

Tenant Involvement Service Standards



Involving our tenants in everything that we do is integral in helping us to shape services and improve our service. We want to make sure that you are able to easily give us feedback and be involved in improving our service.

To deliver our commitment to involving tenants we will:

- Consult and involve you on issues that affect your home in a variety of ways, by letter, phone, text, email, our website, online surveys, face to face events, social media and through our Tenants Panel.
- Provide clear information to help you get involved.
- Co-produce with the Tenants Panel a regular magazine which will be delivered to all tenants with an audio version available on request.
- Offer a range of ways that you can be involved through our Customer Engagement Strategy.
- Provide and agree an annual performance report with our Tenants Panel and Cabinet Member, advertising it through our website and social media.
- Ensure that our Tenants Panel and Cabinet Members scrutinise our service and performance, looking for improvements and good practice.
- Publicise our performance via our website.
- Provide our Tenants Panel with appropriate training and ICT equipment to ensure they can hold us to account.
- Hold our Tenants Panel meetings in a variety of locations across the Borough to maximise attendance.
- Offer virtual Tenants Panel meetings to assist tenants who may struggle to attend physical meetings.
- Provide translators for you when required to ensure you fully understand and can ask relevant questions of us.
- Provide relevant documentations in different languages that meet the diversity of our tenants.
- Provide documents physically and electronically.
- Provide a Community Fund Scheme where you can apply for financial assistance and support towards events and schemes that involve Council tenants and benefit your neighbourhood and neighbours.
- Encourage involvement from minority groups.

How can you be sure we are meeting these standards?

We will:

- Report annually on our performance to Council Members and Tenants Panel.
- Provide annual updates in our Annual Report.
- Involve our Tenants Panel in writing and reviewing our policies, strategies and standards.
- Provide feedback from annual satisfaction surveys to the Regulator of Social Housing through Tenant Satisfaction Measure surveys.
- Involve our Tenants Panel in reviewing complaint responses to ensure we have not missed opportunities for learning.



Tenants
Panel
Approved

