

# Tenant Involvement Policy

## 1. Summary

1.1 The Tenant Involvement and Empowerment Standard of the Regulatory Code requires registered providers (RPs) to ensure that tenants are given a wide range of opportunities to influence and be involved in:

- 1.1.1 the formulation of their landlord's housing-related policies and strategic priorities
- 1.1.2 the making of decisions about how housing-related services are delivered, including the setting of service standards
- 1.1.3 the scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved
- 1.1.4 the management of their homes, where applicable
- 1.1.5 the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made, and
- 1.1.6 agreeing local offers for service delivery.

1.2 Effective engagement with customers is essential to the delivery of any public service. This policy sets out how SHAL will encourage tenants to have a central role in the business, meeting the necessary regulatory requirements and making a significant contribution to improving homes and enhancing the services that they receive.

## 2. Objectives

- 2.1 The objectives of this policy are to:
- 2.1.1 Embed tenant involvement at the heart of SHAL's activities
  - 2.1.2 Sustain and increase the levels of involvement through good practice, innovation and commitment
  - 2.1.3 Ensure that tenant engagement adds value to the work of SHAL

- 2.1.4 Ensure that tenants have a genuine opportunity to influence the services that they receive
- 2.1.5 Use engagement with tenants as a driver for continuous improvement and service development
- 2.1.6 Set out SHAL's commitment to consulting tenants on matters that affect them

### 3. Details

#### 3.1 Methods of Engagement

- 3.1.1 SHAL will capture customer feedback and seek involvement from a range of groups and individuals to reflect the demographics of the tenant population.
- 3.1.2 A variety of methods will be used to encourage engagement including the website, face to face contact, social media and corporate communications both electronic and on paper.
- 3.1.3 A range of involvement methods will be available to include formal and informal activity, short term and standing groups of customers, social media and face to face contact.

#### 3.2 Tenant Involvement

- 3.2.1 SHAL is governed by a board of 15 people, of which four are tenants of homes owned or managed by SHAL or its subsidiaries. It is the board which is responsible, ultimately, for all important policy decisions made by SHAL. Tenant representation gives tenants an important voice at this policy level, unlike with many landlord organisations.
- 3.2.2 SHAL also has a tenant scrutiny panel which acts as a critical friend in scrutinising our activities and services and providing recommendations and suggestions for improvement.

### 4. Outcomes

- 4.1 SHAL's tenants will be at the centre of everything we do. Our policies and decision-making will clearly take their views and opinions into account and we will be able to demonstrate how we have done this.

4.2 Our tenants will feel they are a central part of our business and will know that their views are important to us.

## 5. Consultation

5.1 A draft copy of this policy will be available on our website to allow members of the public an opportunity to comment on its contents prior to being submitted for approval by SHAL's board.

5.2 All tenants will be contacted by text to advise of its availability online and a draft copy will also be made available on request.

5.3 SHAL's tenant scrutiny panel will also be invited to review the policy and suggest any comments and amendments prior to the policy being approved by the board.

## 6. Equality and Diversity

6.1 SHAL celebrates diversity and recognises the needs of a diverse population. This policy will be applied in a way which complies with our own Equality and Diversity Policy, which states that we will not discriminate on grounds of age, disability, gender reassignment, sexual orientation, marriage and civil partnership, pregnancy and maternity, race, religion and belief and gender.

6.2 The policy will also comply with the Human Rights Act 1998, and Equalities Act 2010.

6.3 SHAL works closely with its partners and other agencies to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles.

## 7. Value for Money

7.1 By consulting our tenants and encouraging them to be involved in our decision-making and the development of our policies we will ensure we are providing the right services that meet their needs.

7.2 This will contribute to SHAL achieving value for money by preventing us wasting resources trying to provide services that do not meet our tenants' needs, and which are not what they want.

**8. Owner**

8.1 Housing Manager

**9. Version and Revisions**

9.1 This policy will be reviewed every 3 year(s)

9.2 Revisions

New version	Date	Revision details