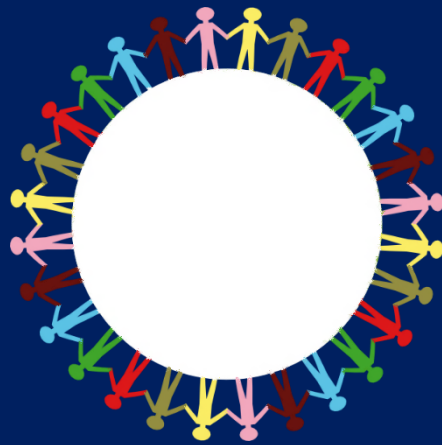




# Tenant Involvement Strategy



2021-2025

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# 1. INTRODUCTION

## **What is tenant involvement?**

The 'National Strategy for Tenant Participation – Partners in Participation (1999)' describes tenant involvement as being “about tenants taking part in decision making processes and influencing decisions about housing policies; housing conditions; and housing services”.

Within this strategy you will find out about the different ways you can get involved. We will provide you with key information on how we will consult with you and use your views to influence the way we deliver our Housing Service.

## **Your rights:**

- To access information about housing policies and related services
- To be consulted on issues that affect your home
- To participate in decisions that affect the services you receive
- Regularly review how well tenant participation is working

## **The Aims of Our Tenant Involvement Strategy:**

- Improve the culture and practice of involving our residents across the housing service
- Improve our feedback to tenants so that we can increase transparency and evidence where our residents have shaped the housing service
- Continue to promote a wide range of options for tenants to be involved, including more interactive online meetings allowing residents an opportunity to participate from home
- Continue to promote tenant involvement, particularly to the under-represented groups
- Promote the positive benefits of tenant involvement to them personally as well as within their community
- Develop resident involvement in monitoring and improving performance through our Scrutiny Panel
- Provide resource and training to empower our residents and provide adequate support in developing tenant involvement
- Communicate effectively, using plain English, ensuring our information is accessible to all residents

### OPPORTUNITY

- Give all residents the opportunity to get involved at a level that suits them and engage in ways that are accessible
- Promoting good practice and innovative ideas for encouraging and sustaining tenant involvement

OPPORTUNITY



### CONSULTATION AND PARTICIPATION



- Providing residents with the option to comment on policy, service improvements and any proposals that may affect them
- Providing relevant and timely feedback on outcomes

### SUPPORT AND INFORMATION

- Support for our residents to meet their obligations and develop their activities
- Make training and resources available
- Provide an expenses scheme to cover reasonable costs arising from getting involved with the work of Mid Devon Housing

INFORMATION



### 3. OBJECTIVES

For successful tenant involvement Mid Devon Housing ensure that:

- Our tenants recognise us as an approachable landlord who will actively listen to their views
- As a natural inclusive part of our service we ensure equal access and fair delivery of services
- We provide support opportunities for tenants to develop their knowledge and skills
- We develop effective communication between officers and residents
- Residents have access to developing skills and confidence to influence decisions
- Mutual respect to allow understanding for all involved in participation
- Enhanced satisfaction for residents with their homes and neighbourhoods

## 4. WAYS YOU CAN GET INVOLVED

Our strategy is aimed to give our residents a fair and equal opportunity to get involved at all levels

### How much of my time would I need to dedicate if I wanted to get involved:

Higher level of time	Medium level of time	Low level of time	Information only
★ ★ ★	★ ★	★	●

#### ➤ Social Media:



We recognise that times are changing and we appreciate the importance of utilising remote access. By evolving our approach, we will introduce new and innovative ways to engage with our residents, removing barriers to make our tenant involvement accessible for all. This in turn will allow us to engage with a more diverse range of individuals.

#### ➤ Website:



We will signpost to relevant pages on the website using our social media platforms.

#### ➤ Annual Report:



Each year we publish an annual report, which reflects on our achievements and performance over the year. This report is sent out via a range of mediums, tailored to the needs of our residents.

#### ➤ Consultations:



Consultations are a great opportunity for our residents to be involved in any future changes that may have an impact on their home or neighbourhood. By providing an opportunity to consult, we raise awareness and manage expectations.

#### ➤ Neighbourhood Walkabouts:



Our walkabouts provide our residents the opportunity to meet with our Housing Officers twice yearly. Residents are invited to join in the estate walkabouts as a way of engaging with local area cooperating, addressing any concerns in their local area and share ideas for improvements to their communities.

➤ Communal Inspections:



Communal inspections are conducted on a monthly basis to ensure that areas are clean, safe and free from potential fire hazards.

➤ Opportunities to scrutinise our performance:



Residents would have an opportunity to undergo training in order to effectively scrutinise performance and make recommendations for improvements to the service.

➤ Focus Groups:



This is an opportunity for residents to review specific policies. These groups offer a greater flexibility to those that would like to get involved in scrutiny but are unable to commit fully to the scrutiny group.

➤ Estate Champions:



Estate Champions will work closely with the Tenant Engagement Team to gather feedback on a variety of areas within the

Housing Service. They will be supported by monthly digital meetings.

➤ Complaints Champions:



Our complaints champions provide complainants the opportunity to drive service changes, from personal experiences or from their desire to promote positive service development. The complaints champions meet on a quarterly basis with the Complaints and Customer Engagement Officers to scrutinise the handling of complaints, identify systematic issues, or areas for improvement. It is also an opportunity to publicise effective complaint handling

➤ Void Tenant Inspectors:



Residents who have a keen interest in the standard of our homes can get involved in monitoring our re-let standards.

➤ De-carbonisation and Zero Carbon Champions



Residents would have the opportunity to consult on initiatives in order to meet our targets for de-carbonisation and zero carbon. Training will be provided for anyone with a keen interest in this area.

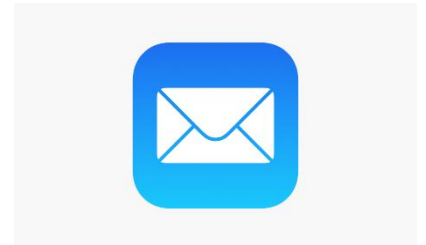
## 5. OVERCOMING BARRIERS

We are aware that there are groups of residents that are often under-represented in tenant participation. We will look to develop different ways to involve residents so that groups of people are not excluded. We will do this by raising awareness of involvement opportunities through our media platforms. We will also discuss tenant involvement during our sign-up process for new tenants.

### Keeping you informed:

We know how important it is that we provide you with good quality, up to date information which is accessible to everyone and free of jargon. The methods we use include:

- Letters, phone, email
- Surveys and questionnaires
- Tenant polls
- Face to face meetings
- Home visits
- Focus Groups
- Tenant Handbook
- Annual Report
- Website, Facebook and Twitter





## 6. CONTACT US

We want to encourage all our residents to be involved in shaping our services and provide you with as many opportunities as possible.

If you want to find our more then please get in touch:

**Phone:** 07977928070 or 01884 255255

**Email:** [tenantinvolvement@middevon.gov.uk](mailto:tenantinvolvement@middevon.gov.uk)



## Tenant Involvement Action Plan:

What we will do	How we will do it	When we will do it	Outcome
<ul style="list-style-type: none"> <li>➤ Improve on our tenant feedback so that we can demonstrate where our residents have influenced our housing service</li> </ul>	<ul style="list-style-type: none"> <li>➤ We will inform residents when consulting with them, how their views will be used to inform decisions</li> </ul>	<ul style="list-style-type: none"> <li>➤ Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>➤ Tenant involvement is working and empowering</li> </ul>
<ul style="list-style-type: none"> <li>➤ Evolve and increase engagement through empowerment and best practice</li> </ul>	<ul style="list-style-type: none"> <li>➤ Deliver a variety of high quality engagement activities</li> </ul>	<ul style="list-style-type: none"> <li>➤ Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>➤ Continue to improve the ways we engage</li> </ul>
<ul style="list-style-type: none"> <li>➤ Promote a wide range of options for tenant involvement</li> </ul>	<ul style="list-style-type: none"> <li>➤ Offer various ways, dependent on interest and time for all residents to be actively involved</li> </ul>	<ul style="list-style-type: none"> <li>➤ Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>➤ Increase residents' awareness and understanding of options and support available to help them get involved</li> </ul>
<ul style="list-style-type: none"> <li>➤ Ensure that we effectively communicate with residents to provide good quality, accessible information</li> </ul>	<ul style="list-style-type: none"> <li>➤ Review and improve the content on our website and use of social media</li> </ul>	<ul style="list-style-type: none"> <li>➤ Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>➤ Increase the use of the tenant involvement web page</li> <li>➤ Improve the information and communication available to our residents</li> </ul>
<ul style="list-style-type: none"> <li>➤ Review our training and development</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide our officers with regular training and for new staff it will form part of our induction process</li> </ul>	<ul style="list-style-type: none"> <li>➤ Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>➤ Residents will receive a high level of customer service</li> </ul>

