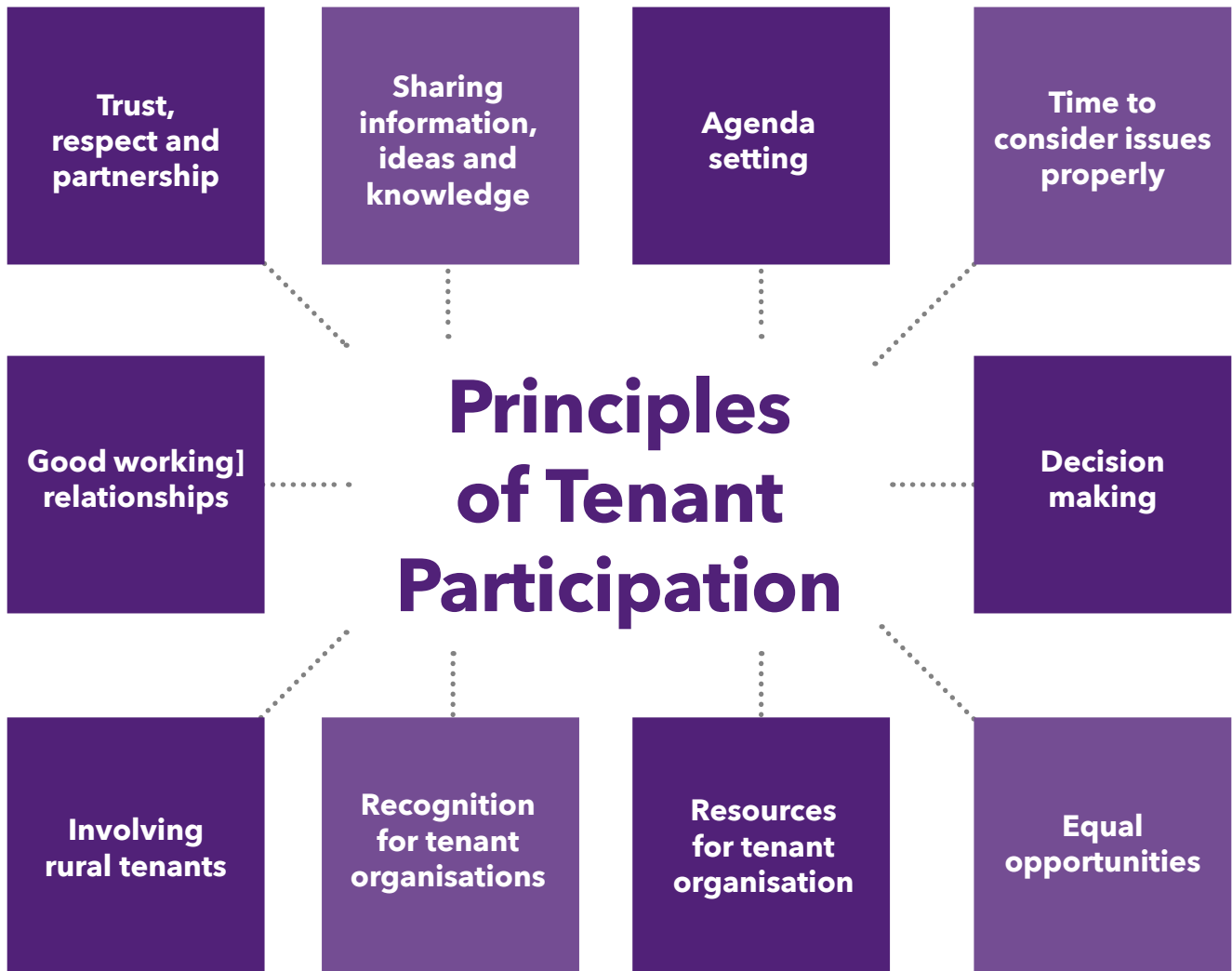
- has their individual needs and rights recognised,
- is treated fairly and with respect,
- receives fair access to housing and housing services.

More information regarding the Equality Act 2010, is available at [Equality Act 2010: guidance-GOV.UK](https://www.equalityact2010.gov.uk)



Principles of Tenant Participation

For Tenant Participation to be effective, tenants and landlords must agree on, and share, certain principles. These are:



Benefits of Tenant Participation

Tenant Participation promotes and delivers clear benefits to tenants, social landlord officers and social landlords.



**Better service
delivery and
improved value for
money**



**Opportunities
to develop new
knowledge and
skills**



**Better
communication
between staff and
tenants**



**Better links between
communities and
landlords**



**Increased tenant
satisfaction
with homes and
neighbourhoods**



**Increased job
satisfaction for staff**



**Breaking down
barriers to help
remove mistrust
between tenants and
landlords, building
mutual respect and
understanding**



**Informed and
knowledgeable
tenants who have
the skills and
confidence to
influence decisions**



**Staff and tenants
being more aware
of each other's
perspective, along
with organisational
and financial
limitations**

Partnership Working

Successful Tenant Participation involves working together across different organisations to improve services and communities



Getting Involved

If you want to be involved in Tenant Participation you can find out how at DCC website link [here](#)

Or speak to any Communities Officer, their contact details can be found at [Local Community Planning | Dundee City Council](#)

You can also contact Dundee Federation of Tenants Association [Dundee Federation Of Tenants Associations](#)



Co-Design

The following aims of the Tenant Participation Strategy 2025/26 were developed in partnership with the Dundee Federation of Tenants, community groups tenants representatives, Dundee Fighting for Fairness and individual tenants through engagement sessions, focus groups and feedback received from an online survey. These will be reflected in the detailed Action Plan below.

Participants in the initial consultation were keen to continue to work together to design, deliver and scrutinise the plan. To that end a Tenant Participation Partnership will be developed through the life of this Strategy. This tenant led group including DFTA, RTOs, Community Groups and individual tenants supported by Housing and Communities staff will be central to the implementation of this Strategy.

| You Said | What We Will Do |
|---|---|
| 1. The Tenant Participation Strategy should be underpinned by language which recognises the importance of our homes | We will design and develop training and resources using the council's core values to create a shared understanding of appropriate language, and approaches including being trauma informed. |
| 2. The new Tenant Participation Strategy needs to be designed, delivered and kept under review by a partnership of stakeholders | We will build on the engagement process described above to develop a Tenant Participation Partnership including, but not limited to, the groups who took part in that engagement process. |
| 3. A wide range of tenants led by tenants groups should be involved in Tenant Participation | <p>The Tenant Participation Partnership will hold three "Cafe Conversations" with a Housing focus, across the city in 2025/26 involving a range of stakeholders.</p> <p>We will investigate developing thematic scrutiny mechanisms to make best use of tenants' experience and interests</p> |
| 4. Make best use of housing offices as community hubs to host housing and other community services. | Dundee City Council will explore opportunities to have the East and West Housing Offices available for community services and services for tenants. |

| You Said | What We Will Do |
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| 5. The importance of having face to face contact between housing staff and tenants | Dundee City Council will formalise face to face housing services in community centres and sheltered housing complexes. |
| 6. A range of training opportunities to support tenant's involvement in improving Housing services including training from independent organisations | The Tenant Participation Partnership will identify training and work with third parties to deliver that training to tenants and staff. |
| 7. There needs to be clear, consistent, accessible information in one place for tenants | The Tenant Participation Partnership will develop resources, including on damp and condensation, develop DCC web pages, the Tenant Portal and ensure hard copy information is accessible in community centres and libraries. |
| 8. Information on rights and responsibilities for tenants and landlords should be easily available in different formats to private sector tenants as well as DCC tenants | Dundee City Council will engage with appropriate stakeholders to ensure resources are developed to support awareness raising campaigns and provide practical support |



Action Plan

| Theme 1: Tenant Engagement | | | |
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| What Will We Do? | When Will We Do It? | Who Will Be Involved? | How Will We Measure Success? |
| Consult with stakeholders on the development of this strategy. | By January 2026 | Tenant Participation Partnership DFTA RTOs Individual Tenants Community Groups | Dundee's Tenant Participation Strategy will be co-produced with tenants |
| Tenant Consultation on Draft Strategy | By March 26 | All Dundee City Council tenants | Dundee's Tenant Participation Strategy will be co-produced with tenants |
| Develop bi-annual E-tenant newsletter | By April 2026 and October 2026 | Quality and Performance Team Housing Communities tenants | Two E-Newsletters created and shared with tenants |
| Pilot opportunities for engagement between tenants and Housing including in community centres and sheltered complexes | By April 2026 | Housing Communities tenants | Evaluate levels of engagement with tenants at the various locations |
| Pilot opportunities to use Housing Offices for Housing services and community activity | By April 2026 | Housing Communities | Evaluate engagement from communities with services provided in housing offices |
| Rent Consultation | By December 2025 | All DCC tenants | A minimum of 15% of tenants will complete annual rent consultation |

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| New Tenant Satisfaction Survey | By April 2026 | All new DCC tenants | 90% of new tenants are satisfied with the quality of their home and the service they have received |
| Develop a Dundee Standard of damp and condensation standard for Registered Social Landlords | By April 2026 | Housing Tenant Participation Partnership Dundee Fighting for Fairness Shelter Common Housing Register Group and other RSL partners | Dundee City Council and Social Landlord tenants have a standardised way of addressing damp and condensation |

Theme 2: Participation

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| Develop the Tenant Participation Partnership including holding 3 "Cafe Conversations" per year across the city for tenants | By April 2026 | Tenant Participation Partnership DFTA RTOs Individual Tenants Community Groups | Providing opportunity for people to take part in a cafe conversation in East, West and Central areas of the City. |
| 12 estate walkabouts will be arranged across the LCPP areas for tenants to participate in. | By April 2026 | All Dundee City Council tenants | 100% of issues raised during walkabouts are progressed and tenants receive feedback on progress |
| Develop Tenant Participation training for stakeholders and Dundee City Council staff on Trauma Informed Practice and Equality & Diversity | By April 2026 | Tenant Participation Partnership Housing Communities | Tenants will have better interactions with housing staff that will be reflected in the satisfaction survey |



Theme 3: Scrutiny & Policy Development

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| Develop Tenant Participation training for tenants and Dundee City Council staff on Understanding Housing Policy and Tenants Rights | By December 2025 | Tenant Participation Partnership Housing Communities | Independent organisation to deliver sessions to tenants and staff. All stakeholders will feel more informed of their rights and responsibilities |
| Introduce a 'tenant approved' designation for new and revised housing strategies and policies. | By April 2026 | Tenant Participation Partnership | All committee reports pertinent to Housing are submitted to be tenant approved. |
| Explore the opportunities for scrutiny and policy development to make best use of tenant's experiences and interests Develop a pilot Scrutiny panel of tenants to review an area within the housing service each year. | By September 2026 | Tenant Participation Partnership | Number of tenants involved in scrutiny |

Theme 4. Monitor & Review

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| Monitor this strategy including numbers of tenants involved in tenant participation, improved tenant satisfaction and measuring the success of pilot projects | By April 2026 | Tenant Participation Partnership DFTA RTOs Individual Tenants Community Groups | All actions are on or ahead of Target in Pentana |
| Assurance Exercise for the Tenant Participation Strategy 2025/26 | By April 2026 | Tenant Participation Partnership DFTA RTOs Individual Tenants Community Groups | Tenant Participation Partnership will be satisfied with progress of the Tenant Participation Strategy |
| Use the result of ongoing monitoring and assurance to Develop a Tenant Participation Strategy for 2026-2030 | September 2026 | Housing Communities Tenant Participation Partnership | The development of an agreed Tenant Participation Strategy 2026-2030 |
| Scrutiny Project across one service area of Housing | By April 2026 | Tenant Participation Partnership | Recommendations for improvement in the chosen service area. |

