Paper 4
Tenant Engagement and Participation Update

Date of meeting	12 November 2026
Purpose	For noting
Summary	Update Partnership Forum on tenant engagement activity since last meeting.
Recommendation	Note activity Provide any relevant feedback

Recent Work

The Scrutiny Group:
The group meets every month and has increased its membership by one. They are scrutinising how Bield communicates. This is a broad subject which covers both internal and external communications. Pedro Cameron, Tenant Engagement and Participation Manager from TIS assists the group in their assignment.

Bield Blether launch:
Still extremely quiet, not taking place in August due to Kalli attending an external networking event. This is going to give the opportunity to try and work on how to gain more members.

Community Connections:
Community Police and Fire Safety still taking place in developments. We have had some POA talks in developments and looking to do more.

Development Visits:
Our team have visited Fifty-one (51) developments since the start of April and are on track to visit all developments by the end of the financial year.

The plan is to continue and visit all developments within the next year/year and half. This is giving us the opportunity to speak with staff and tenants about tenant engagement, getting more individuals in groups and where we can help as a team.

Small Grants Fund:
As noted last time there is a delay in completing purchases for the small grants fund due to the credit card limit being too low. We have been given access to a larger limit via Amazon so we now have the ability to work through the developments in a more timely manner and expect this to be complete by the end of November.

Partnership Forum Name:
Feedback showed the name tenants thought represented the group the most was Tenants Voices in Action. This meeting discusses the groups name and governance.

Promoting:
Kalli and Aimee met to talk about better ways to promote our groups, including using social media, updating our materials, and appealing to tenants.

Members of the Customer Standards team will be attending the following events:

Scottish Tenant Engagement Network hosted by a company called CX-Feedback.

Forth Valley TP Officers Forum
Fife TEO
SFHA – Next Generation Leaders Event

Scrutiny Group

Current membership	9
Current work	Communications
Future programme	

Communication Champions

Current membership	12 Interested
Current work	Bield Calendar
Future programme	

Compliments and Complaints Collective

Current membership	10 Interested
Current work	Make recommendations
Future programme	

Bield Equality Network

Current membership	5
Current work	Beyond the Door Project
Future programme	

Sustainability Group

Current membership	5 (16 interested)
Current work	Tbc
Future programme	n\a

RTO

Number of RTOs	0

Tenant Insight Network

Number on list	352

Tenant Engagement and Participation Engagement Calendar 2026/27

April	May	June	July
	Partnership Forum Rainbow Network Equality Network Scrutiny Group	Sustainability Group Rainbow Network	Rainbow Network Communication Champions Equality Network
August	**September**	**October**	**November**
Partnership Forum Rainbow Network	Rainbow Network Communication Champions Equality Network Compliment and Complaint Collective	Rainbow Network	Partnership Forum Rainbow Network
December	**January**	**February**	**March**
Communication Champions	Scrutiny Group Rainbow Network	Partnership Forum Rainbow Network Sustainability Group Scrutiny Group	Equality Network Communication Champions Compliment and Complaint Collective Rainbow Network

Networking

Tenant Information Scotland

TP Summit – Tuesday 17th November at The Studio, Glasgow.

AGM – Thursday 3rd December Online

TPAS Scotland

AGM – Wednesday 18th November Online