

# TIS and the Scottish Government research project- information for participants

We are inviting you to take part in a research workshop. Before you decide whether to take part, please read this information carefully and ask us if you have any questions.

## About the project

Tenants Information Service (TIS) is a national membership organisation committed to supporting tenants and housing organisations to collaborate on solutions that make housing better. We work to ensure tenants' rights are central to decision making and support housing colleagues to strengthen their tenant participation and engagement practices.

We're working with the Scottish Government on a research project to evaluate tenant participation in Scotland.

The aim of the project is to:

- understand the methods and approaches to tenant participation currently used in the Scottish social housing sector and how successful these methods and approaches are for tenants and landlords
- determine how social landlords resource tenant participation delivery
- understand landlords' approach and challenges relating to tenant participation and engagement
- understand tenants' experiences of taking part in tenant participation and engagement opportunities

## What will happen

We're inviting you to take part in a workshop facilitated by two members of the TIS team, alongside a group of other social housing tenants, to understand more about your experience of taking part in tenant participation activities.

This will be an informal, interactive session where we'll focus on your views and experiences of how tenant participation is currently working. We'll explore what participation looks like in practice, what is working well, challenges and barriers, and how tenant participation could develop in the future.

The workshop will take place online via Zoom and will last approximately 1.5 hours.

## Audio and film recording

During the workshop we will be recording audio to make sure we can give you our full attention rather than focussing on taking notes. Audio recordings will not be shared with anyone outside of the TIS team and will be deleted once note taking is complete.

## Personal information

For this research project we will need to collect some personal information about you (data which could identify you). This includes:

- your name
- your contact details
- the name of your landlord
- any accessibility needs you choose to share with us

We have asked for your consent to collect and handle your personal information in the consent form. Only the TIS team will have access to your personal information. We are securely collecting and storing your information on TIS's own computers, and it will be protected by being encrypted in accordance with the General Data Protection Regulation (GDPR) and UK data protection legislation.

The data will be deleted and destroyed within three months after the project planned end date on 31 March 2027. We will keep your consent form and contact details for a year after the project's planned end date of 31 March 2027, so we know what research you were part of if you have any questions after the interview. If you would like more information about the way we comply with data protection legislation, please ask.

## Privacy

Only people in the TIS and Scottish Government Tenant participation team will know you are taking part in this research. And nobody else will have access to your personal information. As the workshops will involve group discussions, other participants will be aware that you are taking part. We will ask everyone to respect each other's privacy and keep what is shared confidential.

We will anonymise your data as soon as we can by replacing your name with a pseudonym (fake name) and removing other identifiers. We will do our best to ensure your anonymity

and keep your participation confidential. However, there may be limits to this, for example if there are serious concerns about your safety or the safety of others.

## Your rights

If you decide to take part in our research you are still free to withdraw from the research, or change or withdraw your consent at any time, without giving a reason, by getting in touch with us. However, it may not be possible to remove your data from the project once it has been anonymised. You have strong rights around your personal information under UK data protection legislation. To find out more see [www.ico.org.uk/your-data-matters/](http://www.ico.org.uk/your-data-matters/). If you have any questions about your data, get in touch with us, or with our Data Protection Officer on [info@tis.org.uk](mailto:info@tis.org.uk).

If you're unhappy with the research you can make a complaint by contacting Sharon Donohoe, Interim Chief Executive at [sharon.donohoe@tis.org.uk](mailto:sharon.donohoe@tis.org.uk).

## Next steps

Thank you for sharing your knowledge with us. We'll use the data gathered from the workshop to develop findings and recommendations which will be shared with the Tenant Participation team at the Scottish Government.

A research report will be published by the Scottish Government after the project ends in March 2027.

## Contact details

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If you have any questions or concerns, please get in touch.

**We look forward to meeting you,  
The TIS team**