

## **Formal Engagement Opportunities**

These are structured, often recurring, and linked to governance or service improvement.

### **1. Tenant Scrutiny Group**

- Review performance data, complaints, and service delivery.
- Influence service redesign and hold the council accountable.
- Receive training and support.

### **2. Governance Level Representation**

- Tenants sit on housing boards.
- Participate in decision-making and policy development.

### **3. Quarterly Tenant Voice Reports**

- Tenants contribute to and review reports on satisfaction, complaints, and service improvements.

### **4. Task & Finish Groups**

- Short-term, focused groups to tackle specific issues (e.g., repairs, ASB, estate management).

### **5. Tenant Panels**

- Thematic panels (e.g., Repairs and Maintenance Panel, Housing Services Panel, Youth Panel etc.).
- Provide feedback and co-design solutions.

### **6. Annual Tenant Conference**

- Share updates, celebrate successes, and gather feedback.
- Include workshops, Q&A with leadership, and networking.

## **Informal Engagement Opportunities**

These are flexible, accessible, and designed to reach a wider range of tenants.

### **1. Quick Click or Text**

- Option for tenants to engage by way of a text message or email to gauge thoughts and opinion. No more than x2 questions, with short or yes/ no answers

### **2. Phone Panel**

- Option for tenants to engage by way of a short survey over the phone. Keep to a maximum of 4 quick questions with short answers.

### **3. Online Communities & Forums**

- Digital platforms for discussion, feedback, and updates.
- Moderated by staff or tenant volunteers.

### **4. Pop-Up Engagement Events**

- Held in community spaces, estates, or local centres.
- Informal chats with housing staff and surveys.

### **5. Estate Walkabouts**

- Joint inspections with tenants and staff.
- Identify issues and agree on actions.

### **6. Tenant-Led Social Media Campaigns**

- Share stories, feedback, and “You Said, We Did” updates.
- Encourage digital engagement and transparency.

### **7. Focus Groups**

- Targeted sessions with specific tenant groups (e.g., young people, older residents, disabled tenants).

### **8. Community Projects & Volunteering**

- Tenants co-design and lead local initiatives (gardening, youth clubs, safety patrols).

- Build community and improve wellbeing.

## 9. Tenant Champions

- Local advocates who gather feedback and promote engagement.
- Supported with training and recognition.

## Support & Development for Tenants

- **Training:** On scrutiny, complaints handling, housing policy, and communication.
- **Mentoring:** Pair new volunteers with experienced tenant reps.
- **Expenses & Recognition:** Cover travel, childcare, and offer certificates or awards.

### Redditch Borough Council Engagement Tree

