

# Your Tenant and Customer Participation Strategy Summary

---

*“Striving for Excellence, Working with and for our Communities”*



# Contents

---

What is Tenant and Customer Participation? .....	3
What are our priorities? .....	3
Taking Part .....	3
Contacting Us .....	3

## What is Tenant and Customer Participation?

---

Tenant and Customer Participation is about tenants/customers and service users having a voice on issues that are important to them, such as rent levels and repairs. Taking part in Tenant and customer participation gives tenant/customer and service users the chance to influence decisions about the services they receive from their landlord. As a local authority, West Lothian Council has to consult with tenants/customers and service users on a range of housing issues. This is set out in the Housing (Scotland) Acts 2001 and 2010. This document summarises the Tenant and Customer Participation Strategy, which sets out all the ways you can take part. In West Lothian Council, our houses are looked after by Housing, Customer and Building Services. They are responsible for managing the upkeep and maintenance of tenants' homes and building new homes for the future.

## What are our priorities?

---

1. Develop and strengthen the range of opportunities to participate that are available to all West Lothian Council tenants.
2. Improve the communication and promotion of the range of participation opportunities available to all West Lothian Council tenants.
3. Develop a programme of training, support and capacity for involved tenants.
4. Increase the number of tenants who participate to ensure our services are genuinely Tenant-led.
5. Develop and grow the specific participation of young people.
6. Move towards a culture of participation across the organisation.

## Taking Part

---

There are many ways tenants/customers and service users can take part and help improve services. By offering choices, we hope to encourage participation.

Here are some of the ways you can take part:

- Surveys (online, by post, by telephone)
- Register of Interested Tenants
- Working Groups
- Editorial Panel
- Tenants and Residents Groups
- Housing Networks
- Tenant Led Inspections
- Tenants Panel
- Good Neighbour Awards
- Community Choices

The Tenant and Customer Participation Strategy sets out all the different ways available.

## Contacting Us

---

If you would like more information or details on the Tenant Participation Strategy, you can get in touch by:

- Emailing the TP Team at [TP@westlothian.gov.uk](mailto:TP@westlothian.gov.uk)
- Telephoning the Customer Service Centre on 01506 280000
- Logging onto websites [westlothian.gov.uk](http://westlothian.gov.uk) or [westlothaintenants.co.uk](http://westlothaintenants.co.uk)

This Leaflet is available on request on CD, Braille, Large Print and community languages. Please ask for the interpretation and translation service on 01506 280000.