

Draft Tenant and Leaseholder Engagement Strategy

Information

31

Total Responses

Dates:

Opened: 12th November 2021

Closed: 14th January 2022

We consulted on the new strategy we plan to put in place, which is designed to improve the way we listen to and work with tenants and leaseholders.

We created an easy-to-read version on our website of the strategy, explaining the purpose, what we are doing differently, and how tenants can get involved.

How we engaged:

The Council emailed 1,841 tenants, informing them of the strategy and directing them to the website. [1,138 tenants opened this email, 182 clicked to read more on the proposal]

Set up 2 online focus groups. All tenants received an invite, but no attendees.

203 letters were sent to the IRL schemes. This was originally to be a workshop, but Covid restrictions were in place due to the new variant meant this was to be cancelled.

Each tenant received a letter attached to their repairs confirmation and their rent statements, informing them of the new strategy, a QR code that would direct them to the website, the URL, a phone number to the Engagement and Inclusion officer, and the listening email address.

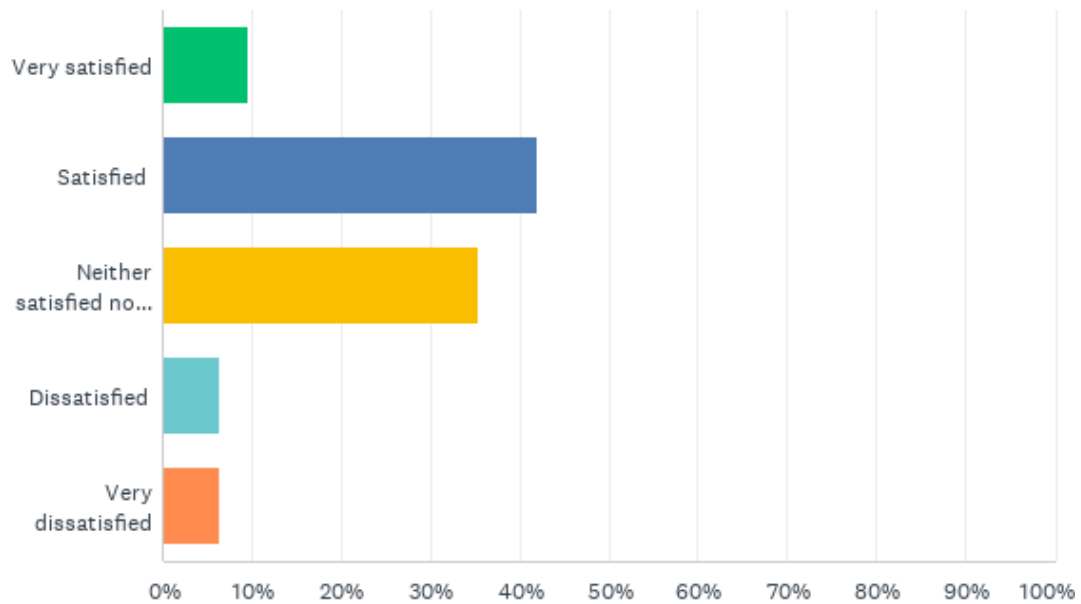
RCRA posted on their social media a simplified version of the strategy.

All housing staff adopted a email signature so all emails would inform tenants of the consultation and strategy

A different survey was emailed to Councillors to ensure their responses did not interrupt the tenants and leaseholders feedback. This can be found here: <https://forms.office.com/r/LraW6e3JKd> None replied.

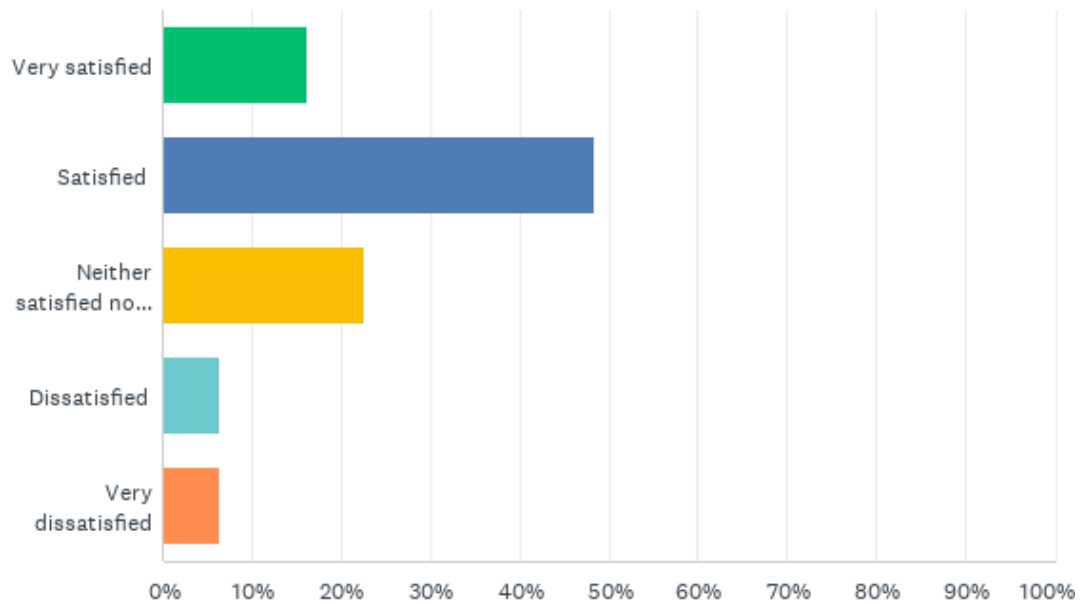
The Council emailed a forum of other engagement officers in other Housing Associations and Councils. Feedback can be found on the last slide.

How satisfied are you that the draft Engagement Strategy will improve the way the Housing services at Runnymede Borough Council listens to your views?



ANSWER CHOICES	RESPONSES	
Very satisfied	9.68%	3
Satisfied	41.94%	13
Neither satisfied nor dissatisfied	35.48%	11
Dissatisfied	6.45%	2
Very dissatisfied	6.45%	2
Total Respondents: 31		

How satisfied are you that the draft Engagement Strategy will improve the way the Housing service at Runnymede Borough Council will keep you informed about things that might affect you as a resident?

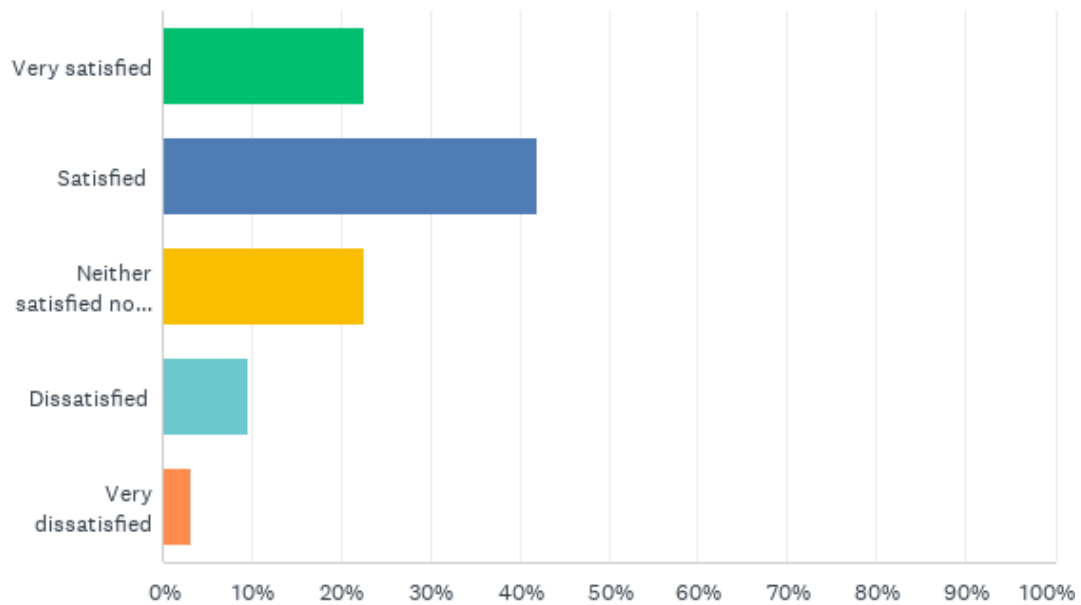


ANSWER CHOICES	RESPONSES	
Very satisfied	16.13%	5
Satisfied	48.39%	15
Neither satisfied nor dissatisfied	22.58%	7
Dissatisfied	6.45%	2
Very dissatisfied	6.45%	2
Total Respondents: 31		

What comes to mind when you hear the term 'Tenant and Leaseholder Engagement'?

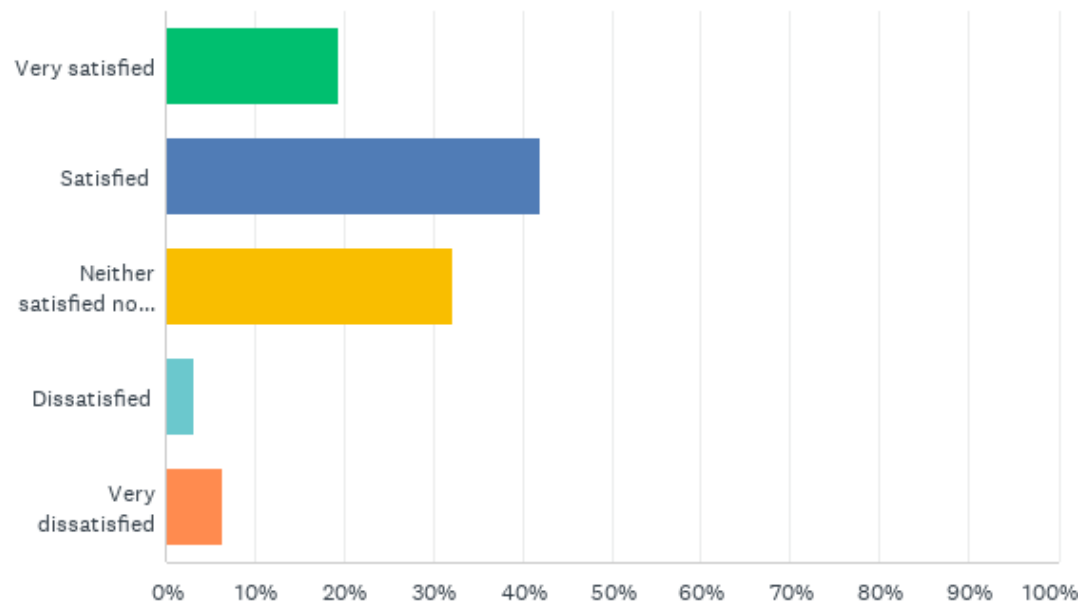
- working together
- That you will listen to the tenant and leaseholders concerns
- Improved communication and recognition of tenants with additional needs
- Better communication and explanation
- Invite for participation
- Communication between all.
- That you will listen and sort things out with us who live here and I can get involved!
- You will make us aware of what's going on
- Hopefully a change in the way the tenant/leaseholder and his views are taken on board without the current negativity being projected onto the tenant/leaseholder.
- Empowering tenants and leaseholders
- That our views are being sought and considered,
- I have no confidence with my council at the moment as there is absolutely no communication with them to resolve a ongoing problem I've had this year

How satisfied are you with the opportunities of involvement available to tenants and leaseholders, to participate in the housing services decision-making process?



ANSWER CHOICES	RESPONSES	
Very satisfied	22.58%	7
Satisfied	41.94%	13
Neither satisfied nor dissatisfied	22.58%	7
Dissatisfied	9.68%	3
Very dissatisfied	3.23%	1
Total Respondents: 31		

Overall, how satisfied are you with the draft Engagement Strategy?



ANSWER CHOICES	RESPONSES	
Very satisfied	19.35%	6
Satisfied	41.94%	13
Neither satisfied nor dissatisfied	32.26%	10
Dissatisfied	3.23%	1
Very dissatisfied	6.45%	2
Total Respondents: 31		

Do you have any comments, feedback, or suggestions?

- There's no communication at the moment so any plan to resolve this problem is good but I have no confidence that it'll make any difference
- The council needs to make it easier to contact the right department. And your problems dealt with quickly and efficiently.
- Recognition of the diverse needs of individual households. Especially if this is documented with evidence from, for example the NHS This will improve communication foster a stronger working relationship and allow Reasonable Adjustments to be recognised in line with the Equality Act
- Long overdue welcome this new era of tenant/leaseholder engagement. Look forward to the new experiences.
- How are you going to come to any conclusion in a place like this (Heatherfields) when so many people have varied opinions.

Summary

After consulting with tenants, it is clear that we need to build better relations with them and improve their trust in us as their landlord.

In a number of paper surveys returned from IRL residents, they selected 'Neither satisfied nor dissatisfied' and added 'I haven't seen anything done yet'. This highlights that the Council needs to improve the relationship with residents by not just involving and listening to them more, but proving and communicating that we are.

As engagement shapes, the more confidence our tenants and leaseholders will have in us as their landlord, and a clearer understanding they have on our services.