

## **Tenant Engagement**

### **About the Service Standard**

This service standard outlines the level of service you can expect from the Tenant Engagement Team. It reflects our commitment to work in partnership with tenants, leaseholders, and residents to shape housing services and support communities

#### **We are committed to:**

Provide you with a variety of opportunities both informal and formal to get involved in shaping and improving services.

Provide you with opportunities to monitor, review and challenge service delivery, policies or procedures to improve our services

Ensuring that participation is accessible for you

Respect all voices – At all times treating you with fairness and courtesy and respecting confidentiality

Acknowledging your enquiry, within 3 working days, where we cannot provide a full response straight away, provide a full response within 10 working days

Providing you with feedback, to explain how tenant input has influenced decisions and what actions have been taken as a result of tenants' contributions

Making the information the team provides to you is easy to understand and accessible

Recognising and celebrating tenant involvement

Regularly reviewing the tenant engagement strategy to ensure it continues to encourage and increase the involvement of tenants in issues that concern them

Provide resources to support tenant engagement including funding to enable and support tenants and residents' groups

#### **To meet our commitments, we will:**

Provide you with support from the Tenant Engagement Team

Promote the benefits of tenant engagement to housing staff and to tenants and leaseholders via Tenant Engagement Webpage, tenant newsletters, e-bulletins

Ensure our webpage provides up to date information highlighting how tenants and leaseholders are influencing housing improvements and their communities

Always maintain professionalism and courtesy.

Ensure you have a number of ways of getting involved, whether that is online, in person, via post or other media

Make [reasonable adjustments](#) to meet your individual needs, such as providing information in alternative formats or supporting with completing online forms.

We will cover all reasonable travel and other agreed expenses to ensure you do not suffer financial pressures from being involved in engagement activities. Payments will be made on the day of the activity.

Provide training opportunities to involved tenants and leaseholders

Arranging an annual celebration event for involved tenants and leaseholders

**We ask you to:**

Take part in consultations or engagement activities

Attend meetings, respond to surveys and join groups

Work with us as partners to help improve our services

Share honest and constructive feedback on services and proposals.

**To measure and improve our service we will:**

Ask for your feedback on specific services you receive.

We will annually review our performance and publish the findings online

Use your feedback to help improve our services.