

Tenant Engagement Policy

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Related documents: Annual reports, newsletters, customer facing policies

1 Purpose

1.1 This policy sets out how Cromwood Housing Group (CHG) shall communicate with its tenants, and how tenants are able to communicate back to their landlord.

2 Policy Statement

2.1 The communication used by CHG shall be capable of being understood by a wide range of people, and be accessible to people with a disability, or to people who's first language may not be English. The amount of information available to tenants shall be such that it provides them with all the necessary information to access CHGs primary services. Tenants that have an opinion on the delivery of services shall be offered the opportunity to feedback their points of view by a variety of means, and CHG shall ensure that feedback is considered and used to improve its service in the future. Finally, CHG will be proactive and open in the means that it publishes performance data in respect to its services to tenants, and tenants shall be capable of making an informed decision on whether the standard of that service is satisfactory.

3 Means of engagement

3.1 CHG shall use the following means to engage and communicate with tenants:

3.1.1 Electronically through its website;

3.1.2 Electronically through email, SMS, and social media messaging and posts;

3.1.3 Voice such as telephone, voice messaging and video messaging; and

3.1.4 Paper copy, such as letters, newsletters, legal agreements.

3.2 CHG shall facilitate its engagement methods (so far as possible) to be modified by the tenant to access information in a way that is best suited to them. For example, delivering information that it may be subject to a language translation app, or can be read out loud.

3.3 Some tenancies benefit from additional engagement support from third parties, such as Thames Reach and Solace. CHG shall actively seek feedback from these service providers to better understand how tenants may positively benefit from improving CHG services.

4 Landlord performance

4.1 CHG shall maintain and publish performance data to tenants on (at least) an annual basis. Some data shall be based on customer feedback and is set out in the Regulator of Social Housing's Tenant

Satisfaction Measures. Systems shall be put in place for the collection of this data and sufficient data shall be collected to ensure the feedback is credible and useful. The data, along with other performance reporting shall be published at least annually in a report for tenants. From the report, the tenant will be able to identify how good the CHG service is (or is received) relative to other similar organisations.

5 Consultation

- 5.1 Tenants that may be subject to a change in landlord, or substantive change in the management of their homes shall be invited to participate in a consultation exercise, and have their comments considered in the lead up to a decision being made. The format of the consultation maybe in in any form, but the process must be able to evidence that a reasonable period of consultation took place, and the at the board were offered an opportunity to receive consultation feedback before making its decision. The period of consultation should be no less that six weeks.

6 Complaints policy

- 6.1 There is a separate policy for customer complaints and a reporting process. Complaints is part of the engagement process, with lessons from complaints being used to improve future services for tenants.

7 Responsibilities

- 7.1 The Chief Operating Officer shall be responsible for managing this policy and its effectiveness.

8 Performance, Monitoring and Evaluation

- 8.1 There shall be ongoing reporting to the board regarding the performance matters contained in this policy. Reporting to the board shall be no less than annually, and any reporting that is to be made available publicly, shall first be brought to the attention of the board.
- 8.2 This policy will be subject to review no later than three years from the date of approval, or sooner if a substantial change in circumstances requires.