

TENANT ENGAGEMENT STRATEGY



Your Voice,

Your Choice



2025 - 2027

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About Empower Housing Association (EHA)

EHA is a Specialised Supported Housing (SSH) Provider, regulated by the Regulator of Social Housing (RSH). We are also a Charitable Community Benefit Society, registered with the FCA and are a not-for-profit provider of social housing.

Everything we do is underpinned by our values. These reflect our fundamental beliefs and help us keep true to our purpose when decisions are being made.

205 high quality homes currently provided and maintained by EHA



398 tenants live in EHA accommodation

We are instinctively honest and open. Our team are committed to the work we do and put the individual needs of our tenants at the heart of all we do



What is Tenant Engagement & Who is it For?

Tenant Engagement is a two-way process, enabling the sharing of information, ideas and feedback between tenants and housing providers, with the aim of improving services.

We need our tenants' input and views to ensure we are delivering our services consistently and effectively.

This will support Empower to meet the requirements set out in new regulatory requirements in respect of consumer standards, ensuring that tenants voices are heard, acted upon, and actively influence the services they receive.

This will allow us to grow and learn as a business and to continuously improve the services we deliver to our tenants.

This is also aligned to the expectations of the Transparency, Accountability, and Influence Standard as set out in the Social Housing Act 2023 as well as the wider regulatory environment

Who is this for?

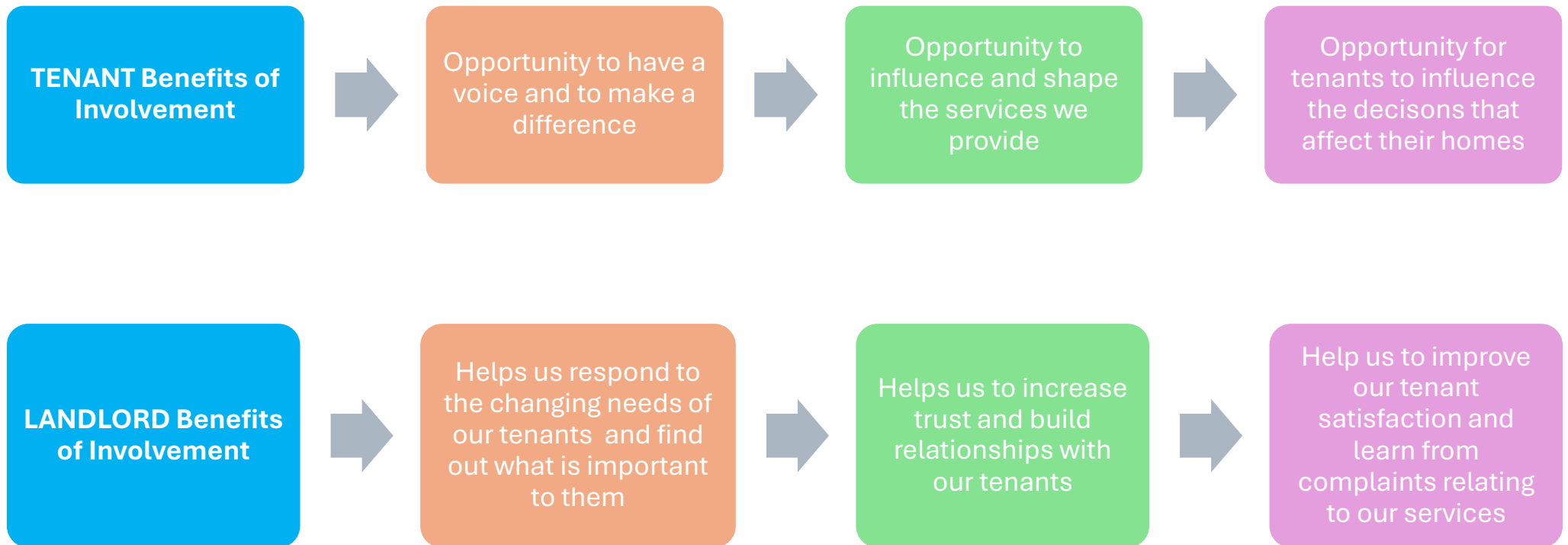
We want to ensure that all of our tenants have a voice and are given the opportunity to influence decisions that affect their home and the services they receive.

We will offer support so that getting involved is as easy as possible and meets tenants' individual needs.

We will develop a menu of engagement and co-creation opportunities to provide tenants a flexible approach to how they can help us to shape and influence services.

This could be through completing a survey online, or by coming along to a face to face focus group, alongside our standard day to day communication with our tenants.

Benefits of Tenant Engagement



Purpose of this Strategy

Our tenants are the heart of our business, and this Strategy has been developed to address their needs.

We recognise that we have a moral responsibility to do what we can to ensure that our tenants are able to enjoy a good quality of life and live as independently as possible, no matter where they choose to live.

Our Tenant Engagement Strategy outlines how we will involve our tenants in a way that suits them by:

- Building trusting, respect and developing open and honest relationships
- Giving tenants an active voice in shaping and improving our services on things that matter to them, including the quality of their home environment
- Gaining an understanding of what is important to our tenants
- Learning from tenant engagement to help us improve our performance and the services we provide
- Ensuring compliance with the Regulator of Social Housing (RSH) Consumer Standards including the Transparency, Influence and Accountability Standard which requires landlords to be open with tenants and treat them with fairness and respect so they can access services, raise concerns, when necessary, influence decision making and hold their landlord to account.

Our Commitments

Over the next 2 years we will focus on four key commitments.



How we will meet our Commitments

Relationships

We will:

- Treat our tenants with respect
- Base our relationships on openness, honesty and transparency
- Make sure we understand how tenants want to be involved - 'Your Voice, Your Choice'

Voice & Influence

We will:

- Ensure tenants are given the opportunity to be involved and provide support when needed
- Listen to and value the views of tenants
- Make sure different voices are heard to represent the diversity of tenants

How we will meet our Commitments

Accountability

We will:

- Work in partnership with our tenants to scrutinise the decisions that affect their home and the services we provide
- Encourage tenants to hold us to account for the quality of our homes and services provided
- Ensure tenants feel valued and recognised for the contribution they make

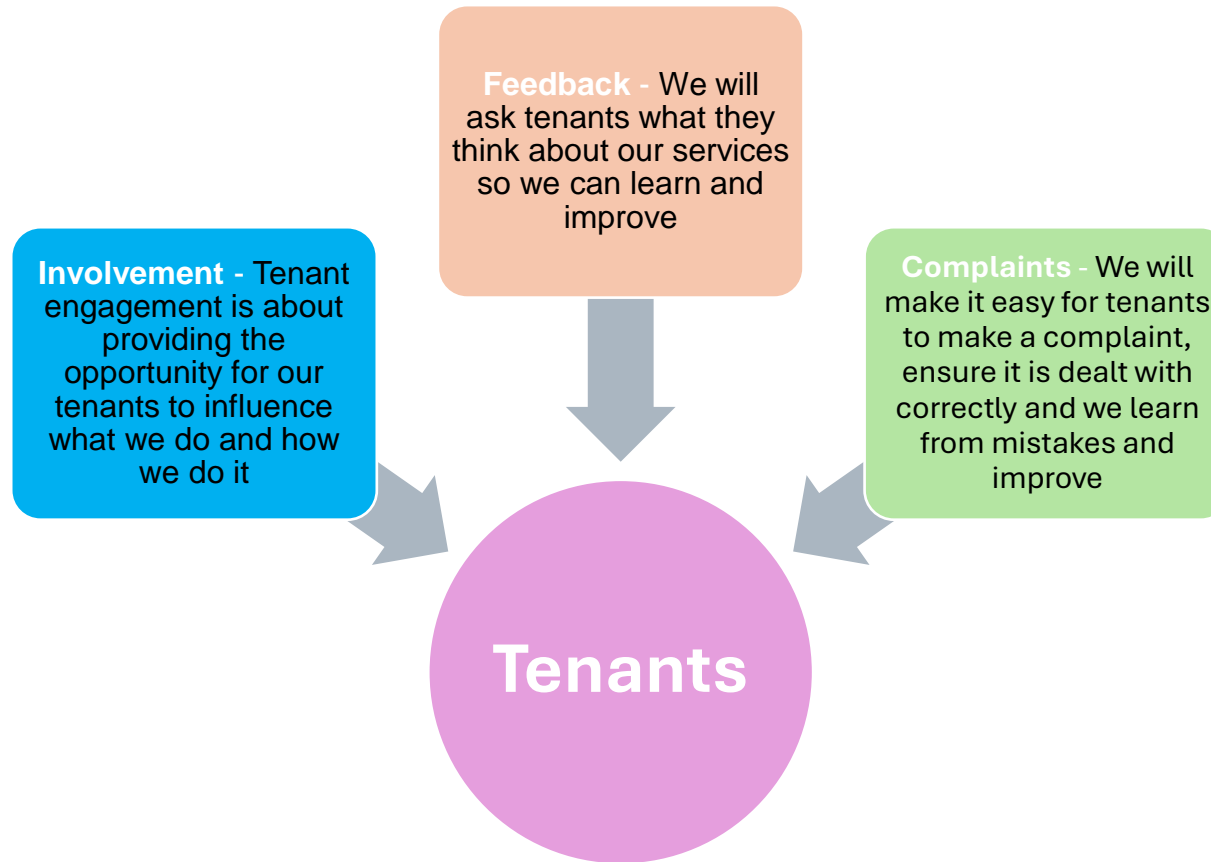
When Things Go Wrong

We will:

- Give advice and support when things go wrong
- Make sure we are listening on the issues that matter to our tenants
- Provide a simple route to raise an issue or complaint.
- Share with our lessons learnt with tenants

Tenant Influence

Listening to our tenants is key and will affect what and how we deliver services.



Opportunities for Engagement

We understand that our tenants have varying needs, personal commitments and different levels of interest when it comes to engaging with us. We will provide a range of ways for tenants to share their views or engage with us. We want our tenants to have a say any time and any place which suits them.

Register of Interest

This is a list of tenants who have expressed an interest in tenant engagement opportunities via All About You data collection or their Tenancy Application form.

Surveys

Various surveys to measure tenant satisfaction levels so we can look at areas for improvement and what we have done well. These include specific transactional surveys as tenants use services or yearly/two yearly surveys

Tenants taking part in our surveys helps us shape our services around.

Tenant Focus Groups

We will bring together smaller groups of tenants to work with us on specific areas for review e.g. reviewing our service standards

We will be looking for volunteers to work with us.

This information can be made available in alternative formats, such as easy read or large print and may be available in alternative languages upon request. Please contact 01257 260712 or email HM@empowerhousing.org.uk.

Tenant Newsletters

Our bi-annual tenant newsletters are distributed to all our homes and are available on our website. We will use feedback and focus groups to make sure tenants are influencing what goes into these newsletters.

Home Visits

Face to face home visits to discuss your home and the services we provide.

Website

Our user-friendly, accessible website is full of useful information and opportunities to feedback on our services: [2](#)

LinkedIn

Our LinkedIn page allows our tenants and stakeholders access to up to date/instant information on events and services.

How we will Support our Tenants

There are many barriers which may affect how well our strategy works and we are committed to breaking these down. We want our strategy to be accessible to all tenants.

Communication

Some of our tenants may lack capacity to understand or communicate their views and feedback.

We will ask care providers and tenants' representatives to act on tenant's behalf providing feedback through home visits, surveys and data collection forms - All About You.

Attitude

How colleagues approach or respond to groups and individuals and the assumptions they make may hinder how we develop engagement opportunities.

We have a dedicated Housing Management Team and will provide training to all colleagues on customer care and equality, diversity and inclusion. We want to provide a service where every tenant has their individual needs recognised and is treated fairly and with respect.

Jargon/Lack of Clarity

The use of complex housing terms or complex statistical data can lead to non-participation.

We will publish all information in a user-friendly style, in a format and language that is clear.

Home Visits

Face to face home visits to discuss your home and the services we provide can be problematic due to individuals daily routines.

We will give notice of our visits 4 weeks prior to attending your home, allowing time for you to re-schedule around your daily activities if needed. We will also call you the day before we visit to confirm you are still happy for us to meet at your home.

Equal Opportunities

We are committed to promoting equality of opportunity recognising the diversity of our tenants.

To support tenant engagement and reduce barriers we will:

- Tailor any engagement based on the individual needs of each person who wishes to be involved
- Provide alternative formats of information which include, but not limited to, easy read, large print or alternative languages
- Consider the times and whereabouts of meetings/focus groups and ensure sufficient notice is given
- Welcome participation from all, embracing the diversity of our tenant groups. We must promote inclusion for all – not just the few
- Provide venues (when applicable) that have easy wheelchair access and good parking for those with mobility issues to ensure accessibility

Monitoring & Evaluation

Tenant Engagement is a continual process, and this strategy reflects our ongoing ambitions and intentions.

We will continually monitor and review the progress and content of our Tenant Engagement Strategy and put in place a realistic and measurable action plan which is effective, relevant and achievable. The needs of our tenants, colleagues and stakeholders may change within the period, therefore the action plan will be flexible to reflect any changes.

We will feedback to our tenants how we are doing against our action plan in our Tenant Newsletters, and we will report to EHA Board every 6 months.