



Your guide to...

# Getting involved

Providing you with opportunities to shape decisions and service design through participation, engagement and scrutiny

**Glen Oaks**  
HOUSING ASSOCIATION



# Putting tenant voices at the heart of everything we do

At Glen Oaks Housing Association, we believe the best services are shaped by the people who use them. Our Tenant Participation, Engagement and Scrutiny approach gives you real opportunities to influence decisions, shape services, and make a positive difference in your home and community.

**Your legal right!** - Involving tenants in decision-making is not only good practice, but also a legal and regulatory requirement for social landlords.

This booklet explains how we meet that requirement and ensure tenants can take part in meaningful decision-making.

How involved you choose to be is entirely up to you. Whether you want to share feedback, take part in a consultation, join a group, or help scrutinise our services, every voice matters and every contribution is valued.

## Our Tenant Participation, Engagement and Scrutiny Strategy

Every social landlord is required to have a Tenant Participation Strategy. Our Service Improvement Group (SIG) worked in partnership with us to review and refresh ours, including consulting with all tenants on the proposed changes. This work led to key improvements, including renaming the strategy to the Tenant Participation, Engagement and Scrutiny Strategy, giving equal importance to all ways tenants can get involved.

Read more in the SIG's Scrutiny Outcome Report and view the full strategy at: [www.glenoaks.org.uk/getting-involved](http://www.glenoaks.org.uk/getting-involved).

## Our Joint Mission

*“Our collective mission at Glen Oaks Housing Association is to empower tenants through meaningful participation, engagement, and scrutiny. We believe the best services, projects, and initiatives are designed together, and we aim to provide opportunities, information, and support*

*so everyone can question, challenge, and influence decisions. By sharing the impact of tenant involvement, we strive to build a culture of transparency, trust, and continuous improvement - ensuring our communities thrive and that tenant voices remain at the heart of everything we do.”*

## Our aim

Our aim is to create a clear, inclusive and supportive approach to tenant participation, engagement and scrutiny.

We want every tenant to have the confidence and opportunity to influence decisions in ways that suit them, and we

value all views equally, whether they come from one tenant, a tenant group or a tenant representative.

Everyone should have a fair and meaningful chance to shape our services.

## What do we mean by participation, engagement and scrutiny?

At Glen Oaks, the ways you can get involved fall into three main areas: participation, engagement and scrutiny. Each is equally important, but offers a different level and style of involvement, helping ensure your voice influences decisions and service improvements.

Together, they provide a range of opportunities so you can get involved in a way that suits you. The following pages explain what each one means, the opportunities available, and the time commitment involved.

# Tenant participation – helping shape decisions

Tenant participation focuses on having a direct role in decision making and influencing the direction of Glen Oaks at a more strategic level.

Being involved at this level does mean more time commitment around **3 hours per month** if on our Board or part of a group.

## Become a shareholding member

Anyone with an interest in Glen Oaks can become a shareholding member. Members can attend the Annual General Meeting and can stand for election to the Board, helping influence the overall direction of the Association.

## Registered Tenant Organisations (RTOs)

Tenants can also choose to get involved by coming together to form a Registered Tenant Organisation. An RTO is a tenant-led group that represents the views of its community and works collectively with Glen Oaks to influence services, policies and local priorities.

We are committed to supporting tenants who wish to create and run an RTO. This includes advice on getting started, help to build confidence and skills, and ongoing support.

## Join the Board

Our Board helps make important decisions about how Glen Oaks is run and what it plans for the future. Tenant Board members bring valuable experience because they know what it is like to live in our homes and use our services.

Joining the Board is a great way to have your say, learn new skills, build confidence and make a real difference in your community. We would love more tenants to get involved, and full training and support is provided every step of the way.

## Interested?

Contact [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)  
or call 0141 638 0999

# Tenant engagement – sharing views and experiences

Tenant engagement is about staying informed, sharing feedback and having meaningful conversations about what matters to you. We are committed to a 360-degree approach, ensuring communication goes both ways - you have clear opportunities to give feedback, and we show how that feedback has been listened to and acted upon.

Having your say in this way is quick and flexible and can be done at a time that suits you. It typically takes **between 2 minutes and 20 minutes**, depending on the length of the consultation or survey.

## Surveys

A range of surveys are used to understand your experience and what matters most to you. Short surveys are carried out after services like repairs so you can tell us about your experience. Regular service surveys (every 6 or 12 months) look at services like close cleaning and landscaping. Every three years, a full survey covers all services, with more detailed questions about your needs, preferences and how you would like us to contact you.

## Consultation

Consultation is a key way you can influence decisions. We ask for your views before making important changes, such as to policies, services or rent levels, and we always explain what was decided and how your feedback made a difference.

If you prefer to get involved from home, our Armchair Critic Group gives you a flexible way to share feedback online, review publications and take part in consultations at a time that suits you.

## Events

Coming along to our events is another great way to get involved and make a real difference. You can meet our staff, connect with others in your community and help shape our services while feeling part of what's happening locally. These include the Annual BIG Conversation, Community Champion Night, and estate walkabouts

**For full details, see our GO Get Involved Annual Calendar, which brings together all the ways you can take part throughout the year.**

# Tenant Scrutiny – Independently reviewing our services

Tenant scrutiny gives tenants a real voice in shaping how services are delivered. At Glen Oaks, this is led by our Service Improvement Group (SIG), a tenant-led, award-winning group that has driven over 200 service improvements since it was formed in 2015.

Their amazing work is shared in every Newsletter and the impact of their reviews shared via their Scrutiny Impact Report – read their reports here: [www.glenoaks.org.uk/service-improvement-group](http://www.glenoaks.org.uk/service-improvement-group)

SIG independently reviews services and makes practical recommendations that lead to real change for tenants. Recent reviews have included communications, allocations, customer service, close cleaning, damp and mould, and our Tenant Participation, Engagement and Scrutiny Strategy.

As part of this review, SIG developed 10 Key Principles of Successful Tenant Participation. Their recommendations helped shape our approach to tenant involvement and directly informed the content of this booklet.

**Time commitment needed** - Being part of SIG involves a regular commitment of around **three hours per month**, with flexibility to get involved in reviews that particularly interest you.

## Why join the Service Improvement Group?

- ◆ Influence decisions and improve services that matter to tenants
- ◆ Be part of a respected, award-winning tenant group
- ◆ See clear outcomes and real change from your involvement

## Interested in getting involved?

If you'd like to help improve services for tenants and be part of a group that makes a real difference, contact [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk) or call **0141 638 0999**.

# Measuring the impact of you getting involved

We believe it's important not only to listen to tenants, but also to clearly show the difference your involvement makes – this is what we call Tenant Voice Impact.

Wherever tenant views have shaped a policy, service or publication, you will see

our Shaped by Tenant Voice stamp, (front of this booklet).

We also share regular updates in our newsletter highlighting how many tenants have taken part, the time given and the improvements made as a result.

## Why get involved?

Getting involved benefits everyone. When you share your views and experiences, you help shape services around real needs, identify and resolve issues earlier, and better understand how and why decisions are made.

Tenant involvement also helps build stronger, more connected communities and promotes openness, accountability and trust.

## Support for getting involved

We want everyone to feel confident and supported to take part. Depending on how you choose to get involved, we can offer information and guidance, training and development opportunities, access

to meeting spaces and IT, staff support, and help with accessibility needs. If there's something that would support you to get involved, please let us know.

## Equality, diversity and inclusion

Glen Oaks is committed to making sure everyone has a fair opportunity to get involved. We work to remove barriers to participation and make reasonable

adjustments where needed, so all tenants feel welcome, respected and able to take part.

# Helping You Access and Understand This Information

This document is available in a range of accessible formats, including large print, Braille, audio, and alternative languages. If you need this information in another format, or if you have any questions or comments about the content of this booklet, please speak to a member of staff who will be happy to help.

## Want to get involved or find out more?

If you'd like to take part, learn more about the opportunities in this booklet, or suggest a new way of getting involved, we'd love to hear from you.

### **Your voice matters!**

Together we can continue to build better services and thriving communities

**Glen Oaks Housing Association Limited,  
3 Kilmuir Drive, Arden, Glasgow, G46 8BW**

Telephone: **0141 638 0999 option 1**

Email: **go@glenoaks.org.uk**

Web: **www.glenoaks.org.uk**

 Facebook: **@GlenOaksHousing**

## **Any feedback or questions?**

Help us improve this document and our services by sharing your feedback - we want to make sure everything is clear, fair and accessible. Complete this short survey [here](#) to tell us what you think and ask any questions.

