

Resident Engagement Plan

How we link to the Corporate Priorities

We lead, support and facilitate delivery of the following priorities in particular:

- Support our tenants through a high quality, well managed service
- Drive continuous improvement of our housing services
- Work further to tackle incidents of anti-social behaviour in our communities
- Provide support for all residents, focussing on equality, understanding and respect

- Landlords to provide safe and good quality homes and landlord services to tenants.
- To be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlord to account.
- Engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.

Consumer Standards

The Past, Present and Future of Resident Engagement

What did we achieve in 23/24

- **Estate Pilots** – held in Hutton North and Pilgrims Hatch over summer/Autumn 2023. Teams from Estates, Repairs and Grounds Maintenance worked together with Cllr's to identify improvements and work to achieve them. The estates were left looking more inviting and pleasant places for residents to live.
- **Resident Menu of Involvement** – Launched in 2022 we have built on this and continued to invite residents along to our tenant talkback to get involved and have their say. The Repair Panel has successfully been running since May 23.
- **Pilgrims hatch resident open evening** – held in January 2024 to introduce an entire estate to the resident menu and the different ways to get involved.
- **Christmas Event Resident Living room** – based in Gibraltar house we opened for hot drinks and festive snacks to engage with residents more informally, however they were able to report repairs and Harmonized Living our hoarding management partner attended.
- **Tenant Satisfaction Measures** – first year collection underway which is giving us a broader understanding of the challenges facing tenants. Damp and Mould action plan introduced in light of feedback.
- **Sheltered Housing Coffee Mornings** – Held monthly in the sheltered schemes and an opportunity for staff and Managers to engage with residents to resolve issues.
- **Housing Bulletin** – Sent quarterly to residents who wish to be on the circulation list with updates on hot topics and good news stories.
- **Appointment of Client Resident Liaison Officer** – Dealing with issues arising from repairs and planned works, providing 1-2-1 customer care and point of contact



What is to come in 2024

- **Community Days** – working with Axis, Housing Officers and Grounds maintenance we are bringing back community days starting with woodland avenue. Residents will be encouraged to come help us tidy up the estate and bring it back to life prior to the summer. Painting, sheds and play areas are all on the list for some improvement.
- **Policy Consultations** – All policies will now be consulted on with Council Tenants and Leaseholders. Utilising Engagement HQ, and online questionnaire portal and paper based where required, residents can have their say on how best to manage the service.
- **Estates Panel Launch** – Following the success of the Repairs Panel, we are now looking to get 5 or 6 residents sitting on the estates panel where they can scrutinise performance, make suggestions for change and really being to shape the service in a resident lead manner.
- **Tenancy audits** – Over 5 years we will conduct a rolling rota of Tenancy Audits which will help give insight into the residents living in our stock, the challenges they face and the improvements or changes we need to make as a service to provide safe, good quality homes and estates for residents that meet their specific needs.
- **The Building Safety Act and Fire Safety Act** requires us to ensure residents in the high-risk buildings are fully informed of safety in their block including evacuation procedures, inspection regimes for all fire doors.



Beyond 2024

- **Your Estate Your call** – We are aware not all residents will want to engage with a newsletter/bulletin or attend regular meetings, so we are going to introduce a service which can be accessed online or via a Housing Officer which focusses on specific blocks or estates and allows residents to suggest the improvements for that specific area that financial year. Housing Officers will be given patch budgets to empower them to make the necessary improvements as requested by residents and the projects will be wholly resident led.
- **Resident portal** – A new self-service system where residents can find their rent balance, pay their rent, message directly their Housing Officer and report a repair with photos.



Money -

- **Estate Budgets** – Work towards realigning the budget so a proportion is spent on things that matter to residents and is resident led and will be incorporated into the 'your Estate Your Call' initiative for 2025/26 budget. For 2024/25 ensure a small revenue budget is available for 'estate improvement' works that fall outside of Capital Works.
- **Residents Portal** – Look to increase the ways residents can engage with us about their rent electronically.



What good looks like

- To reach 100 people who are signed up to receive the Housing Bulletin
- To hold 2 Community engagement days
- To launch the Estates Panel with at least 5 members
- To conduct 25% of our Tenancy Audits (625) per annum