Tenant Involvement Policy

Reviewed:	**September 2025**
Next Review:	**September 2027**

Approved by:

Board:	**15th September 2025**

Responsibility:

Housing Services Manager

1. Introduction

The purpose of this document is to present St Peter's approach to tenant involvement and sets out how we aim to achieve this.

Our mission is to provide good quality housing and responsive services at St Peter's and the surrounding area. We, where possible, assist and work with the local community in providing services that will enhance and improve the quality of life for all.

One of St Peter's primary aims is to ensure that tenants have a direct influence in the management of their homes and surrounding area. This policy is intended to support our mission and this aim.

2. Policy Statement

We believe that involving tenants and ensuring they are placed at the heart of everything we do helps us to deliver our mission and is critical to the success of the business by ensuring that we are developing and delivering services that meet tenants needs and deliver value for money.

3. Regulatory Framework

This policy operates within The Regulatory Framework for Social Housing in England from April 2024.

The main relevant standard is outlined below:

The Transparency, Influence and Accountability Standard.

The required outcomes of this standard include:

1.1 Fairness and Respect – *treat all tenants with fairness and respect*
1.2 Diverse Needs – *understand the diverse needs of the tenants, prospective tenants and access to services*
1.3 Engagement with tenants – *improve and tailor services to meet needs and communicate effectively.*
1.4 Information about landlord services - *provide information about safety and quality of homes and hold landlords to account.*
1.5 Performance Information – *publish annual performance against Tenant satisfaction Measures*
1.6 Complaints – *clear, fair, simple and accessible approach to complaints.*

We have also considered the following in the development of this policy and meeting the requirements of the RSH Standard:

Charter for Social Housing

- To be safe in your home
- To know how your landlord is performing
- To have complaints dealt with promptly and fairly
- To be treated with respect
- To have your voice heard

Housing Ombudsman

- Complaint Handling Code
- Attitudes, Respect and Rights.
- Knowledge and Information Management

TPAS: Tenant Engagement Standards

- Engagement strategy – *building the right foundations for effective engagement*
- Resources for engagement – *identifying the right support to put in place*
- Information and Insight – *gathering, using and providing the right information*
- Influence and Scrutiny – *creating appropriate and effective levels of scrutiny*
- Community engagement – *using a range of methods for effective wider community engagement*
- Valuing engagement – *measuring the effects of engagement adding value to the association, and individuals.*

National Housing Federation: Together with tenants' charter and Knowing Our Tenants.

- Relationships – *based on openness, honesty, and transparency*
- Communication – *clear, accessible and timely information*
- Voice and Influence – *tenant views sought and valued and used to inform decisions*
- Accountability – *working in partnership to scrutinise decisions affecting services*
- Quality – *homes should be well maintained, safe, and well managed.*
- When things go wrong – *simple and accessible routes for making complaints seeking redress.*

4. Policy Delivery

We aim to meet St Peters mission and the RSH Standard by:

- Having a service delivery culture that puts tenant involvement at the heart of what we do, giving tenants opportunities to influence the design and delivery of services that affect them, via the Scrutiny Panel, meetings and discussions around specific service areas.

- Providing services wherever possible that meet the different needs that tenants and applicants may have, including various communication methods, using their preferred choice of contact.

- Providing an accessible and clear complaints procedure, compliance with the Housing Ombudsman Complaint Handling Code, publishing outcomes, and learning points to all tenants via newsletters, on our website as well as individual responses.

- Completing Tenant Satisfaction Measures, feeding back results to tenants and analysing the results to identify service improvements.

- Using a wide range of methods to feedback such as complaints, one to one discussion, task and finish groups and consultation exercises.

- Offering the opportunity for tenants to become board members if they can demonstrate the required skills, knowledge, and experience.

- Enabling tenants to scrutinise performance by supporting a Tenant Scrutiny Panel

- Involving scrutiny panel members and other tenants in communications with other tenants e.g. contributing to newsletters

- Offering all tenants the opportunity to contribute positively to the work of the organisation and the community it serves through shareholding membership.

- Effectively communicating and providing relevant information about their homes and services to tenants through various channels to meet the different needs of tenants, including Notice boards, newsletter, website, email, face-to-face, text, WhatsApp.

- Ensuring that tenants have access to opportunities to get involved and taking active steps to engage with under-represented groups, by analysing TSM return information.

- Creating opportunities for St Peter's tenants to participate fully in their wider neighbourhood/community, engagement with local schools, community groups within St Peter's hall and neighbourhood police.

- Ensuring that resources, support and learning opportunities are put in place and promoted to enable tenants to engage effectively and empower them to build their skills and confidence, including the Department for Levelling Up, Housing and Communities, Four Million Homes programme.

- Providing suitable learning opportunities and support for all staff to ensure that they can confidently and positively engage with tenants, including utilising the Housing Ombudsman's e-learning courses.

5. Implementation & Monitoring

This policy will be implemented through all day-to-day activity at St Peter's.

All team meetings will include a standard agenda item to discuss tenant feedback and plan communication.

All service policy reviews will be scrutinised to ensure that tenants have been consulted where appropriate.

Reports to Board will detail tenant inclusion implications so that Board are clear on the impact of policies and decision making on tenants.

Performance monitoring will include Tenant Satisfaction Measures performance indicators, and complaint handling, including the service improvement report.

Board will receive regular reports on Scrutiny Panel activity.