

# HOUSING LANDLORD SERVICE TENANT ENGAGEMENT AND INFLUENCE STRATEGY



## SOUTH HOLLAND DISTRICT COUNCIL

### Introduction

This document summarises how the Council will ensure Tenants have the opportunity to scrutinise and engage with the Council in a way that suits their needs.

### Objectives

- Tenants can participate in ways that suit them.
- Tenants are the focus, and their opinions are valued and acted upon.
- Managers and staff work respectfully with tenants.
- Tenants can easily reach Senior Officers and Members.
- There are effective ways for tenants to help oversee and improve services.

### Our engagement approach

- We focus on tenant feedback.
- Staff are supported to provide consistent and improved services.
- We welcome tenant feedback and oversight.
- We use technology to make our services more accessible and meet diverse needs.

### Our commitments

#### Commitment 1

We commit to ensuring that trust and respect towards our tenants is embedded within all areas of the landlord service

#### Commitment 2

We commit to a consistent approach of feeding back the results from tenant influence to tenants and officers

#### Commitment 3

We commit to delivering the priorities in this strategy to demonstrate how tenant's experiences have been noticed and made improvements

#### Commitment 4

We commit to creating a Tenant Influencing Vehicle\* with links into the Council's governance arrangements

\*A Tenant Influencing Vehicle could be a Panel or Board. We will work with tenants to shape this.

We can provide this information in other languages and formats for example, in large print, in Braille, on CD or audio cassette. Please email [info@sholland.gov.uk](mailto:info@sholland.gov.uk) or phone 01775 761161.

## The ways we engage

Many involvement options only ask for a small amount of time, as and when suits. Others ask for larger and more regular time commitments. Whichever option is chosen, tenants will be playing a very important part in helping us improve the Landlord Service.

- **Informing** - We give tenants information about policies, events, and services that may affect them
- **Consulting** - We seek the views of tenants in relation to services we deliver.
- **Involving** - We give tenants the opportunity to influence the decision-making process.
- **Working together** - We work with tenants to support them operating tenant led activities to scrutinise the service.
- **Empowering** - We give tenants the skills and tools they need to actively make a difference.
- **Feeding back** - We provide feedback to tenants to help them understand how their input has shaped decisions regarding our Landlord Service.

## Involvement opportunities

- **Tenant Forum** - opportunity to give feedback and discuss issues that affect tenants before any decisions are made. Membership will be open to all tenants.
- **Mystery Shopping** - Evaluating the service quality through hidden testing.
- **Estate Inspections** - Regular inspections by tenants and Officers to assess the condition of the estates and communal areas.
- **Sheltered Housing Focus Groups** - An opportunity to allow Sheltered Housing tenants and the Council to work in partnership, to discuss services received and identify areas for improvement.
- **Communal area inspections** - Volunteering to monitor the standard of service, according to our contract specifications.
- **Consultations and surveys** - Responding to consultations, surveys and tenant satisfaction surveys. This allows tenants the option to participate as and when suits.
- **Tenant Influence Panel (The Panel)** - Oversight of tenant scrutiny, and commissions tenant scrutiny activity on a wide range of housing related policies, practices, and procedures.

## Our priorities

- Ensuring that trust and respect towards our tenants is embedded within all areas of the Landlord Service
- Establishing and embedding a tenant scrutiny mechanism within Housing Governance arrangements, ensuring it has an impact on service delivery
- Promoting a culture of inclusivity, enhancing the value of tenant engagement
- Effective communication across the Landlord Service

To provide feedback on the strategy scan the QR code or visit [www.sholland.gov.uk/get-involved](http://www.sholland.gov.uk/get-involved)

A copy of our draft Tenant Engagement and Influence Strategy can be found at [www.sholland.gov.uk/Housing-policies](http://www.sholland.gov.uk/Housing-policies) Please phone 01775 761161 if you would like a copy posting to you.

