

Tenant and Leaseholder Engagement Strategy: Annual Update (Housing, Angela Horsey)

Synopsis of report:

This reports on progress against the Tenant and Leaseholder Engagement Strategy Action Plan

Recommendation(s):

That Members note the progress made against the Tenant and Leaseholder Engagement Strategy Action Plan

1. Context of report

- 1.1 The Tenant and Leaseholder Engagement Strategy was approved at a meeting of this Committee on 9 March 2022. An undertaking was given to provide an annual update on the delivery of the actions within the strategy.

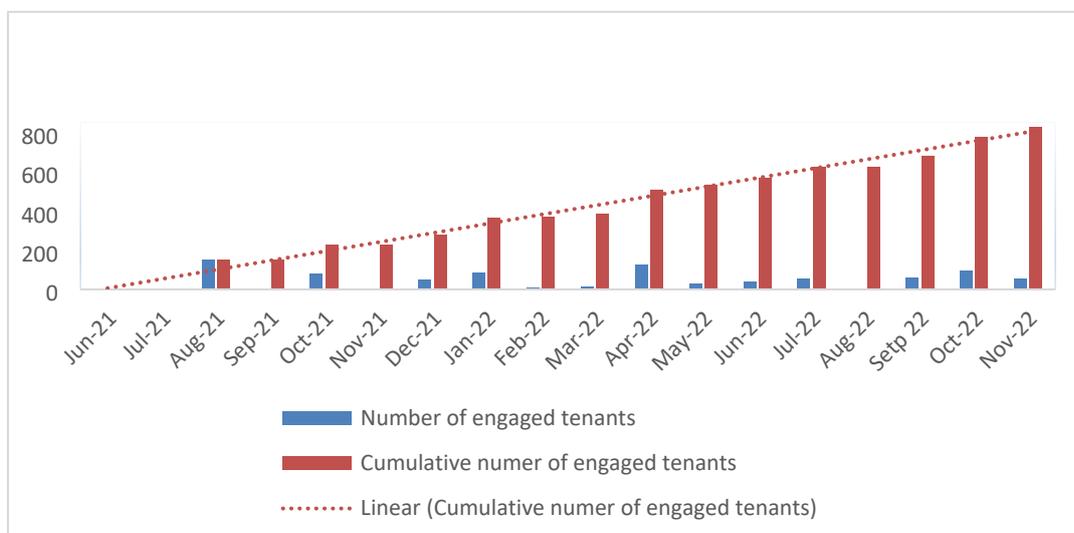
2. Action Plan

- 2.1 The Action Plan showing delivery against the six strategy objectives is attached at Appendix A.
- 2.2 Members are asked to note that significant progress has been made in:
- Engagement and consultation activities including the Pets in the Park event in April, the Heathervale Community Day in July; and feedback which has informed new policies and estate improvements.
 - Regular meetings of TPAS trained Tenant Engagement Champions from each Housing team.
 - Adopting a consultation planner, Engagement Toolkit, projects template and analysis of initiatives and consultations.
 - Improvements to tenants newsletters (spring and summer) and tenants annual report (autumn) [Tenant newsletters and annual reports](#).
 - Resident Reader suggest improvements to the tenant newsletters before publications are finalised and printed.
 - Improved look and content of web pages, online newsletter, use of forms, surveys, video etc. Huge increase in visitors, especially to the [Tenant engagement pages](#).
 - Digital satisfaction survey – 35% of tenants reponded.
 - Focus groups, for example the Pet Policy focus group informed arrangements for adoptiting the policy especially around awareness of the requirement for tenants to secure permission for a pet. This has further prompted the plans for an article in the next newsletter on how to seek Council for a range of situations (home improvements, lodgers etc.) Staff have contacted tenants for

their views, for example when drafting the new repairs satisfaction survey. Tenant focus groups are planned for the review of the antisocial behaviour policy and new repairs handbook.

- The programme of estate walkabouts and proposals for tenants to suggest estate improvements. For example, residents prompted the improvements underway at Heathervale Way, New Haw, including tidying, signage and to the refuse area. Similar improvements followed engagement at Audley House, Addlestone, Heronfield, Englefield Green and Stoneylands Court, Egham.
- Scheduled liaison meetings at IRL schemes on an 8 week rota to meet with tenants, in response to their suggestions of how residents could be kept better informed, for example about the planned modernization works. These sessions also informed changes to the mobility scooter policy and the new IRL Handbook [Independent Retirement Living](#)
- Pilot of tenant-led training on digital tips and skills.

Table 1 Increase in Tenant Engagement



2.3 The Action Plan runs throughout the life of the Strategy, with future targets including:

Action	Target Date
Set up and monitor performance targets for satisfaction with operational services	April 23
Adopt procedure for collecting and refreshing tenant profiling data	Sept 23
Increase engagement activities with leaseholders following upgrades to leasehold service charge management on NEC	Autumn 23
TPAS accreditation	Jan 24

3. Policy framework implications

3.1 The stated aim of the Social Housing Regulation Bill aims to rebalance the relationship between landlords and tenants. Proposals will broaden the remit of the Regulator of Social Housing to allow it to be more proactive on consumer matters such as disrepair and safety. There will be additional requirements for social landlords to listen to their tenants and to increase transparency about their performance by introducing a new set of Tenant Satisfaction Measures.

3.2 The Corporate Plan and Empowering our Communities Strategy encourages residents' ability to effect change locally. The Tenant and Leaseholder Engagement Strategy (2021 – 2026) sets out the Council's commitment to listening to tenants and leaseholders and to taking account of their views.

3.2 Implementation of the strategy is also expected to lead to service improvements that deliver increased customer satisfaction and better value for money.

4. Resource implications

4.1 There are no resource implications beyond those covered in the budget (at item six on this agenda).

5. Legal implications

5.1 The regulator of Social Housing's Tenant Involvement and Empowerment Standard requires that tenants are given a wide range of opportunities to influence and be involved in formulation of policies and priorities, service standards, scrutiny of performance etc. These rights will be further strengthened in the Social Housing Regulation Bill referred to in 3.1 above.

6. Equality implications

6.1 The Equalities screening undertaken prior to the adoption of this strategy noted that delivery of the objectives could be expected to have a positive impact on all tenants and leaseholders.

7. Environmental/Sustainability/Biodiversity implications

7.1 There are no known environmental, sustainability or biodiversity implications.

8. Conclusions

8.1 Members are asked to note the progress against the Tenant and Leaseholder Engagement Strategy Action Plan.

(For information)

Background papers

Tenant and Leaseholder Engagement Strategy (2021 – 2026)