

West Lothian Council – Customer & Building Services

Tenant Participation Volunteer

Location:	Across West Lothian
Time Commitment	This role is flexible and can be tailored to your availability. Opportunities include occasional estate walk-about, community pop-ups, online meetings, or digital contributions.
Role Description:	As a Tenant Participation Volunteer, you'll play a vital role in supporting your local West Lothian community by working alongside council officers during estate walk-about, pop-up events, and other tenant engagement activities. This opportunity is open exclusively to current West Lothian Council tenants and offers a meaningful way to influence housing services and connect with neighbours.
Main Tasks:	<ul style="list-style-type: none"> • Estate Walk-about: Join Housing, Customer & Building Services staff on estate walk-about to observe, report, and discuss local concerns. • Community Engagement: Assist at pop-up sessions in local areas (such as supermarkets or community centres) to engage with tenants, share information, and gather feedback. • Encourage Tenant Voice: Promote opportunities for tenants to share their views on repairs, antisocial behaviour, or housing improvements. • Event Support: Take part in community events, awards, and tenant-led projects. • Digital Engagement (optional): Support online tenant groups and social media by sharing updates, positive content, or feedback. • Feedback & Reporting: Help gather and record tenant feedback for the Tenant Participation team.
Required Skills, Qualities and Experience	<ul style="list-style-type: none"> • Must be a current West Lothian Council tenant. • Friendly, approachable, and community-minded. • Willing to listen, support, and advocate for fellow tenants. <p>Helpful (but not essential):</p> <ul style="list-style-type: none"> • Comfortable engaging with people in person or online. • Interest in housing or community issues.
Training and Support Available:	<ul style="list-style-type: none"> • Full training provided – no previous experience required, we will give you the knowledge and skills you need. • Technology support – where needed, we can provide access to the right equipment or digital tools to help you take part successfully. • Ongoing guidance from the Tenant Participation team to help you feel confident in your role. • Reimbursed travel expenses when attending in-person activities. • Flexible involvement – you choose events and tasks that suit your availability. • A meaningful voice – play a direct part in shaping housing services and improving your community.

**...and if I'm
interested in
getting involved?**

Interested tenants are encouraged to contact the Tenant Participation Team:

Email: TP@westlothian.gov.uk

Phone: 01506 280434

You can also register your interest through the Interested Tenant Register to be invited to surveys, focus groups, or other activities.