
Housing Tenant Engagement Policy

Relevant Portfolio Holder		Cllr Ashley Monk	
Portfolio Holder Consulted		Yes	
Relevant Assistant Director		Assistant Director Community and Housing Services	
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Wards Affected		All Wards	
Ward Councillor(s) consulted		N/A	
Relevant Council Priority		Community & Housing;	
Key Decision			
If you have any questions about this report, please contact the report author in advance of the meeting.			

1. RECOMMENDATIONS

The Executive Committee IS ASKED TO RECOMMEND that: -

- 1) The Tenant Engagement Policy is approved and delegated authority be given to the Assistant Director Community & Housing Services, following consultation with the Portfolio Holder for Housing, to update the Policy in line with any recommendations arising from consultation with tenants and legislative or government updates.**

2. BACKGROUND

- 2.1 During 2025–2026, we began the development of a dedicated Tenant Experience Team as part of our wider commitment to placing tenants at the heart of service improvement. This new approach recognises the importance of listening to customers, understanding lived experience, and involving tenants more meaningfully in shaping housing services.

The Tenant Experience Team will provide a clear and consistent framework for how tenants can influence decisions, share feedback, and participate in service reviews. This includes opportunities to be involved in shaping policies, reviewing performance such as complaints and tenant satisfaction measures, and contributing to service improvement initiatives.

By strengthening tenant engagement we aim to ensure that feedback is gathered proactively rather than only through complaints, helping us to identify issues earlier and design services that better reflect tenant priorities. The team will also support clearer communication and help close the feedback loop, so tenants can see how their views have informed change.

Residents are encouraged to get involved in the Tenant Experience Team in a way that suits them, whether through forums, surveys, task-and-finish groups or other engagement activities. Participation will not require previous experience – only a willingness to share views and help improve services for the wider community.

As the Tenant Experience Team becomes established, it will play a key role in supporting transparency, accountability and continuous improvement. We believe that working in partnership with tenants will strengthen trust, improve outcomes, and contribute to better housing services for all residents.

This Policy is the start point for this new era of engagement and is a pre-runner of a broader Tenant Engagement Strategy that will be designed, built and delivered in partnership between the Housing Service and our tenants.

3. OPERATIONAL ISSUES

- 3.1 The review of the Housing Service that took place in 2025 has put in place all the resources we currently require to deliver the intentions of this Policy.
- 3.2 There are no additional system updates or IT software requirements needed to deliver this Policy

4. FINANCIAL IMPLICATIONS

- 4.1 All of the roles to undertake Tenant Engagement have been costed, agreed and considered as part of the Housing Service review.
- 4.2 There will be additional costs with regards to paying for tenants to attend meetings and boards and other minor sundry expenses. At its meeting on 2 September 2025, Executive Committee approved an annual budget of £35,000 in the first year, and £25,000 per annum

ongoing for this purpose. It will be accounted for quarterly to ensure we control costs. This funding is available and will be paid directly from the Housing Revenue Account.

5. LEGAL IMPLICATIONS

- 5.1 The Council is responsible for providing a cost effective, efficient housing service whilst meeting its obligation to deliver value for money for its tenants. This Policy will ensure this responsibility is achieved in a transparent and consistent way with full tenant engagement and consultation.
- 5.2 RBC are governed by The Regulator of Social Housing and under the Social Housing (Regulation) Act 2023 the Regulators consumer standards are mandatory. We are committed to adhere to their Consumer Standard Code of Practice (April 2024). Specifically, regarding this Tenant Engagement Policy, we commit to adhere to The Transparency, Influence and Accountability (TIA) Standards in the Code of Practice.
- 5.3 Tenants have the right to be consulted by their Landlord on matters of housing management as set out in Section 105 of the Housing Act 1985.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

- 6.1 If decisions are to be made regarding the future of social housing provision in RBC pre or post reorganisation then a robust Tenant Engagement Policy is essential, as Secure Tenants have specific legal rights to be consulted about changes to their tenancy and or landlord, as set out in Section 105 of the Housing Act 1985.

Relevant Council Priority

- 6.2 This supports the Council's Priority of Community and Housing

One of the key findings in our C3 rating by the Social Housing Regulator was that they ‘... *found serious failings in Redditch BC’s provision of meaningful opportunities for tenants to effectively scrutinise its performance, with it acknowledging that this provision had not been in place for several years. Redditch BC was unable to demonstrate how tenants’ views have been considered, and we saw limited evidence of tenant engagement and consultation shaping policies. Redditch BC is committed to improving engagement and scrutiny opportunities with tenants, acknowledged that the effectiveness of its current tenant engagement arrangements is inadequate and has commenced a review of its approach to deliver improvements...*

This Policy, coupled with prompt recruitment to the Tenancy Experience Team, are key building blocks to provide robust and meaningful engagement going forward.

Climate Change Implications

- 6.3 While this Policy is not directly related to physical climate mitigation measures, it plays an important enabling role in supporting the Council’s climate change objectives. Effective tenant engagement is essential to the successful delivery of low-carbon housing initiatives, energy efficiency programmes, and climate resilience measures across the Council’s housing stock.

Equalities and Diversity Implications

- 6.4 The Policy will be implemented for all our tenants equitably. The Housing Service are familiar with the importance of eliminating discrimination, harassment, and victimisation, as it is central to delivering services consistently and effectively to our customers with full consideration to individually tailoring our services to include those with Protected Characteristics.

By delivering a Tenant Engagement Policy, we are ensuring decisions and processes undertaken in the team will be done so consistently and fairly and with due regard for Protected Characteristics.

This Policy will be implemented equitably for all tenants, so there will be no differences in rights and responsibilities for any specific group.

A robust Engagement Policy will ensure all who live in the Councils social housing stock are aware of their, and our, responsibilities

regarding the formal relationship we have. This in turn will foster clear and effective relations with the communities we serve.

An Equality Impact Assessment has been undertaken in respect of the Policy,

7. RISK MANAGEMENT

- 7.1 The key risk is to not progress on the C3 Judgement and fall into 'special measures' under the Social Housing Regulator.
- 7.2 Reputational risk of being seen as a social Landlord that has no regard for its tenants and their opinions.

8. APPENDICES and BACKGROUND PAPERS

- 8.1 The Tenant Engagement Policy
- 8.2 Appendix One- Options for Engagement Opportunities

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Councillor Bill Hartnett, Portfolio Holder for Housing	13 May 2026
Lead Director / Assistant Director	Assistant Director of Community & Housing	17 April 2026.
Financial Services	Assistant Director of Finance and Customer Services	13 May 2026
Legal Services	Assistant Director Legal and Procurement Services	24 April 2026
Policy Team (if equalities implications apply)		30 April 2026
Climate Change Team (if climate change implications apply)	Matthew Eccles – Climate Change Manager	29 April 2026