



## Haig Housing Tenant Involvement: Our Policy

Haig Housing is committed to consulting, involving and receiving feedback from tenants on service delivery that affects them directly. This policy aims to promote, encourage and facilitate tenants' involvement in, and influence on, all aspects of the services the Trust provides. The success of this is also dependent on how much tenants want to be involved.

During all consultation exercises, the Trust will ensure that the limitations of consultation are made clear to tenants. This will ensure that tenants are not misled about the purpose of the consultation exercise and that their expectations are not raised needlessly.

In putting this policy into practice, the Trust will promote equality of opportunity for all its tenants in accordance with its Equality and Diversity Policy – a separate leaflet is available.

This leaflet is a summary of Haig Housing Tenant Involvement Policy – a full copy of the policy is available from Haig Housing – please see over for details

## INVOLVING TENANTS

**The Trust is committed to giving a genuine opportunity to tenants to influence decisions that will affect them and their tenancies. This will include seeking tenants' involvement and views on:**

- Improvement and repair programmes to their own homes (e.g. kitchen improvements) and to their estate (e.g. parking).
- Changes in management and maintenance policy and practice.
- Changes to service delivery and services provided.
- Best Value reviews

This will enable the Trust to develop a service standard agreement with tenants for the basic housing management and repairs service which all tenants are entitled to receive. This will include performance targets and be renewable every three years.

## METHODS OF CONSULTATION

The Trust will use a wide range of methods and opportunities to consult and obtain feedback from tenants including:

- Individual tenant consultation
- Estate meetings
- Recognised Tenants' Associations
- Consultative forums
- Focus groups
- Written drafts of policies
- E-mail
- Surveys

## REPORTING BACK

The Trust will report back on changes which have been made as a result of tenant involvement through one or more of the following:

- Individual letters
- Tenants' Handbook
- Tenants' Newsletters
- Annual Report to Tenants
- Policy and Information Leaflets
- Housing Manager Visits
- Website

## SUPPORTING TENANT INVOLVEMENT

**The Trust will support tenants in becoming and continuing to be involved by:**

- Advising on set up, monitoring and supporting **Tenants Associations**
- Advising, enabling, funding and supporting appropriate tenant **Training and Development** to enable them to run their associations more effectively
- Recruiting Tenant Management Committee members