

1. Our approach – People, Places, Partnerships

Resident involvement is central to how we improve our services. Our approach is rooted in three key threads: People, Places, and Partnerships.

People: Your voice matters. We're committed to listening, learning, and acting on what you tell us. Whether it's through surveys, meetings, or local projects, your input helps shape the way we manage homes and support communities.

Places: We know that strong communities start with well-cared-for homes and shared spaces. **We provide the place– but it's through the energy and contribution of residents' that makes the scheme come to life.** From organising social events to helping in the garden your involvement helps create welcoming, inclusive schemes where people feel connected and at home. We value and support the many way residents bring community life to shared areas.

Partnership: We believe the best outcomes come when we work together. That's why we support resident groups, feedback networks, and new ideas like policy cafés – so we can keep delivering high-quality, responsive services that reflect what matters to you.

2. Why resident involvement matters

We want every resident to feel heard, respected and included. By sharing your views or getting involved more actively, you can help improve the services you and your neighbours use every day.

Resident involvement doesn't need to be formal – and there are many ways to contribute.

3. What is resident involvement?

Resident involvement means having a say in how we manage your homes and services. It includes:

- Sharing views and suggestions.
- Attending scheme meetings or social events.
- Taking part in local projects or policy cafes.
- Responding to surveys and giving compliments or complaints.
- Following our updates on social media.
- Talking directly to our team.
- Joining service reviews, inspections, or focus groups.

Your involvement helps us shape services that matter to you and your neighbours.

4. Tenant-led activity

We support tenants who wish to:

- Monitor cleaning, gardening or estate standards.
- Review service performance or policies.
- Shape local improvements (e.g. repairs, shared spaces).
- Take part in service inspections or advisory groups.
- Host informal get -togethers or drop-ins with neighbours.

5. Tenant-led scrutiny (currently paused)

In the past, we supported a formal scrutiny panel, the Resident Involvement Group (RIG). While we don't have an active group now, we would love to hear from residents interested in forming a new group – or exploring new ways of tenant-led review.

You could look at:

- How we perform against service standards.
- Resident feedback and survey results.
- Themes from complaints, compliments or inspections.

We're open to designing this with you – based on what works best locally.

6. How we support you

We will:

- Offer training or a short induction if you want to help review services.
- Help you set up a local group or project.
- Provide access to relevant service data or survey results.
- Offer help with printing, meeting space or coordination.
- Ensure documents are available in large print or easy read.
- Cover reasonable out-of-pocket expenses.

7. Local policy cafes

We're planning to launch local policy cafes later in 2025 – informal, relaxed events where residents can help shape new or updated policies.

This idea has already been discussed during resident involvement meetings, and we're looking forward to working with residents to bring it to life.

You won't need to join a formal group – just come along and share your views on the things that matter most to you.

8. No experience needed

Whether you want to be part of a group or simply give views from time to time, we'd love to hear from you. You don't need any experience – just ideas.

9. Interested?

To find out more please contact a member of our Housing and Support team.