



White Paper – Charter for Social Housing Residents

Echelon Annual Conference
21.10.21

Jenny Osbourne, Tpas Chief Executive

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Tpas : What we do



We bring tenants and landlords together.

Because together we can find solutions to improve services, save money and bring lasting change to communities.

265 landlord members

***Circa 1000 tenants
groups***

***25 commercial
members***



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Ministry of Housing,
Communities &
Local Government

The Charter for Social Housing Residents

Social Housing White Paper



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tpas

The Seven Key Areas



- 1. To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure
- 2. To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
- 3. To have your complaints dealt with promptly and fairly,** with improved access to a strengthened complaints procedure (Housing Ombudsman) which will give you swift and fair redress when needed.
- 4. To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
- 5. To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
- 6. To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
- 7. To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

Regulator of Social Housing



The three tests for new consumer regulation framework

1. It must make a meaningful difference to tenants.

2. It must be deliverable by landlords

3. We must be able to regulate the new regime effectively.

“the primary relationship is between landlords and their tenants”.

“Focus on what matters to your tenants”

Regulator of Social Housing

- Consumer Regulation Review: Good systems at the heart of Good governance
- Operational has become Strategic; thinking about reputational risk. Chance to be a good reset of tenant/landlord relationship
- If anything is complicated or problematic: Fix it now. Communicate it now
- Sitting back is too late
- Tenant Engagement: Structures, Stakeholders and Data





Association L&Q is 30 years after exposé

Quadrant tenants say problems with damp, mould and their homes are being ignored



Housing in the News

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Chapter 1: To be safe in your home

We will work with industry and landlords to ensure every home is safe and secure



Chapter 2: To know how your landlord is performing

including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.



Chapter 3: To have your complaints dealt with promptly and fairly

with access to a strong Ombudsman who will
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Chapter 4: To be treated with respect

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Chapter 7: To be supported to take your first step to ownership,

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Tpas : What have we
been doing in response?

Tpas Contractor Resident Engagement Standards

- Developed with our members
- Focus on the areas where we believe we can make some impact
- Five Themes – *Encourages Engagement, Responds to Challenge, Respects Residents, Communicates effectively, Supports local communities*
- 26 specific standards – lines of sight through the sector
- Foreword by Richard Blakeway, Housing Ombudsman
- Supported by business development tools (Self-Assessment, Smart Review & Accreditations)
- Webinar

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Tpas Contractor Resident Engagement Standards - sample



- The organisation facilitates or attends sessions with residents with direct lived experience of their services
- The organisation welcomes challenge, and uses complaints as a tool for improvements that has strategic level overview
- The organisation provides an appropriate level of appreciation for residents who get involved in any service improvement activities
- The organisation provides a clear and well-informed point of contact that residents can use to raise any queries to find early resolutions
- The organisation has a clear process to provide its client with up-to-date information on experiences witnessed in their homes that may be harmful to a resident's quality of life

Resident Engagement Strategies in Building Safety Bill



10 months in the making – alongside members

5 Key Principles

Framework – not a template

Suggestions on how to not just meet, but exceed the regulatory expectations

‘How to’ guide to support Building Safety Managers in developing their own strategies

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5 Key Principles

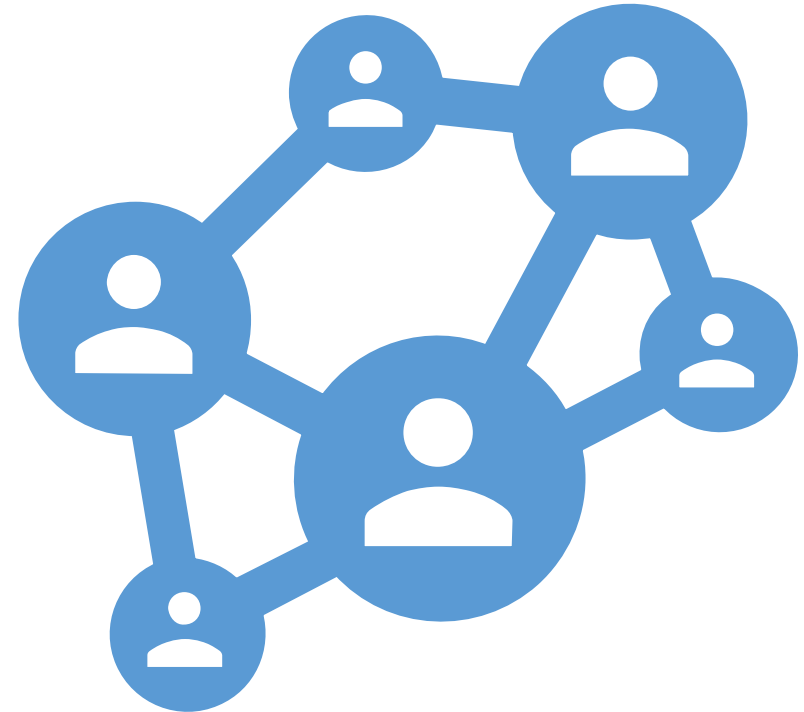
Do it together – partnerships are the way forward

Learn from each other

Keep it local

Give it time

Be responsive and transparent





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Question for Boards....



What is the key purpose of your organisation's approach to engaging with tenants and residents?



How were tenants/residents involved in developing this approach? Identify an example of where involvement has directly led to changes/improvements



Please highlight 2 key outcomes/ impact / difference made from engagement activities



Can you demonstrate that tenants/residents are able to challenge and influence your approach to regulation as set out by the Regulator of Social Housing?



How do you ensure that tenants' voices can influence decision making at local level? Please provide an example



What are the key attitudes and behaviours of staff that show the organisation has an engagement culture – can you give an example

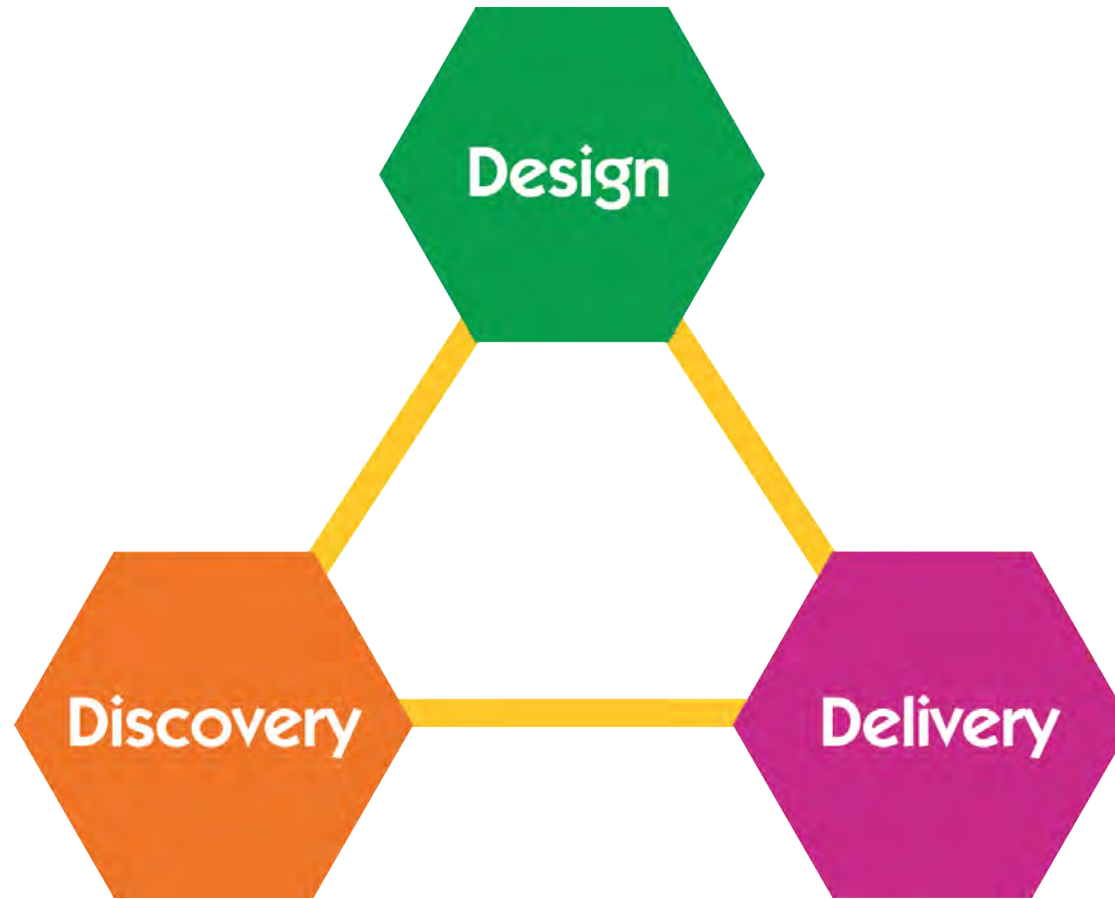
Where are our Engagement Opportunities?



- Read newsletters, website, social media
- Add name to database to be consulted and surveyed in the future
- Complete surveys, contribute to social media, attend local meetings
- Member of a formal involvement opportunity and regularly contribute
- Scrutiny, task and finish
- Tenant influence panel member

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Creating a new strategy



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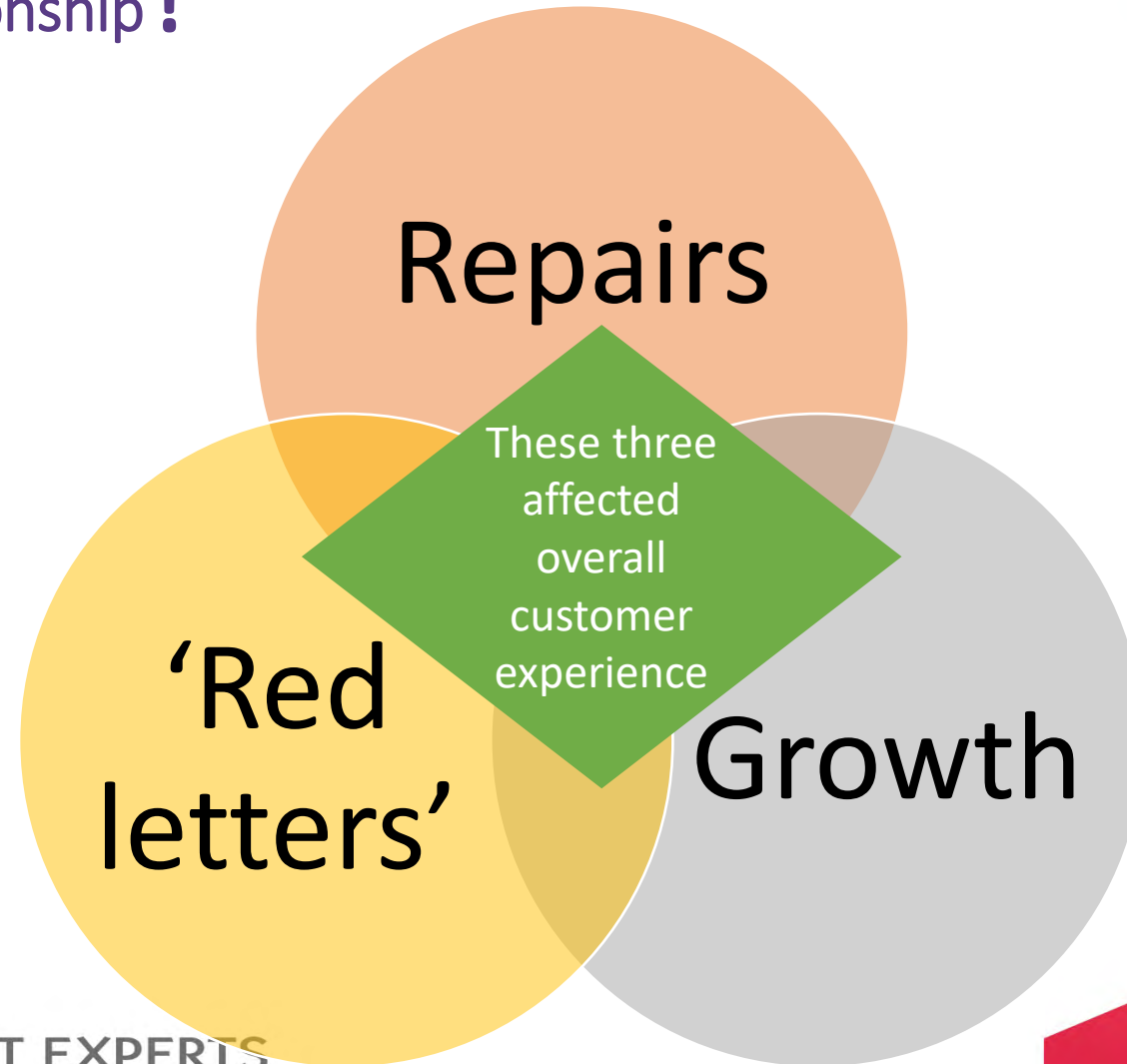


Quotes from discovery sessions: Local Authority

- Important to have different ways to get views. Otherwise, you can end up with a 'biased, undemocratic view'
- Carry on trying to give a good service – 'reasonable service given the constraints'
- Process made it easy to become involved
- Not much comes from the tenant participation team
- Council has been guilty of tokenism, asking for tenant views but then ignoring them. They have done tenant participation because they have to
- Tenant participation is a poison chalice
- The tenant participation team has tried to be innovative but some ideas get stopped
- There is a new housing management system coming. They hope that this will give different ways for tenant involvement

- People need to be more open minded
- Important to feel wanted
- Systems are what make things happen
- Process and system work if you know who to speak to
- Council must understand that tenants must be heard and its us who pay their salaries
- Some tenants think they will be treated disrespectfully
- 'Deafening silence' doesn't mean everything is ok
- Tenants mustn't be intimidated
- Tenants don't always realise they have rights
- Tenants need to be able access people with real influence
- Every service should be shaped by involvement
- Confidence needs building
- Engaging with people can help reach a solution

Recent example : what impacted most on the tenant/landlord relationship?



Relationship issue 1: Repairs



Repairs experience was the **key definer** of the relationship, both positively and negatively.

Given customers **expectations**, negative repairs experiences impact the relationship **disproportionately**.

While singular issues didn't distort the relationship completely, multiple poor experiences or on-going issues were likely to lead to **negative relationships**. These included:

- Long standing issues
- Contentious decisions
- Consistent delays
- Being "left in the dark"



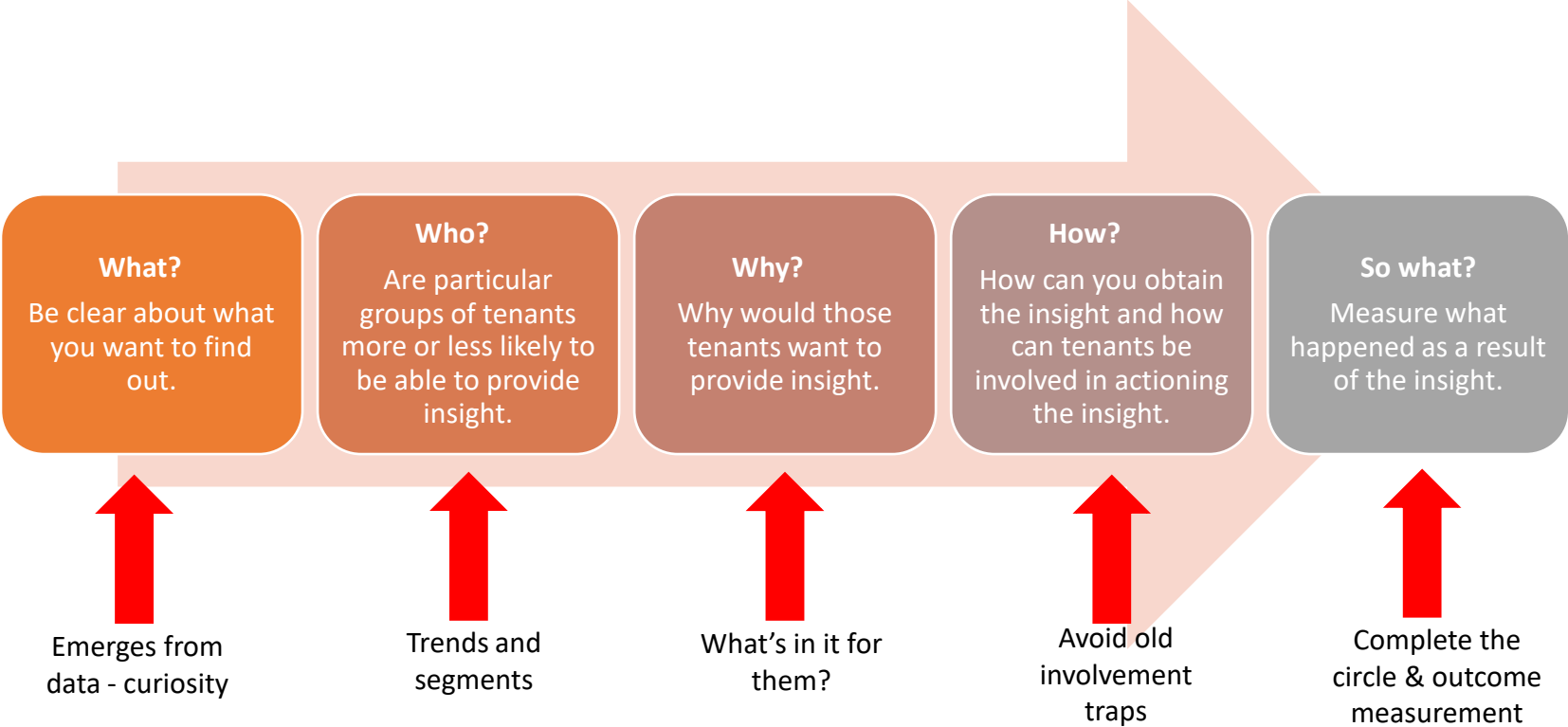
Trust: what are we seeing

- Trust was usually the default position for customers – there was a general lack of distrust - **“trust is there until something happens”**.
- **Trust was built and lost through engagement:**
 - **What kind of support they received**
 - **How understanding the LL was**
 - **Whether customers are included in the process**
 - **Whether LL kept their promises**
- Think about the two-way nature of trust
- **How did tenants feel a LL could show they trusted them?**
 - **Early arrears “reminders”**
 - **Flexibility with repayment**
 - **Not micromanaging – allowing customers to “own their home”**

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Building Trust: A route to actionable insight and to targeted listening



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Some big agendas/issues here now and on the horizon



1. Building Safety
2. New Consumer regulation regime
3. Net Zero Carbon
4. Building more homes
5. Skills and materials shortages
6. Economy post Covid and Brexit
7. Spotlight on complaints
8. Mental Health and recovery
9. Decent Homes Review
10. Harnessing digital engagement
11. Increasing customer expectations
12. So many more.....

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Where do your tenants priorities sit against these?
And how do you know?



Thank you for listening

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