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Tenant participation: an evidence review

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Tenant participation: an evidence review

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Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government

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Glossary

Glossary text

Acronym/Key word	Definition
PRS	Private Renting Sector
SHS	Social Housing Sector
TPAS	Tenant Participation Advisory Service
TPS	Tenant Participatory System
AHB	Approved Housing Bodies
SHR	Scottish Housing Regulator
Community Housing Unit	<u>Community housing units</u> are housing options that <u>provide subsidized or low-end-of-market rents.</u>

1. Introduction and background

- 1.1 The Housing Policy Team commissioned the Housing Research Team in the Welsh Government's Knowledge and Analytical Services to undertake an evidence review on tenant participation in both the private renting sector (PRS) and the social housing sector (SHS). The focus of the review was to identify different methods of engagement, their efficacy, and facilitators and barriers to engagement. The literature searches were carried out by the Welsh Government Library Services. This review of the results was prepared by using the identified evidence from the literature searches.

Aims and objectives

- 1.2 The aim of this evidence review was to identify what methods of tenant participation are currently used, and where possible, report the methods' efficacy. Furthermore, it sought to determine factors that might facilitate or hinder tenant participation. Although it is important to consider the difference in tenant experiences of private rented sector tenants, and tenants in the social housing sector, much of the literature provided did not detail which tenants they were discussing. Therefore, this is not an area which has been pulled out in this evidence review, but it is something which should be given consideration in the future.

2. Methodology

- 2.1 This report is based on a literature search carried out by the Welsh Government Library Services. The searches were carried out between 17/05/2023 and 09/06/2023. The table of results provided from the search is given in Annex A and detail on the specific search strategies is presented in Annex B. The review used a meta-analysis methodology ¹to review the sources and summarise findings. Library services collected research from the following types of sources: guidance resources, reports, journal articles, strategies and theses. Evidence was included if it was of sufficient quality in line with social research standards and if it was publicly available. Evidence review search terms and inclusion criteria are detailed in Annex A.
- 2.2 The international papers (11) have been included as they provide a useful insight into the topic; however, caution should be taken when applying these to the Welsh context, as influences may differ between countries with different social and political context. Age of publication was restricted to 10 years, with a majority of the resources dated 2017 to 2023 (52 out of 61).
- 2.3 Sixty-one results were produced from the search, however only 40 of these have been considered in this review. Those which have not been included did not relate to methods of tenant engagement or the Welsh context, or were no longer available to access.

¹ Examination of data from a number of independent studies of the same subject, in order to determine overall trends.

3. International evidence

Wider impact

- 3.1 11 of the papers provided international evidence. Of these, six were identified as providing relevant and useful evidence. A key theme that emerged regarding the wider impact tenant participation can have, was an increase in tenants feeling able to effectively engage with, and influence, the politics and bureaucracy surrounding housing both within their community and beyond (Foroughi 2013; Suszyńska 2015). This also led to tenants having a better understanding of the budgeting process, allowing them to apply for the appropriate funding for the needs of their community (Foroughi 2013).
- 3.2 Cost efficiency was also considered a wider benefit of tenant engagement, in particular when it took a self-management or co-management approach. This approach means that tenants are actively involved in the management of housing in their community, including activities such as maintenance and refurbishment (Suszyńska 2015; Huisman, C; Czischke, D 2023). This not only cuts costs but develops a sense of ownership in the tenants (Stenberg 2018).
- 3.3 In a Dutch example, self-management was seen as a reflection of a 'participation society', in which tenants are motivated and supported to do things for their communities on their own (Costarelli et al 2020). As well as lower costs, co-management approaches to tenant participation led to increased satisfaction of residents, more care given to the cleanliness of housing estates, and a reduction in the number of empty flats (Suszyńska 2015).

Barriers and challenges

- 3.4 A main barrier to successful tenant participation was felt to be the attitudes of property owners, building managers and front-line staff (Suszyńska 2015; Foroughi 2017). This included not taking tenants seriously as legitimate partners in decision making, as well as a lack of effort in regard to organising meetings or attempting to integrate and mobilise tenants (Foroughi 2017; Suszyńska 2015). It is often down to housing providers to set the agenda of what is up for discussion, and what issues they present as resolvable, however, it's argued that for tenant participation to have

a meaningful impact, decision making power needs to be given to the tenants (Huisman, Czischke 2023).

- 3.5 This leads onto a second barrier of tenant participation; tenant resource. Tenants often lack the time to first organise, and then participate in, tenant participation activities, as they can often be time consuming. They may also lack the knowledge of specific housing issues, which professionals have (Huisman, Czischke 2023).
- 3.6 Finally, there was a concern regarding the actual concept of tenant participation, and the different ideas people hold of what it is. This lack of clarity, it was argued, affects the coherence and outcome of tenant participation, and hinders its growth (Foroughi, 2017)

Activities

- 3.7 This section sets out some of the tenant participation activities that were demonstrated in the international evidence. As outlined above, self-management was a common form of tenant participation, including tenants taking on more responsibility for the daily management activities, for example, as part of the grounds team. As well as these more practical roles, a large element of self-management was tenants helping to build relationships within their community, and support the most vulnerable tenants (Costarelli et al 2020; Huisman, Czischke 2023). This approach to tenant participation can be seen as much more accessible, due to the less demanding, autonomous projects that tenants can take part in around their other obligations, which also provide them with monetary compensation, more influence, and an opportunity to gain more knowledge about housing (Huisman, Czischke 2023).
- 3.8 A specific study of Community Housing in Toronto outlines a state-sponsored practice of participatory community housing management. The Tenant Participatory System (TPS) works in the following way; a tenant council is set up in each community housing unit, they work with the housing manager to develop local business plans and allocate resource. Each council also develops an accountability framework for tenants to keep the council accountable to decisions and issues that need addressing (Foroughi 2013). As part of the TPS, tenant councils are also involved in budget allocation at community housing unit level, as well as city-wide,

allowing them to influence funding priorities and allocate money to the areas which will have the highest impact on tenants lives (Foroughi 2013). The participatory budgeting process works in several phases. The first phase includes workshops to identify issues and priorities for each housing complex, run by tenant representatives and resident leaders. The second phase is then for the tenant representatives to rank priorities and decide which projects will be brought up at the allocation meeting. Residents are then responsible for selecting one voting delegate to represent their community at the allocation meeting, where the proposals are presented, outlining costs, community health impacts and urgency. Delegates then vote on which projects receive funding.

3.9 As well as this more formal level of tenant participation, the TPS provides other opportunities for tenants, staff and other community stakeholders to interact, including:

- Informal socialisation associated with tenant council activities;
- Tenants' informal sessions in which representatives get together occasionally on their own initiative to tour the neighbourhood and discuss local concerns, as well as enhance their knowledge of other buildings or communities;
- Tenant forums during which representatives from all over the city get together, attend workshops, exchange ideas, and socialise; and
- One-on-one interactions with authorities and other stakeholders. (Foroughi, 2013)

3.10 Other international evidence provided similar examples of tenant participation activities, including resident elected representatives for tenant unions, and a consultation group, elected and run by tenants (Stenberg 2018). Formal participation such as this exists at different levels in the Netherlands. At the lowest level, the individual home, tenants participation rights do not tend to go beyond landlords plans for demolition or retro-fitting. At the next level, tenants can form a resident committee. As a resident committee they can obtain formal rights concerning the governance of the block, including being kept informed of maintenance and future plans, as well as the right to regular meetings with the

landlord and the right to advise. On the municipal level, tenant organizations have the right to be informed and advise about policies and plans of the housing corporation, such as rent prices and allocation policies and plans for building, demolishing, buying or selling of stock (Huisman, Czischke 2023).

4. UK evidence

4.1 The evidence in this section relates to England, Scotland, and Ireland. Evidence from Wales will be considered on its own later.

Wider impacts

4.2 The wider impacts presented in the evidence from the UK fell into the same broad categories as those from the international evidence base; personal difference to tenants, increased ability to influence, and cost efficiency.

4.3 Personal difference to residents includes both individual and community improvements. Tenant participation was seen to be a catalyst for community development, enabling residents to meet neighbours and tackle isolation (Department for Levelling Up 2022; Tunstall et al 2011; Frey and Shanks 2022). It was also seen to help individuals develop their confidence, self-esteem, and employability, as well as improving overall feelings of satisfactions as a resident (Department for Levelling Up 2022; Tunstall et al 2011; Department for Communities and Local Government 2014; Frey and Shanks 2022; Local Government Association and TPAS 2019).

4.4 Wanting to influence change and improvement was found to be a key motivator for tenants getting involved (Local Government Association and TPAS 2019). By working together, residents can have a bigger impact and are more likely to be able to influence landlords' decisions (TPAS Scotland 2020), as well as influencing wider local authority attitudes and developing ideas for new services (Tunstall et al 2011).

4.5 Finally, financial benefits were considered to be a wider benefit of tenant participation. As with the international evidence, tenant management organisations (TMOs) were found to make savings which could then be spent on the wider community, with residents deciding what exactly this would be (Department for Communities and Local Government 2014). There was also evidence which suggested that by ensuring tenants were aware of changes to buildings and systems, and fully understood them, there would be fewer call outs and it would be easier to avoid unexpected outcomes (Sherriff et al 2015).

Barriers and challenges

- 4.6 Four key themes emerged from the evidence relating to the barriers to successful tenant participation. These were resource and organisation, communication, engaging marginalised residents, and change to resident identity.
- 4.7 Lack of resource was mentioned as a barrier, both in relation to financial resource, as well as issues with staffing. Those responsible for tenant participation feel they are not given the resources they need to do the job well and need dedicated staff in order for engagement to be successful (National Housing Federation and Chartered Institute of Housing 2023; Local Government Association and TPAS 2019). Lack of appropriate resource can render any participation activities that do happen, ineffective, as tenant's unions or associations may be unable to fully represent their members interests, or staff are spread too thin and cannot perform their jobs efficiently (Jordan 2022; Local Government Association and TPAS 2019).
- 4.8 As well as lack of resources, a lack of understanding of the value of tenant participation, and limited support from local authorities and other landlords, is resulting in a high turnover of staff who work directly with tenants, making it harder for tenants to build a trusting relationship with their landlord or building management (Local Government Association and TPAS 2019; National Housing Federation and Chartered Institute of Housing 2023; TPAS Scotland 2019). It was also noted that a lack of organisational community presence could be confusing for tenants, as they may be engaged with several organisations as well as their landlord (National Housing Federation and Chartered Institute of Housing 2023).
- 4.9 With these resourcing pressures in mind, it is important that landlords evaluate what they do, in order to justify allocation of resources to tenant engagement activities, as well as gaining a better understanding of the effectiveness of different engagement activities (Frey and Shanks 2022).
- 4.10 Communicating with tenants was also found to be a barrier to successful participation and engagement activities. The most effective method of communication was felt to be face-to-face contact through visits to residents in their homes, as opposed to social media or online information, which was viewed as fairly ineffective, or physical forms such as a leaflet, which may be perceived as

scams (Local Government Information Unit 2013; National Housing Federation and Chartered Institute of Housing 2023; Wainwright and Marandet 2017).

- 4.11 Although effective, face to face communication is also recognised as the most resource-intensive way of engaging with tenants, meaning that it is not always possible, due to a lack of resources as previously discussed (Local Government Information Unit 2013). There were also felt to be barriers when it came to involving tenants who are not digitally literate or may not have access to a computer (Wainwright and Marandet 2017).
- 4.12 Issues with communication were felt to be particularly challenging when it came to tenants for whom English was not their first language, specifically in relation to reduced face to face contact with landlords, however, even for tenants with English as their first language, some of the more corporate and technical language used when communicating with tenants was found to be confusing (National Housing Federation and Chartered Institute of Housing 2023; Wainwright and Marandet 2017).
- 4.13 Inaccessible information can create barriers, particularly where there is a wider variety of reading skills, in English and in relevant minority ethnic languages, and so sharing knowledge in an open and simple way can not only help with engagement, but also demonstrates a willingness to learn and make the effort to communicate (TPAS Scotland 2019; Scottish Government 2019).
- 4.14 Barriers relating to disability, ethnicity, English as a second language, communication impairments and poor mental health, can all contribute to people not being listened to when they raise concerns, alongside an under-representation of tenants identifying as Black, Asian and Minority Ethnic and disabled people in tenant groups (National Housing Federation and Chartered Institute of Housing 2023). If more of these voices are to be heard, then more informal and flexible ways of engaging need to be developed (Frey and Shanks 2022). There were also reports of issues with locating and targeting at risk groups, due to poor data. Across all types of organisations, there were reports of not having good access to tenant insight data, meaning they could not focus engagement activities to the specific needs of the tenants in their area (Local Government Information Unit 2013).

- 4.15 There were also reports of concerns regarding the exclusion of those from more rural or isolated communities. The more remote a community is from the centre where services and facilities are based, the more challenging it is for tenants, and landlords, to facilitate effective communication and engagement (Scottish Government 2019). This is a particular concern for older tenants, who may find travelling to and from services harder than other tenants, relying on public transport which may have limited availability and adds an additional cost to their participation (Wainwright and Marande 2017; TPAS Scotland 2019).
- 4.16 A final, more complicated, barrier to tenant participation, was the concern that once appointed responsibility as a tenant representative, they are often required to discard their tenant identity and take on new responsibilities in the interest of the housing association (Frey and Shanks 2022). Alongside this, it has been argued that tenant participation training programmes can present tenants with certain ideas of what 'good engagement' is, which conforms to existing housing practice, rather than allowing tenants to explore their own ideas of what good engagement would be (Jordan 2022). It was also felt that by employing tenant engagement officers, it prevented tenant participation from becoming embedded throughout the organisation (Frey and Shanks 2022).

Legal basis

- 4.17 There was not a huge amount of evidence relating to the legal basis for tenant participation, with most of the evidence coming from Scotland and The Housing (Scotland) Act. However, it should be noted that having national legislation and policy in place, to guide the core principles and approaches of tenant participation, is key in securing consistency in participation structures and tenant experiences (Jordan 2022). This is reinforced by Tunstall et al (2011) who argue that, amongst other things, a statutory framework and continued central government interest, are key to helping tenant engagement activities.
- 4.18 The most robust evidence for tenant participation being introduced to legislation came from Scotland, with the introduction of the Scottish Social Housing Charter (The Charter), which was introduced with The Housing (Scotland) Act 2010. Alongside the introduction of The Charter, the Scottish Housing Regulator (SHR)

(the independent regulator of Registered Social Landlords) was also established, to “safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by local authorities and housing associations” (Scottish Government 2019). This supports tenant participation, as each year landlords are required to provide information to report on their performance against the Charter, which is then presented in the SHR’s landlord reports. These reports detail landlord’s performance in areas such as repairs, quality of the home, and how satisfied tenants are that their landlord is keeping them up to date with opportunities to participate in decision making (Scottish Government 2019).

- 4.19 The Housing (Scotland) Act 2014 introduced a legal requirement for landlords to consult with registered tenant organisations and individual tenants, on a range of housing and related issues. They also have a specific requirement to consider the needs of equalities groups in tenant participation (Scottish Government 2019)
- 4.20 Since 2001 social landlords must offer associations the opportunity to become Register Tenant Organisations (RTO). Registration ensures Associations have:
- Minimum operating standards
 - Effective links between members and Association and Association and landlord
 - Recognition by the landlord (A key benefit of registration is landlords agreeing to extend their legal obligation to consult to the Association.) (TPAS Scotland 2020)
- 4.21 Social landlords and local authorities are legally obliged to:
- Have a Tenant Participation Strategy which supports and enables tenants to participate
 - Consult on annual rent setting and significant changes to services.
 - Provide evidence that they are taking reasonable steps to achieve tenant participation. (TPAS Scotland 2020)
- 4.22 The Scottish Housing Regulator requires social landlords and local authorities to:
- Consult and agree how tenants (and others) will be involved in self-assessment

- Meaningfully / effectively involve tenants (and others) in assessing performance and collecting of information for the Annual Review of the Charter (ARC) Report
- Ensure tenants (and others) are part of regular & continuous performance monitoring (TPAS Scotland 2020)

4.23 Registered providers must:

- Collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in tenant satisfaction measures: technical requirements and tenant satisfaction measures: tenant survey requirements.
- Annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants.
- Annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator. (Regulator of Social Housing 2023)

In 2022, the Approved Housing Bodies (AHB) Regulatory Authority published its standards for AHBs, which require AHBs to actively seek input from tenants and provide regular opportunities for engagement on service provision (The Housing Agency 2022).

Activities

Tenant groups

- 4.24 The use of tenant groups as a specific tenant engagement activity was mentioned throughout the literature, including tenant panels, scrutiny groups, advisory groups, and steering groups. The exact activities and intended purpose of these groups varied, however the overall aim of all of them was to get tenants to engage with

their landlords or building management. In a few instances, introducing a tenant group was mentioned in relation to a wider work plan for tenant engagement (Department for Levelling Up 2022; The Housing Agency 2022; Scottish Government 2019).

- 4.25 Tenant panel activities included things such as working with the landlord to decide what needs doing, and then agreeing an approach together; having a bigger say in what happens; helping to resolve complaints and disputes and offering unbiased guidance and practical actions (Department for Communities and Local Government 2014).
- 4.26 In one example, a Tenant Steering Group was established to drive and coordinate tenant involvement. They met several times and membership was open to all tenants, who were invited via a mix of communication methods (text, letter, and in person). They were also able to meet with senior management when requested, in order to discuss the organisations corporate strategy and structure (The Housing Agency 2022). In this instance, tenants were informing how further tenant participation should be approached, rather than informing more practical day to day activities related to their homes.
- 4.27 Tenant Advisory Groups were also often used as more independent bodies, to keep other tenants informed, provide feedback and oversee tenant related policies and procedures (The Housing Agency 2022). In one instance, they were also mentioned to be used to test landlord services, review material for accessibility and assess information and materials produced by landlords for their tenants (Scottish Housing Regulator 2020). These activities present advisory groups as more of a link between high level planning roles, as well as influencing those day-to-day activities that tenants will interact with. Alongside this, when Circle ²asked tenants about Tenant Advisory groups, 89% stated they felt that an advisory group was a good idea, and 52% stated that they would get involved (Circle 2021).
- 4.28 Tenant Scrutiny is defined by TPAS Scotland as involving tenants to:
- improve service performance and standards users experience.

² Circle are a voluntary housing association in Ireland, that have been in operation since 2003, providing social and affordable housing.

- reinforce responsibilities and hold their landlord accountable
- focus on processes and systems and identify what is valued about services
- actively monitor and assess service delivery to achieve Value for Money

4.29 Tenant scrutiny panels are one of the most common formal ways of consulting tenants (TPAS Scotland 2020) and is often approached with the view that the best people to scrutinise services are the service users themselves (Local Government Information Unit 2013). Good tenant scrutiny activities should be independent, and genuinely led by the tenants, providing them with opportunities to influence and scrutinise new services, and choose the way they are examined (National Housing Federation 2019; TPAS Scotland 2020).

4.30 Tenant management organisations are a more cooperative way of involving tenants in housing development and management, and usually consists of a group of social housing residents from a specific area, taking on some of the responsibilities for housing in their area, in place of their landlords or building managers. Normal activities include repairs reporting and monitoring, admin, budget management, and maintenance activities (Tunstall et al 2011).

Training for tenants and landlords

4.31 Another activity which was viewed as key to successful tenant participation was the opportunity for tenants, and landlords, to receive training. This included suggestions for specific training for residents to give them the tools and skills they need to influence their landlord and get involved in decision making with confidence (Ministry of Housing, Communities and Local Government 2020; Department for Levelling Up 2014).

4.32 There were also more broad suggestions for training, such as basic online information about opportunities, and tenants rights, training on carrying out inspections, feedback surveys and insight analysis, as well as information on how policies and services work and the legal framework around them, all with the aim of supporting tenants in their roles (Department for Levelling Up 2014; Local Government Information Unit 2013; The Housing Agency 2022; Scottish Government 2019; Tunstall et al 2011).

4.33 It was also felt that training tenants alongside housing staff and landlords, would enhance the effectiveness of participation (Frey and Shanks 2022), and help to build positive relationships and a shared understanding (TPAS Scotland 2020; Scottish Government 2019). It was also felt to be more cost effective to hold joint training sessions for staff and tenants (Scottish Government 2019).

Range of opportunities

- 4.34 A key theme throughout the literature was that tenants should be offered a wide range of opportunities to engage (Department for Levelling Up 2022; National Housing Federation 2019; Frey and Shanks 2022; Scottish Government 2019; Circle 2021). These opportunities should be meaningful (National Housing Federation) and encompass a range of mechanisms that allow tenants to choose one that fits with their circumstances (Frey and Shanks 2022). For example, not picking locations that would require tenants to travel far from the local area, or ensuring small focus groups so everyone has a chance to express their views (Scottish Government 2019). This in turn should allow for a wider range of more diverse voices to be included (Frey and Shanks 2022), as there are particular groups that are generally under-represented in tenant participation activities, including minority ethnic communities, young people, older tenants, and tenants with support needs. Landlords should be aiming to create targeted opportunities so these groups can participate with ease (Scottish Government 2019).
- 4.35 Specific opportunities for engagement included, tenants being offered the chance to get more involved after making an initial enquiry or complaint (Tunstall et al 2011), getting tenants involved in determining the approach that further engagement would take (Frey and Shanks 2022), ensuring that engagement is tailored appropriately to tenants (Ministry of Housing, Communities and Local Government 2020), including offering opportunities at different times, places and through different mediums. Individual activities can often get a better response, as they feel more appropriate and are less time consuming for tenants (TPAS Scotland 2020). It was also felt to be important to not only offer a variety of activities, but also evaluate these regularly to ensure they are working effectively and benefitting tenants (Local Government Association/TPAS 2019).

Tenant accessibility considerations

- 4.36 It was also felt to be important to consider a wide range of tenants and their potential needs, including making sure meeting venues are accessible, including communication aids, and ensuring funding is available to cover any travel or care costs, for those tenants who have care responsibilities or need to travel from a rural area. Time commitments and language preferences should also be taken into account, in order to support tenants in participating as fully as they can (Scottish Government 2019; TPAS Scotland 2020; Jordan 2022).

Single national service

- 4.37 The creation of a single national service was mentioned in 3 papers, one in the context of independent tenant unions or associations, so whilst not one single service, the impact and purpose was applied to a national level (Jordan 2022). It was argued that the creation of a single national service would offer better opportunities for tenants, as well as reducing resource implications (National Housing Federation 2019). An example from Scotland had a regional network liaison, which allowed for tenants across Scotland to communicate directly and share best practice and different experiences (Scottish Housing Regulator 2020).
- 4.38 It was argued in one paper that the ideal model is one where a representative national association of local authority tenants with affiliated local branches and networks plays a key role in the development of housing law and policy and raises issues of concern to tenants at the highest levels. (Jordan 2022)

Sharing best practice

- 4.39 Sharing best, or good, practice was mentioned in four of the papers. A key activity in sharing best practice was to publish case studies or papers, outlining current activities and approaches, with particular reference to involving tenants in decision-making (National Housing Federation and Chartered Institute of Housing 2023). Establishing groups for sharing best practice was also considered a good way for landlords and building managers to share their current approaches and what is working for them (National Housing Federation and Chartered Institute of Housing 2023; Local Government Association and TPAS 2019). There was also the

suggestion of a web-based knowledge hub, where case studies of good practice, which have been validated by tenants, could be placed and accessed with ease, along with contact details of organisations that are demonstrating best practice (Local Government Association and TPAS 2019). There was also an example of promoting best practice through the introduction of a Tenant Participation Standards and Accreditation, to encourage housing providers to think about their engagement practice (Supporting Communities, Empowering Society 2022).

Community networks

- 4.40 The importance of community, and using established community organisations was highlighted, particularly in relation to engaging with older tenants, or tenants from minority ethnic backgrounds. By using existing and trusted channels of communication, communities may feel more comfortable engaging in forms of tenant participation (National Housing Federation and Chartered Institute of Housing 2023; Scottish Government 2019). There was also a suggestion on creating tenant hubs on bigger housing developments, which could hold regular sessions for tenants to drop in (Frey and Shanks 2022)

Communication

- 4.41 In twelve of the reports looked at for this evidence review, communication and the way in which tenants should be communicated with, was looked at. As an overarching theme, it was noted that tenants should be kept informed of anything related to their home, including maintenance and refurbishment, but should also be given the opportunity to engage with their landlord or building manager in a manner that suits them, including choosing a communication style (Sherrif et al 2015; Scottish Government 2019).
- 4.42 There were several mentions of the importance of working to increase the physical presence of landlords and building management, with suggestions of community events, and hubs (National Housing Federation and Chartered Institute of Housing 2023; Frey and Shanks 2022). In one example where extensive refurbishments were taking place, residents often sought out the onsite contractors and liaison officers if they had any questions or concerns and reported high levels of satisfaction with communication and provision of information, highlighting the

importance of an in-person presence (Sherriff et al 2015). It was also noted that word of mouth was found to be an effective communication strategy, with many residents finding out about engagement opportunities from friends or neighbours (Wainwright and Marandet 2017). This was supported by further findings that found people were more likely to openly engage with a member of their own community, rather than an official source, particularly when discussing sensitive topics such as welfare or rent arrears (Local Government Information Unit). For these tenants that may feel uneasy engaging with staff, outreach activities and face to face interactions can be seen as a good way of moving past these barriers and getting them to take part in activities (Wainwright and Marandet 2017).

- 4.43 There were also examples of more formal methods of communication, including letters, leaflets, newsletters, posters and noticeboards in communal areas (Wainwright and Marandet 2017; TPAS Scotland 2020). As well as these traditional paper forms of communication, the use of technology was also felt to be a vital tool in communicating with tenants. Telephone calls, emails, texts, online forums and social media platforms were all mentioned as being increasingly utilised by landlords and building managers (Frey and Shanks 2022; Local Government Association and TPAS 2019; TPAS Scotland 2020; Circle 2021).
- 4.44 As well as the exact methods used for communication, it was discussed that ensuring communication was clear, and easily understandable for tenants, was important for ensuring good engagement with tenants. This was particularly important when working with communities with English as a second language, and making sure those tenants could also participate (Scottish Government 2019; National Housing Federation 2023; Frey and Shanks 2022).

Visible impact

- 4.45 Tenants being able to see a tangible outcome of their participation was felt to be an important motivator for further engagement, as it generated confidence in tenants that they were being listened to and showed that their engagement was not just tokenistic (Tunstall et al 2011; Frey and Shanks 2022; TPAS Scotland 2020; Local Government Association and TPAS 2019; Jordan 2022; Scottish Government 2019; Sherrif et al 2015). If tenants have fed into policy and service delivery, but their ideas and opinions haven't been used, it should be explained why, in order to keep communication transparent and open (Scottish Government 2019; TPAS Scotland 2020). An important part of showing tenants the impact they have had, is monitoring tenant participation activities on a regular basis to track outcomes and which ones are most successful (Scottish Government 2019; TPAS Scotland 2020)

Organisational change

- 4.46 Mainstreaming tenant participation within organisations was mentioned in four of the reports as an important element of ensuring that it is effective. Suggestions of introducing commitments at board level (National Housing Federation 2023) and having a published tenant engagement strategy to inform structural changes (The Housing Agency 2022), were felt to be positive actions that would help organisations move towards integrating participation in their day-to-day activities.
- 4.47 At a lower level, it was seen to be important that all staff should recognise their role in relation to tenant participation activities, however, employing dedicated tenant engagement officers was seen to be an important resource for supporting staff, as well as tenants (Scottish Government 2019; The Housing Agency 2022).

5. Welsh evidence

5.3 Seven of the papers provided evidence from Wales, five of which came from TPAS Cymru. This should be considered when reading the evidence, as TPAS Cymru are the main tenant participation service in Wales and are part-funded by the Welsh Government.

Wider benefits

5.4 Benefits of tenant participation can include:

- Better service delivery and improved value for money.
- Building social capital and community capacity.
- Enhancing accountability to tenants.
- Improvement of reach and/or take up of service.
- Service more open and inclusive.
- Efficiency savings.
- Staff and tenants become more aware of each other's perspectives and organisational and financial limitations.
- Opportunities for tenants to increase their self-confidence and skills to become job-ready. It also helps people to become or remain socially engaged.
- Reducing social isolation and improving health and wellbeing of individuals and communities.
- Developing new ways of co-producing services and mutual support structures

(TPAS Cymru- 2017)

Barriers and challenges

5.5 The key barriers to tenant engagement were felt to be widely linked to accessibility issues. This included advertising materials for engagement events using complicated language, therefore preventing those with English as a second language, or poor literacy skills, from getting involved. Ensuring in-person engagement events were accessible for all was also viewed as key, taking into account those who are disabled (e.g. using a building that is wheelchair accessible, or has a loop system), but also considering the time, and location, to make sure it is accessible to the most amount of people, taking into account care responsibilities and those who live in more rural locations (TPAS Cymru; TPAS Cymru 2020).

5.6 It was also reported that a lack of feedback being given to tenants about how their involvement has fed into change, or not, has acted as a barrier to further tenant engagement. It was felt that even if tenant participation activities are taking place, if there are no clear or visible outcomes, tenants may not feel that their input has been used (TPAS Cymru; TPAS Cymru 2019).

Legal basis

5.7 As set out by the Housing Regulation Team (2021), tenants needs and interests are important, and therefore the regulatory standards have clear expectations for housing associations and social landlords to enable, and support, tenants to influence and shape decision making, and delivery of services. Effective tenant involvement is required under the standard, and in order to meet this, associations must be able to evidence that tenants have been effectively involved in making decisions and shaping services (Regulatory Board for Wales 2019).

Activities

Visible impact

5.8 As with the UK evidence, the Welsh evidence argued for the importance of having tenants be able to see the impact their input is having. By evidencing the difference they have made by participating, it will make their participation feel more meaningful, and encourage them to engage more in the future. It is also important that if their input has not been used, they are told why (TPAS Cymru; TPAS Cymru 2017; Regulatory Board Wales 2019). This openness and transparency will help build a positive relationship between tenants and landlords, that will also help with future involvement (TPAS Cymru 2020).

Organisational commitment

5.9 TPAS Cymru (2017; 2019; 2020) argue that all support providers should have a service user involvement strategy which outlines the organisation's approach, with all tenant participation activities connecting back to the overarching strategy. They also suggest that in order for tenant participation to be successful, it should start at the top of the organisation, with senior staff valuing and supporting the development of tenant participation and ensuring that all activity is meaningful. By embedding tenant

participation, all staff are enabled to consider the needs and priorities of tenants and should be encouraged to do so.

- 5.10 It was also noted that in order to successfully mainstream tenant participation in organisations, a culture of trust and respect needs to be built and maintained, at every level of an organisation. This will help build positive and constructive relationships between tenants and landlords (TPAS Cymru 2017; Regulatory Board Wales 2019).

Community knowledge

- 5.11 Landlords should aim to utilise the local knowledge that tenants have regarding their homes and communities, in order to make informed decisions (TPAS Cymru; TPAS Cymru 2020). By identifying existing groups and activities that are already engaging with tenants, landlords can work to build on these relationships and encourage further participation (TPAS Cymru 2020).

Wide range of opportunities

- 5.12 Tenants should be offered a wide range of opportunities to engage, including more informal, every-day, methods. This will ensure a wider and more diverse range of tenants will be able to get involved (TPAS Cymru; TPAS Cymru 2020). Timings and venues should also be as flexible as possible, to accommodate for the needs of the largest number of tenants (TPAS Cymru).

Communication

- 5.13 A multi-method approach should be used for communicating with tenants, including flyers and posters in communal areas, face to face activities, as well as making use of social media platforms and web-based promotion, in order to reach a wider audience (TPAS Cymru 2020). It should also be considered what information tenants will need in order to engage effectively (TPAS Cymru 2020).
- 5.14 TPAS Cymru (2021) did a tenant survey. When asked about what they wanted to hear about from their landlords, the most common response from tenants was in relation to maintenance. This was true of both private rented sector (PRS) tenants (59%), and social landlord tenants (73%). Tenants from the PRS were also given the option 'I don't want to hear from my landlord/letting agent', which was the second

most popular response (35%). The second most popular answer for tenants of social landlords was to receive information about their community (45%, with only eight% of the PRS tenants selecting this). The third most popular answer for social housing tenants was information on landlord services (34%), with only 19% of PRS tenants selecting this, potentially due to expectations of what landlords should provide (TPAS Cymru 2021).

- 5.15 The most common form of interaction between tenants and landlords was found to be when logging a repair or maintenance request (68%). The lowest level of interaction was in the form of attendance at an event/meeting. (TPAS Cymru 2021).
- 5.16 When looking at the difference between demographics, those tenants who identified as being Black, Asian or an Ethnic minority reported higher levels of requests for maintenance and repairs by seven%. Only seven% of tenants from a Black, Asian or Ethnic minority background reported having completed a tenant survey for their landlord. This compared with 32% of all respondents. It was also reported that only a quarter of those identifying as Black, Asian, or Ethnic Minority had seen communications from their landlord, compared with over a third of the general tenant population (TPAS Cymru 2021).
- 5.17 Age was also a significant indicator of engagement. It was found that whilst logging repairs and queries was the same across all ages, when it came to engagement activities such as satisfaction surveys, attending events or seeing landlord communications, younger tenants were less likely to engage (TPAS Cymru 2021).

6. Conclusions

- 6.3 The evidence discussed in this review looked at what tenant participation activities are happening, their benefits, and any barriers that exist. Further research into this area could consider exploring the difference in experience between private rented sector tenants and social housing tenants. There were also gaps in the evidence relating to different demographics and how they interact with tenant participation activities, and different barriers that different groups will face. Although mentioned in broad terms (i.e. the elderly, those with English as a second language), no detailed evidence was provided as to how specific groups currently engage.
- 6.4 The main barriers to tenant engagement were identified as lack of resource (for both tenants, and landlords/organisations), which impacted the second barrier, communication. The most effective forms of communication identified (face-to-face) are also the most resource intensive, leading to more ineffective methods being used, such as leaflets and emails, and larger groups of tenants potentially being excluded. Making sure to use simple and clear language in communication was also felt to be key to engaging with a wide range of tenants.
- 6.5 In order to know how to communicate effectively, landlords should be aware of who their tenants are, and any needs they may have. Tenant participation activities could help with this, but would also require work from the landlord in order to first engage with them.
- 6.6 The main tenant participation activities which were spoken about in the evidence were various forms of tenant groups. This included tenant scrutiny groups, steering panels, and advisory groups. Although with slightly different approaches, the overarching purpose of these groups is to give tenants the opportunity to feedback and work directly with, landlords or building managers, and act as representatives for the wider tenant community.
- 6.7 Less formal activities such as tenant forums, drop-in sessions, and tenant surveys, are also utilised for tenant participation. These tend to navigate more practical, day-to-day issues or engagement, involving tenants, without giving them an active role at a higher level of decision-making.

- 6.8 In order for tenant participation to be effective, it should be made an organisational priority, especially for anyone working directly with tenants. It is also important that tenants feel empowered to engage, and therefore training should be offered to all tenants who are taking an active role in tenant participation.
- 6.9 Having firmer guidance regarding how tenants should be involved may help to encourage landlords and building management teams to think about tenant participation. Publishing regular reports, as a legal obligation, of how they are engaging with tenants will also help to build up examples of good practice for others to learn from. This would also help in showing tenants how their participation has been used, which the evidence suggested was important for encouraging future engagement.

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Regulator of Social Housing. (2023). *Tenant Satisfaction Measures Standard. Comes into effect from 1 April 2023*. UK Government.

Regulatory Board for Wales . (2019). *The right stuff- Hearing the tenants voice*. Welsh Government.

Scottish Government. (2019). Guide to Successful tenant participation .

Scottish Housing Regulator. (2020). How we include tenants and service users in our work 2023 to 2026.

Sherriff, G., Brown, J., Clark, A., & al, e. (2015). *Engaging residents in regeneration: Lessons from Pendleton*. University of Salford.

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TPAS Cymru. (2017). *Guide to tenant participation*.

TPAS Cymru. (2020). *Involvement Essentials: Practical approaches to involving tenants*.

TPAS Cymru. (2021). *The Basics Matter: Full Report*.

TPAS Cymru. (Undated). *TPAS Cymru Information sheet: Service user involvement* .

TPAS Scotland . (2020). Hints & Tips 3: Overcoming challenges in Tenant Participation.

TPAS Scotland . (2020). Hints & Tips 4: Methods of Consultation.

TPAS Scotland. (2020). Hints & Tips 1: Introduction to tenant participation.

TPAS Scotland. (2020). Hints & Tips 2: Key steps to tenant participation.

TPAS Scotland. (2020). Hints & Tips 5: Developing interest in engagement .

TPAS Scotland. (2020). Hints & Tips 6 Tenant Scrutiny.

Tunstall, R., Lupton, R., & Power, A. (2011). *Building the Big Society*. Centre for Housing Policy.

Wainwright, E., & Marandet, E. (2017). *Social housing and new forms of tenant engagement: Welfare governance, and active citizenship report of findings*. London: Brunel University .

8. Annex A

8.1 A search strategy was formulated using the following terms:

("tenant participation" OR "tenant engagement"); ("private landlord" OR "social landlord" OR "housing association"); "housing policy" AND (participation OR engagement); ("tenant participation" OR "tenant engagement") AND ("private landlord" OR "social landlord" OR "housing association")

((("tenant participation" OR "tenant engagement") AND implementation AND effectiveness) AND (("best practice" OR "success factors" OR "facilitators") OR ("barriers" OR "challenges") OR ("moderating factors" OR "protected characteristics") OR ("formal engagement" OR "informal engagement"))) AND (("private tenants" OR "social tenants") AND (Wales OR "culturally similar" OR "contextually similar" OR "geographically similar")) AND (("tenant voice" OR "tenant involvement") AND ("policy" OR "legislation"))

8.2 A list of suitable sources was compiled:

ASSIA, Proquest Premium, Emerald Insight, Ingenta, Science Direct, Web of Science Bevan Foundation; Cambridge Centre for Housing and Planning Research; Centre for Housing Policy (York Uni); Chartered Institute of Housing; Community Housing Cymru; Department for Communities and Local Government [Department for Levelling Up, Housing and Communities]; Department of Housing, Planning and Local Government (Republic of Ireland); FEANTSA; Homes and Communities Agency [Homes England; Regulator of Social Housing]; Housing Europe; Institute of Welsh Affairs; Local Government Association; National Housing Federation; National Residential Landlords Association; Northern Ireland Housing Executive; Scottish Government; Scottish Housing Regulator; Scottish Parliament Information Centre; Research Briefings – UK Parliament; TPAS Cymru; Wales Centre for Public Policy; Welsh Local Government Association.

8.3 A total of 61 relevant citations were identified.

Title	Author	Citation	Year of Publ.	Publ. type
Tenant Satisfaction Measures Standard. Comes into effect from 1 April 2023	Regulator of Social Housing	UK Government	2023	Guidance
Guide to surveying tenants and service users	Thornton, C.	Scottish Housing Regulator	2023	Guidance
Empowering Tenants: Protecting Human Rights	Jordan, M	The Housing Agency/National	2022	Report

Title	Author	Citation	Year of Publ.	Publ. type
		University of Ireland, April 2022		
Supporting Communities, Empowering Society. Strategic Plan 2022 – 2025	Supporting Communities, Empowering Society. (Northern Ireland)	Supporting Communities, Empowering Society.	2022	Report
Supporting Communities, Empowering Society. Annual Report 2021 – 2022	Supporting Communities, Empowering Society. (Northern Ireland)	Supporting Communities, Empowering Society.	2022	Report
The basics matter: Full report	TPAS Cymru	TPAS Cymru	2021	Report
Involvement essentials: Practical approaches to involving tenants	TPAS Cymru	TPAS Cymru	2020	Guidance
Hints & Tips 1: Introduction to Tenant Participation	TPAS Scotland	TPAS Scotland	2020	Guidance
Hints & Tips 2: Key Steps to Tenant Participation (TP)	TPAS Scotland	TPAS Scotland	2020	Guidance
Hints & Tips 3: Overcoming Challenges in TP	TPAS Scotland	TPAS Scotland	2020	Guidance
Hints & Tips 4: Methods of Consultation	TPAS Scotland	TPAS Scotland	2020	Guidance
Hints & Tips 5: Developing interest in engagement	TPAS Scotland	TPAS Scotland	2020	Guidance
Hints & Tips 6 Tenant Scrutiny	TPAS Scotland	TPAS Scotland	2020	Guidance
Enhancing Social Values, Identity and Wellbeing: The Impact of Participatory Working with Housing Association Tenants	Lambourne, T; Jenkins, S.	Community Development Journal Vol. 55, Iss. 2, (April 2020): 331-348.	2020	Journal

Title	Author	Citation	Year of Publ.	Publ. type
The Charter for Social Housing Residents Social Housing White Paper	Ministry of Housing, Communities and Local Government	UK Government	2020	Paper
How we include tenants and service users in our work 2023 to 2026	Scottish Housing Regulator	Scottish Housing Regulator	2020	Plan
Hearing the tenants voice in the regulation of housing associations in Wales	TPAS Cymru	TPAS Cymru	2019	Survey
Tenant Scrutiny Self-Assessment Toolkit – Supplement (updated September 2019): 20 things to think about to keep your Tenant Scrutiny approach fresh and relevant	TPAS Cymru	TPAS Cymru	2019	Guidance
Tenant Scrutiny Self-Assessment Toolkit – Supplement: 12 things to think about to keep your Tenant Scrutiny approach fresh and relevant	TPAS Cymru	TPAS Cymru	2019	Guidance
Guide to Successful Tenant Participation	Scottish Government	Scottish Government	2019	Guidance
Engaging and empowering tenants in council-owned housing	Local Government Association/TPAS	Local Government Association/TPAS	2019	Report
The Right Stuff – Hearing the Tenants’ Voice	Regulatory Board for Wales (Review of Tenant Involvement in Wales)	Welsh Government	2019	Report
Rethinking Customer Insight: Moving beyond the numbers	Housing Associations’ Charitable Trust (HACT)	Housing Associations’ Charitable Trust (HACT)	2018	Report
Guide to tenant participation	TPAS Cymru	TPAS Cymru	2017	Guidance

Title	Author	Citation	Year of Publ.	Publ. type
Developing and Maintaining a Tenant Participation Strategy Guidance Notes		Supporting Communities/Empowering Communities, June 2017	2017	Guidance
A Tenant Participation Strategy for Northern Ireland: 2015 to 2020	Northern Ireland Government	Department for Social Development	2016	Report
A Tenant Participation Strategy for Northern Ireland: 2015 to 2020 Action Plan	Northern Ireland Government	Department for Social Development	2016	Report
Tenants leading change.	Department for Levelling Up.	Housing and communities and Ministry of Housing, Communities & Local Government	2014	Guidance
Strong foundations: Building better dialogue between tenants and landlords.	Local Government Information Unit	Local Government Information Unit (LGIU)	2013	Report
Between Self-organization and Formal Participation: Increasing Tenants' Influence through Self-management? – A Dutch Case-study	Huisman, C; Czischke, D.	Housing, Theory, and Society; Abingdon Vol. 40, Iss. 2, (Apr 2023): 219-237.	2023	Journal
4 big digital issues that tenant engagement needs to consider in 2022.	TPAS Cymru	TPAS Cymru	2022	Blog
Developing a Tenant Engagement Culture and Structure: The Case of Circle VHA	The Housing Agency	The Housing Agency	2022	Report
Embedding a Culture of Tenant Engagement: Recommendations for Social Housing in the Irish Context	Frey, J; Shanks, P.	Tuath Housing, 2022	2022	Report
Tenant Participation and Engagement in a Digitalising	Condie, J. M; Ayres, L.	Western Sydney University	2022	Report

Title	Author	Citation	Year of Publ.	Publ. type
Society: Social Media Use in the Social Housing Sector				
Communication for the Public Benefit: A case study of everyday communication practices in the municipal housing company Svenska Bostäder	Hellgren, L.	Department of Human Geography, Stockholm University	2022	Thesis
The social value of social homes in Scotland Year 1 2022: waves 1 and 2 data collection report	Housing Associations' Charitable Trust (HACT)	Housing Associations' Charitable Trust (HACT)	2022	Report
Consultation on the introduction of tenant satisfaction measures. Decision Statement	Regulator of Social Housing	UK Government	2022	Consultation
Tenant Communication and Engagement Strategy 2021 – 2024	Circle	Circle VHA	2021	Strategy
Getting Tenants Involved	Housing Registrar	The Housing Registrar, State of Victoria	2021	Guidance
The Regulatory Framework for Housing Associations Registered in Wales	Housing Regulation Team	Welsh Government	2021	Report
Home! Creating a better Wales for all. 2021 Senedd Election Manifesto	Community Housing Cymru	Community Housing Cymru	2021	Plan
One bad board away from bankruptcy: Housing co-operatives, self-management, and the landlord-tenant relationship	Josh Hawley	Queen's University Kingston, Ontario	2019	Thesis
Together with Tenants – revised plan and next steps	National Housing Federation.	National Housing Federation.	2019	Plan
Reading Between the Lines of Participation: Tenant Participation and Participatory Budgeting in Toronto Community Housing	Foroughi, B.	Journal of Public Deliberation; Berkeley Vol. 13, Iss . 2, (2017).	2017	Journal

Title	Author	Citation	Year of Publ.	Publ. type
Social housing and new forms of tenant engagement: Welfare, governance, and active citizenship Report of Findings	Wainwright, E; Marandet, E.	Brunel University London	2017	Report
Tenant Involvement and Empowerment Standard	Homes and Communities Agency	UK Government	2017	Guidance
Tenant Participation in Social Housing Stock Management	Suszyńska, K.	Real Estate Management and Valuation, Vol. 23 Iss. 3 Pp: 47 – 53	2015	Journal
Engaging residents in regeneration: Lessons from Pendleton	Sherriff, G; Brown, J; Clark, A: [et al]	University of Salford	2015	Report
Tenants leading change. How to get involved in making your neighbourhood a better place to live	Department for Communities and Local Government	UK Government	2014	Guidance
Toronto Community Housing: Tenant Participation and Informal Learning	Foroughi, B.	The Canadian Journal for the Study of Adult Education (Online); Vol. 25, Iss. 2, 35.	2013	Journal
Building the Big Society	Tunstall, R; Lupton, R; Power, A; [et al]	Centre for Housing Policy	2011	Paper
TPAS Cymru Information Sheet: Service user involvement	TPAS Cymru	TPAS Cymru	Undated	Guidance
Engaging younger people to participate	TPAS Cymru	TPAS Cymru	Undated	Guidance

Title	Author	Citation	Year of Publ.	Publ. type
Homes England strategic plan 2023 to 2028	The Housing and Regeneration Agency.	UK Government Homes England	2023	Paper
Joint NHF and CIH action plan in response to the Better Social Housing Review	National Housing Federation. Chartered Institute of Housing	National Housing Federation	2023	Plan
Consultation on the revised directions to the Regulator of Social Housing: Tenant Involvement and Mutual Exchange - our response	National Housing Federation.	National Housing Federation.	2023	Consultation
New Resident Opportunities and Empowerment Grant: prospectus	Department for Levelling Up	Department for Levelling Up, Housing and Communities, 15 August 2022, last updated 30 September 2022	2022	Prospectus
Communication breakdown: Energy efficiency recommendations to address the disconnect between building operators and occupants.	Ruiz, S.N; Day, J.K; Govertsen, K; [et al]	Energy Research and Social Science, Sep 2022, Volume 91, Article Number 102719	2022	Journal
Interpretation and Representation in Housing Policy Discourse as Exemplified by Council Tenants' Participation in the Jazdów Estate (Warsaw)	Zubrzycka-Czarnecka, A.	Critical Housing Analysis; Praha Vol. 8, Iss. 1, (2021): 1-10.	2021	Journal
‘Thou shalt be a (more) responsible tenant’: exploring innovative management strategies in changing social housing contexts.	Costarelli, I; Kleinhans R; Mugnano S.	Journal of Housing and the Built Environment; Dordrecht Vol. 35, Is s. 1 287-307.	2020	Journal
Dilemmas associated with tenant participation in renovation of	Stenberg, J.	Cogent Social Sciences;	2018	Journal

Title	Author	Citation	Year of Publ.	Publ. type
housing in marginalized areas may lead to system change.		Abingdon Vol. 4, Iss . 1, p1-22. (Jan 2018).		

9. Annex B

Source	Search Strategies
<p>Centre for Housing Policy (York Uni) University of York interdisciplinary research group focused on increasing equality and quality of life in the built environment</p>	<ol style="list-style-type: none"> 1. "Tenant participation" 2. "Tenant consultation" 3. Housing consultation
<p>Community Housing Cymru Representative body for Welsh housing associations.</p>	<ol style="list-style-type: none"> 1. "Tenant participation" 2. "Tenant consultation" 3. Housing consultation 4. Tenant support
<p>Department for Communities and Local Government Government department now replaced by the Department for Levelling Up, Housing and Communities (see below).</p>	<ol style="list-style-type: none"> 1. ("tenant participation" OR "tenant engagement"); ("private landlord" OR "social landlord" OR "housing association"); "housing policy" AND (participation OR engagement); ("tenant participation" OR "tenant engagement") AND ("private landlord" OR "social landlord" OR "housing association");
<p>Department for Levelling Up, Housing and Communities Government department.</p>	<ol style="list-style-type: none"> 1. ("tenant participation" OR "tenant engagement"); ("private landlord" OR "social landlord" OR "housing association"); "housing policy" AND (participation OR engagement); ("tenant participation" OR "tenant engagement") AND ("private landlord" OR "social landlord" OR "housing association");
<p>Department of Housing, Planning and Local Government (Republic of Ireland) Government department (Republic of Ireland).</p>	<ol style="list-style-type: none"> 2. "Tenant participation" 3. "Tenant consultation" 4. tenant housing consultation
<p>Homes and Communities Agency Government department now replaced by Homes England and the Regulator of Social Housing (see below).</p>	<p>tenant involvement</p>
<p>Homes England Government body.</p>	<ol style="list-style-type: none"> 1. "Tenant participation" 2. "Tenant consultation" 3. Housing consultation 4. Tenant support 5. ("tenant participation" OR "tenant engagement"); ("private landlord" OR "social landlord" OR "housing association"); "housing policy" AND (participation OR engagement); ("tenant participation" OR "tenant engagement") AND ("private landlord" OR "social landlord" OR "housing association")
<p>Local Government Association Support organisation for local government. News and research.</p>	<ol style="list-style-type: none"> 1. ("tenant participation" OR "tenant engagement"); ("private landlord" OR "social landlord" OR "housing association"); "housing policy" AND (participation OR engagement); ("tenant participation" OR "tenant engagement") AND ("private landlord" OR "social landlord" OR "housing association");
<p>National Housing Federation Representative body for housing associations.</p>	<ol style="list-style-type: none"> 1. Tenant participation (filtered by 'together with tenants' and 'reports')
<p>ProQuest Premium</p>	<ol style="list-style-type: none"> 2. ("tenant participation" OR "tenant engagement"); ("private landlord" OR "social landlord" OR

<p>Specialist index and full-text social sciences databases, covering subject areas including Politics, Sociology, Education, Linguistics, and Criminal Justice.</p> <p>Available via the Information, Library and Archive Services electronic resources intranet page.</p>	<p>“housing association”); “housing policy” AND (participation OR engagement); (“tenant participation” OR “tenant engagement”) AND (“private landlord” OR “social landlord” OR “housing association”);</p>
<p>Regulator of Social Housing Government body.</p>	<p>1. (“tenant participation” OR “tenant engagement”); (“private landlord” OR “social landlord” OR “housing association”); “housing policy” AND (participation OR engagement); (“tenant participation” OR “tenant engagement”) AND (“private landlord” OR “social landlord” OR “housing association”)</p>
<p>Science Direct Offers access to references, abstracts and (selected) full text for over 2,000 journals in the areas of science, technology and medicine. This subscription includes access to the full text of all the journals within the Social Sciences Subject Collection - over 160 titles covering health, education, environmental and social justice issues.</p> <p>Available via the Information, Library and Archive Services electronic resources intranet page.</p>	<p>1. tenant participation in social housing (Since 2019) 2. (“tenant participation” OR “tenant engagement”); (“private landlord” OR “social landlord” OR “housing association”); “housing policy” AND (participation OR engagement); (“tenant participation” OR “tenant engagement”) AND (“private landlord” OR “social landlord” OR “housing association”) 3. ((“tenant participation” OR “tenant engagement”) AND implementation) AND ((“best practice” OR “facilitators”) OR (“barriers” OR “challenges”) OR (“formal engagement” OR “informal</p>
<p>Scottish Housing Regulator Non-ministerial department responsible for regulating social housing in Scotland.</p>	<p>1. tenant participation (Searched through publications)</p>
<p>Scottish Government Devolved administration.</p>	<p>1. (“tenant participation” OR “tenant engagement”); (“private landlord” OR “social landlord” OR “housing association”); “housing policy” AND (participation OR engagement); (“tenant participation” OR “tenant engagement”) AND (“private landlord” OR “social landlord” OR “housing association”);</p>
<p>TPAS Cymru Participation support group working with tenants, landlords and related organisations.</p>	<p>1. (“tenant participation” OR “tenant engagement”); (“private landlord” OR “social landlord” OR “housing association”); “housing policy” AND (participation OR engagement); (“tenant participation” OR “tenant engagement”) AND (“private landlord” OR “social landlord” OR “housing association”);</p>
<p>TPAS Scotland Participation support group working with tenants, landlords and related organisations.</p>	<p>1. (“tenant participation” OR “tenant engagement”); (“private landlord” OR “social landlord” OR “housing association”); “housing policy” AND (participation OR engagement); (“tenant participation” OR “tenant engagement”) AND (“private landlord” OR “social landlord” OR “housing association”);</p>
<p>Wales Centre for Public Policy The Centre collaborates with leading policy experts to provide ministers, the civil service and public services with high quality evidence and independent advice that helps them to improve policy decisions and outcomes.</p>	<p>1. tenant participation tenant inclusion</p>

<p>Web of Science Three key databases covering the sciences, social sciences, arts and humanities..</p> <p>Available via the Information, Library and Archive Services electronic resources intranet page.</p>	<ol style="list-style-type: none"> 1. (“tenant participation” OR “tenant engagement”); (“private landlord” OR “social landlord” OR “housing association”); “housing policy” AND (participation OR engagement); (“tenant participation” OR “tenant engagement”) AND (“private landlord” OR “social landlord” OR “housing association”);
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