



CARE HOUSING ASSOCIATION TENANT INVOLVEMENT POLICY

Implementation Date	November 2019
Updated	Rachael Kaminski, November 2022
Last Review Date	November 2022
Next Review Date	November 2025

1. Purpose

Care Housing Association (Care) believes that involving tenants to help shape the services we provide is crucially important; there is nobody better placed to comment on the suitability and effectiveness of services. Whilst maintaining Care's accountability, involvement empowers our tenants (and/or their representatives) to have an active role in ensuring the services we provide reflect needs and continue to improve. Care's aim is to provide quality housing that promotes independence and has a positive impact on the lives and wellbeing of our tenants.

2. Policy Statement

Our aim is to seek feedback from our tenants and their representatives about our service through surveys, customer panels, development meetings, best value reviews, one to one discussions and, where appropriate, through our Complaints and Compliments Procedure. We want our tenants to help shape the service that we provide and get them involved in the decision-making process at a local level in order to make our services more efficient and effective, reflecting our customers' needs.

Care will work in line with requirements and guidance from the Regulator of Social Housing, including the Tenant Involvement and Empowerment Standard and Tenant Satisfaction Measures.

We will offer a menu of opportunities for involvement which may include:

- Surveys and questionnaires: these will include regular satisfaction surveys and occasional specific surveys about major works or services provided.
- A Tenants' Group, coordinated by a Care staff member, which meets regularly to raise issues important to them and review items proposed by Care.
- Individual meetings: one to one meetings between tenants and housing staff may be conducted to look at specific issues or to resolve complaints.
- Development meetings: when we embark on a new development, we ensure our tenants' (or prospective tenants') needs and views are at the forefront of our planning. As such, we invite tenants and their friends/families/representatives to our development meetings where we discuss how we will prepare new homes around their requirements and desires.

- Customer interaction with the Board of Directors: Care encourages tenants or their representatives with the appropriate skills, knowledge and experience to become involved with the Board. If relevant, we will help tenants or representatives to develop the skills necessary to make a positive contribution to the Board.

3. Responsibility

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

4. Equality and Diversity

Care is committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.

We recognise that there is the potential for impact across the characteristics of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation.

Where we are made aware of or identify customers with specific needs, we will be proactive in targeting our communication and support appropriately and consider any specific needs individually.

5. Commitment and Review

Care will formally review this policy every three years. Care will consult with tenants if material changes to this policy are proposed.