Tenant Engagement Policy

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Confidentiality	C1
Distribution list	HSH Operational Staff, HSH Board of Trustees, HSH Tenants
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1. Overview

HSH is committed to providing high-quality social housing and believes that all residents have the right to be fully informed, listened to and given meaningful opportunities to engage, share their views and play an active role in shaping decisions that affect them.

The Tenant Engagement Policy outlines the principles, processes and expectations that guide how we share information, gather feedback, consult with tenants and encourage engagement. The policy is implemented in compliance with relevant legislation, regulatory requirement and recognised best practice.

Our aim is to create an environment where tenants feel respected, valued, are able to influence how their accommodation is delivered and can engage in support that is on offer. By promoting open dialogue, transparency and regular consultation, we seek to strengthen trust, improve service quality and ensure that tenant experiences and insights shape the way that we work.

The purpose of this policy is to ensure that HSH tenants receive clear, accessible and timely information and are involved in decisions that affect their housing, support and overall wellbeing. It promotes open communication ensuring that tenants understand their rights, responsibilities and any changes that may impact them. It establishes a consistent approach to seeking, considering and responding to tenant's views, enabling them to influence service development. It also provides a framework for positive tenant engagement to support tenants to achieve good outcomes.

2. Policy Scope

This policy applies to:

- All tenants living in HSH accommodation
- All staff, volunteers and management
- Partners and stakeholders providing services on behalf of HSH

3. Regulatory and Legal Framework

This policy complies with HSH's duties under the following legislation:

- Social Housing Regulation Act 2023
- Regulator of Social Housing Consumer Standards

    - Transparency, Influence & Accountability Standard – requires registered providers to take tenants' views into account, provide opportunities for including and scrutiny, communicate effective and support tenants to hold their landlord to account.
- Tenant Satisfaction Measures (TSMs) which require registered providers to collect, monitor and publish tenant satisfaction and service performance information.
- Equality Act 2010
- Data Protection Act 2028 & UK GDPR
- Housing Ombudsman Complaint Handling Code

In addition to statutory and regulatory requirements, HSH will also consider the good practice guidance set out in the National Tenant Engagement Standards published by TPAS.

4. Principles

HSH is committed to:

- Accessibility: Information must be easy to understand, available in multiple formats, and tailored to individual communication needs.
- Inclusion: All residents have equal opportunities to participate in making decisions about what affects them and will be encouraged to have a meaningful say in shaping service delivery.
- Empowerment: Tenant consultation and engagement activities will cultivate confidence, independence and a sense of belonging.
- Respect: Tenant's views are valued and influence service development.
- Transparency: Decisions are explained clearly, including reasons and expected outcomes. Where tenant view have influenced decisions, feedback will be provided via s 'you said, we did' approach.
- Safeguarding: Consultation processes must not place residents at risk and must consider trauma-informed practice.

HSH's tenant engagement will seek to be compliant with the RSH's Transparency, Influence & Accountability Standard, including:

- Providing a range of meaningful opportunities, including tenant-led activities, for tenants to influence and scrutinise HSH's strategy, policy & service provision.
- Providing accessible support that meets the diverse needs of tenants so they can engage in such opportunities.
- Supporting tenants to exercise housing management functions where appropriate.
- Working with tenants to consider ways to improve and tailor HSH's approach to delivering services and implementing changes where appropriate.
- Consulting with tenants where a change in landlord or management arrangements in being considered.

5. Providing Information to Tenants

HSH will ensure that all new tenants receive clear and relevant information when moving into our accommodation including, but not limited to:

- Key contact details
- Service provision and support information
- Tenant rights and responsibilities
- Landlord responsibilities
- Information about the complaints policy & process
- Information about how to report repairs

Tenants will be kept informed about key matters relating to their accommodation including, but not limited to:

- Updates on service or staffing changes
- Any adjustments to service charges
- Planned maintenance or potential disruptions
- Reactive repairs, including how such works are progressing and intended timescales
- Health and safety updates
- Opportunities to participate in influence and scrutiny activities
- Relevant local community resources & services
- Information relating to landlord performance
- Annual Tenant Satisfaction Measures results

Information may be shared with tenants through a variety of accessible methods including, but not limited to:

- One-to-one conversations
- HSH website
- Letters
- Text or email discussion
- Easy-read formats
- Tenant newsletters

6. Consultation and Tenant Involvement

HSH is committed to inclusivity and to offering a range of engagement methods that enable a broad mix of tenants to contribute in ways that feel accessible and comfortable for them. We recognise that some tenants may require additional support to participate meaningfully and our approach to consultation and tenant involvement will therefore be flexible, trauma-informed and person-centred.

As a small registered provider, HSH will ensure that tenant engagement arrangements are proportionate to the scale of our operation. We recognise that meaningful engagement is often best achieved through direct contact with individual tenants and focused consultation activities, rather than through a wide range of formal panels, forums or committees.

HSH is committed to ensuring that spaces on the board of trustees are reserved for tenants, which affirms the commitment to tenant engagement and provides regular, meaningful opportunities for tenant engagement in strategy, policy and service delivery.

Tenant involvement in consultation and decision-making will be supported through:

- Offering choices wherever possible
- Using communication methods suited to each individual
- Addressing any language or literacy needs
- Involving advocates or trusted individuals when required
- Allowing extra time for decision-making where appropriate

Tenants will be invited to review and contribute to service development, and consultations may be carried out through a variety of methods.

HSH will ensure that tenant engagement is meaningful by:

- Using trauma-informed approaches
- Avoiding jargon

- Providing information in advance
- Offering one-to-one opportunities
- Ensuring all tenant engagement activities are accessible, inclusive and psychologically safe

7. Feedback and Complaints

Tenants will be informed about:

- how to give feedback
- how to make a complaint
- how complaints are handled
- how to access independent advocacy

All feedback will be reviewed and used to drive service improvements, and tenants will be updated on any changes made as a result. Feedback and complaints will be considered in line with the Housing Ombudsman Complaint Handling Code.

8. Confidentiality and Data Protection

All information shared with residents or collected during tenant engagement and consultation will be handled in line with Data Protection legislation, confidentiality policies and safeguarding requirements.

9. Staff Responsibilities

All staff must:

- Communicate clearly and respectfully
- Ensure residents understand the information provided
- Record consultation outcomes appropriately
- Encourage tenant involvement and engagement
- Report any barriers to engagement
- Uphold all safeguarding and equality responsibilities

Staff will be equipped to deliver effective tenant engagement through training and supervision. The effectiveness of consultation and engagement activities will be measured to track performance.

10. Review and Monitoring

This policy will be reviewed at least every three years or sooner if there are changes in legislation or regulatory requirements. Tenant feedback, and the effectiveness of engagement activities will be included in the process.

11. Responsibilities

- The Company Secretary is responsible for the monitoring and review of this policy.
- The Hawes Street Housing Operations Manager is responsible for ensuring the implementation of this policy and supporting procedures for the maintenance of all necessary records on the In-Form CRM system to enable the compilation of regular reports on performance and for the monitoring of performance.
- The HSH Housing Officer is responsible for the day-to-day management and oversight of this policy.