



Priorities

In order to meet these strategic objectives, the following priorities have been agreed with the Tenant Participation Review and Development Group.

Objective 1 - Make tenant and leaseholder engagement an integral part of our service, ensuring our officers and contractors understand this is a shared responsibility.

- Work alongside tenants to publish and promote the Tenant Engagement Strategy.
- Regularly monitor the strategy, to ensure it continues to meet its objectives.
- Introduce a framework which encourages tenants to have their say, offering greater levels of influence on services and policies.
- Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.

Objective 2 - Strengthen and develop communication methods ensuring tenants are offered a number of different ways to get involved and is accessible to all.

- Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service.
- Offer a range of options for engagement both traditional and technology based.

Objective 3 - To be more accountable for the services we deliver by empowering our residents to challenge us and to get involved in setting priorities.

- Produce an annual report providing an overview of the last 12-months.
- Empower tenants to hold us to account by providing appropriate information, training support and feedback.
- Publish and promote our service standards and ensure tenants know how to challenge them.
- Develop and support a resident led scrutiny process that will challenge the housing service and make recommendations for improvements.

Objective 4 - Use customer feedback to improve our housing services, and keep tenants informed about how their contributions have been used to drive continuous improvement.

- Publish and promote our tenants newsletter and encourage tenants to become actively involved with its production.
- Produce a You said we did article highlighting where customer feedback has made a difference to how we deliver services.
- Develop a range of ways to gather feedback, surveys, mystery shoppers, consultations.