# Tenant Engagement Plan - 2025 – 2027

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# Year 1 2025

## Stock Quality / Decent Homes Standard:

* Tenant experience of moving into a newly built property
* Consultation - Customer experience moving into a previously let void property (scrutiny panel review)
* Scrutiny panel review voids
* Involve tenants in compliance with updated Decent Homes standard requirements

## Health and Safety

* Building Safety – Four awareness raising sessions in sheltered courts with focus on Legionella awareness, general block safety, fire safety, personal evacuation plans and what to do in an emergency.

## Repairs and Maintenance

* Special interest group and consultation damp and mould

## Adaptations

* Develop a specific set of questions to see how easy it was to follow the adaptations process, communication, disruption, snagging and whether works have met the individual tenants needs.

## Allocations and lettings

* Scrutiny Group focus on offer and sign-up process, target new let survey respondents and use any new let data

## Tenancy sustainment and evictions

* Consultation / satisfaction review and survey of utilisation of the duty line(contact tenants who have rung into the line, consult on satisfaction of the service, what needs to improve, what works well, timescales)

## Tenancy

* Consult Gateway on Neighbourhood Management Policy

## Safety of Shared Spaces

* Conduct surveys around cleanliness of communal areas
* Review effectiveness of communal door replacement programme

## Anti-social Behaviour and Hate Incidents

* Complete transactional satisfaction surveys following closure of cases
* Special interest group with tenant complainants

## Special interest groups

* New Build properties: Exploring standards and quality
* Damp & Mould– Review of tenants that have reported issues in the last 12 months looking at the effectiveness of the advice/communication during the process and any works undertaken in resolving a reoccurrence.

## Communication

* [Tenant portal](https://www.ashfield.gov.uk/housing/your-tenancy/tenant-portal/) Consultation on usage
* Tenant Matters Consultation on content ideas for future publications
* Tenant Gateway to be involved in Housing Ombudsman self-assessment against the code.
* Develop and consult customers on engagement strategy
* Complete Equality Impact Assessment for the Strategy
* Annual report including review performance of Tenant Satisfaction Measures results
* Survey to all involved tenants at end of year to assess success of involvement activities
* Review Engagement resources and promotional materials

# Year 2 – 2026

## Stock Quality/Tenure/Decent Homes Standard

* Consultation – Tenant experience of living in a sheltered court
* Asset Management and Repairs Consultation: Engage tenants in planning and decision-making around long-term repairs, regeneration projects, and asset management.

## Health and Safety

* Building Safety – Four awareness raising sessions in Sheltered courts with focus on Legionella awareness, general block safety, fire safety, personal evacuation plans and what to do in an emergency.
* Development of consultation for general needs / Leasehold buildings safety consultation
* Property Health and Safety checks satisfaction survey

## Repairs and maintenance

* Review low scoring satisfaction surveys or specific types on repairs with focus on communication feedback and quality of works
* Major Works programmes – review satisfaction scores from tenants and overall programme, gather feedback and make recommendations for areas of improvement, involve contractor

## Adaptations

* Work with individual tenants looking at how easy it was to access the service, communication during the process, the disruption caused by works, snagging and whether the works have met their individual needs.

## Safety of Shared Spaces

* Establish safety priorities for tenants in sheltered courts, follow up recommendations and outcomes

## Local Co-operation

* Develop training for tenants on housing policy, regulatory framework and effective engagement with the local authority

## Anti-Social Behaviour and Hate Incidents

* Review all data of incidents and suggest recommendations to improve process

## Fairness and Respect

* Special Interest Groups for specific projects

## Provision of feedback on day-to-day services and Complaints /Tenancy sustainment and evictions

* Consultation of utilisation (impact/outcomes) of the Money Management service
* Tenancy Support services (Tenancy Support Officers and Money Management Advisors) Feedback on support provided and what improvements or gaps there may within the services. Capture good news stories.
* Facilitate feedback sessions about the **complaints** process with tenants that have made a complaint and Scrutiny of [Self-Assessment - Complaint Handling Code 2024](https://www.ashfield.gov.uk/media/mi2pfvby/self-assessment-form-housing-ombudsman-s-complaint-handling-code-17-june-2024.docx)

## Communication

* Review specific service area’s web pages for sense checking, working links and plain English. Asking whether tenants understand information provided, are there any gaps, what services would they like to access online but cannot or information they would like to be able to find online but cannot. Establish if t there sufficient information available online to hold us to account
* Feedback Analysis: Evaluate outcomes to identify recurring issues, review and adapt the strategy accordingly.
* Tenant matters involvement in content ideas for future publications
* Annual report including review performance of Tenant Satisfaction Measures results
* Survey to all involved tenants at end of year to assess success of involvement activities

## Inclusion and Accessibility

* Hard to Reach Groups – targeted survey to understand if specific diversity groups experience any barriers accessing services and what ways they would prefer to get involved in shaping services

# Year 3 – 2027

## Stock Quality / Tenure / Decent Homes Standard

* Consultation – Tenant experience of living in general rented and leasehold
* Involve tenants in compliance with Decent Homes standard requirements

## Health and Safety

* Building Safety – Four awareness raising sessions in Sheltered courts with focus on Legionella awareness, general block safety, fire safety, personal evacuation plans and what to do in an emergency.

## Repairs and maintenance

* Review themes from complaints data about repairs
* Major Works programmes – review satisfaction scores from tenants and overall
* programme, gather feedback and make recommendations for areas of improvement, involve contractor(s).

## Mutual Exchange

* Contact tenants who have completed an exchange, how did they find the process, timescales, what worked well?

## Local Co-operation

* Deliver training for tenants on housing policy, regulatory framework and effective engagement with the local authority

## Local neighbourhood and community plans

* Develop and implement with tenants and housing teams

## Fairness and Respect

* Special interest Groups for specific projects

## Scrutiny of Service Delivery

* Leasehold – Customer experience of living in a Leasehold property.

## Communication

* Review specific service area’s web pages for sense checking, working links and plain English. Asing whether tenants understand information provided are there any gaps, what services would they like to access online but cannot or information they would like to be able to find online but cannot. Is there sufficient information available online to hold us to account?
* Feedback Analysis: Evaluate outcomes to identify recurring issues, using information to develop next three-year plan and strategy
* [Tenant portal](https://www.ashfield.gov.uk/housing/your-tenancy/tenant-portal/) monitor usage, review feedback
* Tenant matters involvement in content ideas for future publications
* Develop and deliver training (with tenants) for staff on effective tenant engagement, cultural sensitivity and complaint handling
* Review Engagement resources
* Annual report including review performance of Tenant Satisfaction Measures results
* Survey to all involved tenants at end of year to assess success of involvement activities
* Conduct internal and external audits to ensure compliance with regulatory standards and continuous improvement in tenant engagement.