

Tenant Engagement Strategy Action Plan 2024-2025

Priority	We Will	Action
1. To improve the way we communicate with tenants.	Implement Tenant Engagement Model	Recruit a full complement of Customer Engagement Panel Members (10)
1. To improve the way we communicate with tenants.	Implement Tenant Engagement Model	Ensure Model is still fit for purpose. Recommend changes if appropriate – Choices for Voices.
1. To improve the way we communicate with tenants.	Explore new ways of engaging with tenants.	Research best practice
1. To improve the way we communicate with tenants.	Explore new ways of engaging with tenants.	Explore the different ways of engaging a diverse range of residents to influence service delivery
1. To improve the way we communicate with tenants.	Explore new ways of engaging with tenants.	Develop different methods of engagement i.e. 'light touch', 'online', 'more in-depth'
1. To improve the way we communicate with tenants.	Explore new ways of engaging with tenants.	Consider how other landlords are using their website for engagement.
1. To improve the way we communicate with tenants.	Explore new ways of engaging with tenants.	Develop survey for Coffee Mornings - monthly across the Borough
1. To improve the way we communicate with tenants.	Review and, if necessary, revise our service standards	Revise Local Standards in light of updated Consumer Standards
1. To improve the way we communicate with tenants.	Publish and promote our service standards	As part of a Communications plan. Ensure tenants know how to challenge them
1. To improve the way we communicate with tenants.	Make it easier for tenants to report problems to us	As part of a Communications plan, then take prompt and appropriate action
1. To improve the way we communicate with tenants.	Promote how to make a complaint	As part of a Communications plan.

1. To improve the way we communicate with tenants.	Share improvements and learning from complaints	As part of a Communications plan. Look at what other landlords are doing
1. To improve the way we communicate with tenants.	Review and engage with tenants regarding the information about building and health and safety	As part of a Communications Plan
1. To improve the way we communicate with tenants.	Review and engage with tenants regarding the information about building and health and safety	Cumberland Towers residents engagement strategy
2. To promote and support tenant involvement.	Consult with tenants about their preferred methods of engagement	Undertake survey of tenants / feedback from engaged tenants
2. To promote and support tenant involvement.	Ensure that the Tenant Engagement team have the proper resources to action meaningful change.	Embed Tenant Engagement activities in roles throughout Tenancy Services
2. To promote and support tenant involvement.	Ensure that the Tenant Engagement team have the proper resources to action meaningful change.	Explore case for Apprentice support for Tenant Engagement
2. To promote and support tenant involvement.	Develop the tenant training program	Explore what to include in the programme
2. To promote and support tenant involvement.	Promote tenant involvement at every opportunity	Throughout Tenancy Services. What it means to every officer role.
2. To promote and support tenant involvement.	Achieve Tenant Engagement Accreditation	TPAS Resident Involvement Accreditation for Landlords
3. To use what we are told to improve our services.	Develop learning from performance, complaints, and satisfaction feedback to help identify areas that need review/scrutiny	CEP scrutiny of Tenant Satisfaction Measures performance - make recommendations for improvements.
3. To use what we are told to improve our services.	Use complaints to identify issues and introduce positive changes in service delivery.	CEP scrutiny of Complaints Data - make recommendations for improvements.
3. To use what we are told to improve our services.	Make more use of survey technology to capture the views of tenants and advise of findings	Explore options

3. To use what we are told to improve our services.	Make more use of survey technology to capture the views of tenants and advise of findings	Consider other landlords approach
3. To use what we are told to improve our services.	Involve tenants in overseeing collated complaints information and monitoring lessons learned.	Establish separate scrutiny panel