

# **Informal Tenant Engagement Position Statement**

**June 2026**

During 2025–26, 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.

A new Tenant Engagement Policy has been drafted ready to be agreed by our Executive Committee in June 2026. This Policy will be reviewed as one of the first tasks for the Tenant Panels when they are up and running later this year. The Panels will then set to work on developing our Tenant Experience Strategy, which will further enhance our commitment to having the tenants voice at the heart of all our decision making.

Ahead of this Tenant Experience Team being in place, we have been listening and consulting with our tenants across the various housing teams. Please find below current examples of the ad hoc engagements we have undertaken in 2025-26.

Following a request at the Executive Briefing on 28/05/26 I have added some estimated assumed number of tenants who have been involved in these activities.

**Neighbourhood & Tenancy, Allocations and Rents Team**

- Our Annual Tenant Survey seeks the views and opinions of our tenants on a range of questions. The survey also provides a free text box for tenant's to advise us about any other issues that are important to us and we follow up on these comments directly. **Circa 950 tenants**
- Full consultation process with all tenants through early 2023 and early 2024- **Circa 5,500 tenants advised and consulted x3 times throughout the process**
- Tenancy Satisfaction Surveys on allocation of a new home- Provides feedback on the process of offer, allocation and sign up. Reports available on request. **Circa 180 tenants**
- Tenancy Ready Satisfaction Survey- Provides feedback on the work we do to support tenants with additional needs into their tenancies with us- This service has now transferred into the Tenancy Sustainment Service. **Circa 80 tenants**
- Tenancy Sustainment Exit Surveys- Provides feedback of how tenants feel their support journey went as we disengage the service. Reports available on request. **Circa 50 tenants**
- Malven House and Mendip House – Each month, the Neighbourhood & Tenancy Officer and the Rent Officer host an open drop-in session where residents can discuss any housing-related matters, seek advice, or raise questions about their tenancy.  
The local Police Team also attends these sessions, giving residents a direct opportunity to share any safety concerns or discuss issues affecting the neighbourhood. These sessions are designed to be informal, accessible, and supportive ensuring residents have a clear and friendly route to the help they need. **Circa 20 tenants per event**
- Retreat Street & Malvern House - Several garden improvement projects have been undertaken, with a focus on enhancing shared outdoor spaces for residents. The Neighbourhood and Tenancy Officers have collaborated closely with residents, local councillors, and community partners to identify priority areas and develop proposals for improvement.  
Through this joint effort, they have successfully secured funding to support a range of enhancements, including landscaping, planting schemes, and general upgrades to communal garden areas. This work reflects a coordinated approach to improving the local environment and strengthening community involvement in shaping neighbourhood spaces. **Circa 20 tenants per event**
- Councillor walkabouts are arranged on an ad hoc basis, with each patch having an annual walkabout with Councillors. Police SNT walkabouts are also scheduled in the community on a regular basis, NTO's engage with tenants during the walkabouts, these will become more structured and formalised in the new strategy. **Circa 10 tenants**
- Beoley Road, Arthur Jobson House - Every other month, the Neighbourhood & Tenancy Officer holds a dedicated meeting for residents to raise concerns, share feedback, and discuss any issues affecting their homes or the wider community. These sessions provide a regular and open forum for residents to be heard and supported. **Circa 20 tenants**

- St David's House Local Lettings Plan – Survey and residents meeting held to discuss and seek view on a proposed new lettings plan for the Scheme. **Circa 40 tenants**
- Summer Estate Road shows – A series of road shows were held in District Centres supported by Councillors, community safety, Fire service and police to engage with tenants. Surveys were conducted and view were particularly sought on the communal areas to inform the new caretaking service. **Circa 300 tenants over x2 years.**

### **Tenant Liaison Team for Capital Works**

- **High Trees Close** – update and visits to tenant's and leaseholders where required regarding this significant Capital Works Programme to improve homes- Ongoing for the last x2 years. **Circa 50 tenants over multiple consultations**
- **Fire Compliance** – Resident Meetings held before the start of works and throughout to explain the nature and need for these fire safety works. **Circa 1600 tenants living in flats with communal areas**
- **Energy Efficiency** – Resident Meetings held at Winslow Close. **Circa 30 tenants**
- **Garages** – Discussions with residents effected or living next to garage sites that we are demolishing, refurbishing or repurposing for new housing. Painting project, lock changes and repair. **Circa 200 tenants**
- **Balcony Program** – Residents meetings with Leaseholders and Tenants affected by our removal and replacement pf balconies programme of works. **Circa 200 tenants**
- **Art Project** – Residents meeting at former sheltered schemes around the Art project to prove firesafe artwork in communal areas to enhance the look of corridors and landings in these schemes. **Circa 200 tenants**
- **One to One Support-** Tailored for various tenants in situations of decant to improve or make homes safe when high-level needs have been identified and more time and specific provision of information can be provided for reassurance. **Unknown currently**
- **Major Structural Works** – Communications and liaison around works identified, why they are required and how tenants will be impacted. **Circa 300 tenants**
- **Downsell House-** Communal Room Refresh and update – Residents Meeting held. **Circa 30 tenants**
- **Lift Project** – Residents meetings held at Ibstock House and Arthur Jobson House, to explain timeframes and the works that will take place. Specifically explaining any access issues and how tenants can be accommodated when access is limited. **Circa 40 tenants**

- **Aids and Adaptations, Major Extension Works:** One to one support throughout the duration of the works for the families of 4 Fownhope Close, 31 Eckington Close, 31 Drayton Close, 1 Sanders Close- **Circa 8 tenants**
- **Asbestos Programme** – Support for access and short-term accommodation for tenants with higher levels of need and support. **Circa 10 tenants**
- **Internal Communal Areas Refurbishment Works** - Support for provision of clear understanding for tenants with a higher level of support needs.  
**Unknown currently**