

AND INVOLVEMENT

1. INTRODUCTION

Telford & Wrekin Council as Local Authority has an existing vision which includes, involving residents in decisions that affect their lives and to be prepared to listen and take on new ideas. The Council is open to and encourages everyone to get involved and share their views.

The Council similarly as a landlord aims to embark that vision on its social housing stock and to provide the same opportunity to its social housing tenants. This will include:

- Greater involvement of tenants in the decision- making process will allow service improvement and improved tenant satisfaction.
- To adopt structures in order to aid better tenant involvement as well as improving services to meet tenant needs.
- Working in partnership with tenants where possible in order to develop a culture of mutual trust, respect and partnership between parties for better housing.
- Making the best use of the resources available and being mindful of the need to spend funds available wisely.

2. OTHER DOCUMENTS

- Housing Act 1985
- Tenancy Agreement
- The regulatory framework for social housing

3. TENANT CONSULTATION

The Council grants tenancies which include a large number of secure tenancies.

As part of existing consultation, the Council aims to continue to inform and consult secure tenants who are likely to be affected by certain proposed changes under its secure tenancy.

Although the Council owns a relatively small housing stock, it aims to run a Tenant Satisfaction Surveys annually, in order to retrieve feedback and data on its performance from tenants and aims to increase tenant engagement each year.

We also have a commitment to keeping tenants informed of matters which affect their tenancy and to offering choices and opportunities to make recommendations. You can find information about matters that affect your tenancy on the council's website by following the link: [link]

To make sure that tenants are well informed and to allow tenants to get involved, information will be provided on:

- Major improvement or repair programs
- Changes to policy and strategies
- Performance targets and priorities for housing

You can find information about matters that affect your tenancy on the council's website by following the link: <u>Telford & Wrekin Council housing - Telford & Wrekin Council housing - Telford & Wrekin Council</u> You can also do this through your My Telford App or alternatively through your local housing officer.

4. HOW YOU CAN GET INVOLVED

The Council recognises the importance of involvement and the importance of a twoway communication process to achieve better service.

Tenants will be able to express their ideas by a number of methods including; email, face to face, telephone, in writing, and attending in person events where available or by contacting your housing officer.

We will use new technology to increase access to information and to receive feedback, ideas and information and this may include, but is not limited to, use of the Council's website mobile apps, email lists, text SMS and social media.

5. TRANSPARENCY AND PERFORMANCE

Annually we will circulate a tenant survey which will be in accordance with the Regulator's Tenant Satisfaction Measures. The aim of the survey is for the council to find out how it is performing generally and how its tenants feel about the services delivered. This is a great way for the council to improve its services for overall better housing for tenants.

https://online1.snapsurveys.com/interview/abf2d103-97cb-4b1d-a7f1-c6b68fda5217?preview=true

Once we have received the feedback, we will annually publish our performance against the Tenant Satisfaction Measures for tenants to view.

6. **EQUALITY AND DIVERSITY**

The Council takes its equality duty under the Equality Act 2010 seriously and seeks to ensure that there will be no discrimination or unfair treatment on the grounds of gender (or gender reassignment), race, colour, ethnicity or national origin, faith, sexual orientation, marital/civil partnership status, age, disability, politics or trade union membership.

It does not tolerate any discriminatory remarks or actions and will challenge anyone who behaves in that manner. Tenants who choose to engage in this way, will be excluded from any future involvement if any such behavior displayed or conducted at any time.

The Council understands that some tenants may find it difficult to participate due to issues relating to travel and caring responsibilities. The Council aims to take additional needs into consideration when setting up events. Reasonable adjustments can be made to remove barriers to involvement, and these might include changing the time of meetings to allow a wider demographic to attend, ensuring that there are dietary options available where food is to be provided for tenant representatives at in person events and venues for meetings have suitable facilities.

7. REVIEW

The Council will monitor the implementation of the tenant involvement policy by

working with other providers where appropriate. It may update this document from time to time or when required by legislation.					