



Tenant Engagement and Involvement Policy

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Policy	TENANT ENGAGEMENT AND INVOLVEMENT POLICY			Tenancy Services
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Approved By		Approved Date		
Elaine Morgan – Chief Executive		09/09/2026		
The Board		09/09/2026		

1. Purpose

- 1.1. This policy sets out how the HCHA will listen to tenants, involve them in decisions that affect their homes and services, and use their views to improve outcomes. It is designed to be proportionate HCHA's size as a small registered provider while meeting the expectations of the Regulator of Social Housing's consumer standards and the Housing Ombudsman's Complaint Handling Code.

2. Scope

- 2.1. This policy applies to all tenants, shared owners, household members, Board members, staff, contractors and volunteers involved in delivering landlord services.
- 2.2. It covers engagement about housing management, repairs, maintenance, safety, neighbourhood issues, communication, complaints, service standards, policies and performance.

3. Policy Statement

- 3.1. HCHA will build constructive, respectful and transparent relationships with tenants. We will provide clear information, offer meaningful opportunities to influence services, take tenant views into account before making relevant decisions, and explain how feedback has shaped outcomes.
- 3.2. We will not rely on one method of engagement; instead, we will offer a range of accessible, informal and formal opportunities that reflect the size of the organisation and the needs of tenants.

4. Legal and Regulatory Framework

- 4.1. This policy supports compliance with the Transparency, Influence and Accountability Standard, including expectations on fairness and respect, diverse needs, engagement, information, performance reporting and complaints. It also reflects the statutory Complaint Handling Code principles of being fair, putting things right and learning from outcomes.

5. Our Engagement Principles

- 5.1. HCHA's principles of engagement are:

- Respect: tenants will be treated fairly, politely and without stigma.
- Accessibility: information and engagement opportunities will be offered in ways that tenants can understand and use.
- Transparency: tenants will know what issues are open for influence, what decisions have been made and why.
- Proportionality: engagement will be realistic for a small landlord, but still meaningful and capable of influencing decisions.

- Inclusion: we will seek views from a broad range of tenants, including those who do not usually take part.
- Accountability: the Board will receive tenant feedback and performance information and will challenge how learning is used.
- Learning: complaints, compliments, surveys, repairs feedback and informal conversations will be used to improve services.

6. How tenants can get involved

6.1. Tenants may choose how much involvement is right for them. Opportunities may include:

- short surveys by phone, email, text, post or online;
- tenant meetings, drop-in sessions or estate walkabouts;
- consultation on policy changes, service standards and major works where appropriate;
- repairs, complaints and customer service feedback;
- tenant panels, focus groups or task-and-finish reviews for specific issues;
- opportunities to review performance information and suggest improvements;
- involvement in procurement or contractor feedback where tenant experience is relevant;
- informal conversations during routine contact, home visits and community events.

7. Information and Communication

7.1. We will provide tenants with clear, timely and relevant information about landlord services, rights and responsibilities, how to raise issues, how to complain, performance, planned works, safety matters and engagement opportunities.

7.2. Communication may be provided by letter, email, telephone, text message, website, newsletter, noticeboard, meeting or home visit.

8. Equality, diversity and accessibility

8.1. We will seek to understand tenants' communication needs and any barriers to involvement. Reasonable adjustments may include large print, translated information, easy-read summaries, telephone contact instead of written communication, flexible meeting times, home visits, support to attend meetings, or the involvement of an advocate or representative where appropriate. Tenant information will be handled in line with data protection requirements.

9. Tenant scrutiny and influence

9.1. Tenant scrutiny will be proportionate to the size and capacity of the organisation. Where a formal scrutiny panel is not practical, the landlord may use small focus groups, independent surveys, Board listening sessions, complaint trend reviews or service-specific tenant feedback. HCHA will record any key themes, actions agreed and progress, and will report these to the Board at least annually.

10. Complaints, compliments, and learning

10.1. Complaints are an important form of tenant feedback. We will make it easy to complain, respond in line with our complaints policy, and use complaint outcomes to identify service improvements. Complaint themes, learning and performance will be reviewed by senior staff and the Board. Where things have gone wrong, we will seek to put matters right and explain what we have learned.

11. Decision-making and feedback

11.1. When consulting tenants, we will explain the purpose of the consultation, the timescale, any limits on what can be changed, and how views will be considered. After decisions are made, we will provide feedback using a “you said, we did” approach where appropriate, including where tenant suggestions could not be adopted and the reasons why.

12. Roles and responsibilities

12.1. The following roles have key responsibilities

- Board: Approves this policy, monitors tenant feedback and performance, and challenges whether tenant views are influencing services.
- Chief Executive: Ensures the policy is implemented, resources are proportionate, and learning is acted upon.
- Staff and Contractors: Listen to tenants, record feedback accurately, respond respectfully and escalate issues where needed.
- Tenants: Choose whether and how to get involved, share views respectfully and help identify service improvements.

13. Monitoring and performance

13.1. HCHA will monitor the effectiveness of tenant engagement through measures such as participation levels, diversity of feedback, response rates, complaint themes, tenant satisfaction measures, repairs feedback, actions completed, and evidence that tenant views have influenced decisions. Findings will be reported to the Board at least annually and shared with tenants in an accessible format.

14. Review

- 14.1. This policy will be reviewed every three years, or sooner if there are significant changes in legislation, regulation, tenant feedback, organisational structure or service delivery. Tenants will be invited to comment on any future material changes before the policy is approved.