

Resident Involvement Housing Management Policy 5

Keniston

1 Introduction

Keniston's approach to service delivery is that those who come into contact with the Association have a contribution to the way in which the service is provided. Keniston is accountable to its residents and therefore has an obligation to involve them in areas of management which affect them. The Association has an open information policy to assist in giving access to the way the Association works and how it performs.

We want our residents to help shape our services and get them involved to make our services more efficient and effective and what people want. Our residents should have the ability to choose where and when they want to be involved.

We aim to be customer focussed, maintain our customer satisfaction and improve service delivery in line with residents' needs and wants.

2 Legal and Regulatory Requirements

Our social housing regulator, the Homes and Communities Agency (HCA) have set out consumer standards which includes the Tenant Involvement and Empowerment standard.

This states that *Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:*

- *the formulation of their landlord's housing related policies and strategic priorities*
- *the making of decisions about how housing related services are delivered, including the setting of service standards*
- *the scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved*
- *the management of their homes, where applicable*
- *the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made, and*
- *Agreeing local offers for service delivery.*

3 Defining Resident Participation

A definition which has been drawn up by taking account of residents' views is:

"Resident participation is effective two way communication between Keniston and its residents which leads to agreed action"

3.1 Residents panel

This is open to any resident, providing opportunities to influence decisions about policies, procedures and service improvement. By drawing on our Residents panel, residents can influence our policies and practices, They will be able to challenge, assess our performance and review our services.

3.2 Co-regulation

The concept of co-regulation is where Keniston and its residents all have a role to play to ensure that we comply with the regulatory standards.

- 3.3 Tenant scrutiny
The regulatory requirement for meaningful scrutiny of our services and performance by our residents.
- 3.4 Tenant inspectors
These make considerable contributions to ensuring services are what tenants want.
- 3.4 Local offers
The HCA requires Housing Associations to agree and consult with tenants local priorities in relation to our services.

4 Policy

In involving residents to develop the service and maintain a high level of accountability, Keniston will do the following:

- Provide information at the start of the tenancy to encourage a culture of involvement.
- Provide full and clear and up to date information about the terms of tenancy or lease, residents' rights and the Association's policies
- Make other information openly available except where it compromises confidentiality
- Carry out specific surveys to find out what residents think about services provided including specific proposals for estate management and general attitudes about being a Keniston resident
- Publish annual information about performance and involve our tenants in the production of a tenant report in a format agreed by the Residents panel.
- Hold regular meetings with residents, at times and venues that are sensitive to needs at each estate to discuss current issues and the level of services paid for by service charges
- Local priorities will be agreed at tenants meetings and residents encouraged to set and monitor local service standards.
- Hold estate walkabouts with residents
- Publish a regular residents' newsletter
- Involve residents in the planning of major repairs, stock re-investment or refurbishment of their homes
- With residents, develop ways of ensuring that their views can be effectively channelled into the decision making process of the Association
- Help residents form groups no matter how small or informal by providing resources and practical and financial assistance to help new groups establish themselves. We will help with planning, training and organizing activities.
- Provide practical and financial assistance to emerging and formally constituted Residents' Associations.

- Reimbursement will be offered for any expenses, and residents invited to join the loyalty scheme which rewards tenants for each activity participated in.
- Provide up to three places on the Management Committee for residents
- Training and support will be offered to those involved in or considering Resident Involvement to ensure all residents can be included.
- The Association will work with residents to seek the best ways of involving them. In this context choice is important.
- Hold special events with residents including Fun Days, Residents Conferences.
- Produce a resident involvement strategy every 3 years
- Undertake Annual Resident Involvement Impact Assessment.
- Carry out customer satisfaction surveys every 3 years.
- Work with residents to continually improve the quality and range of information provided.
- Take into account peoples communication needs.
- Staff will promote resident involvement
- There may be some circumstances that could arise which may lead to residents wanting the association to take action which it cannot do for legal, constitutional or regulatory reasons, or which the association does not want to because the residents wishes are against the purpose or objectives of the association.

In such situations, after consultation, the association will note the resident's wishes and explain to those who have been consulted why it does not consider it can agree to them.

6 Value for money

It is important to use tenants' views to deliver the right services at the right time to tenants. Tenant involvement also integrates with wider issues such as social exclusion and anti-social behaviour. We work with our residents' panel to assess our performance and activities in terms of efficiency, effectiveness and value for money.

7 Equality and Diversity impact assessment

The aim of this policy is to involve all parts of the community and enable everyone to participate fully. Our policy ensures that everyone has equal opportunity to participate, contribute to and benefit from the activities that the Association undertakes.

8 Resident involvement

This policy was reviewed with our resident's panel.

Approved by the Management Committee on 24 October 2013