



Tenant Involvement and Empowerment Policy

1. Introduction

In July 2017 the Homes and Communities Agency revised its Tenant Involvement and Empowerment (TIE) Standard. There are three main elements to the standard:-

- Customer service, choice and complaints
- Involvement and empowerment
- Understanding the diverse needs of tenants

1. 1 As a Community Benefit Society, Uppingham Homes CLT (UHCLT) has founded its approach to tenant participation upon these elements and how they can provide the opportunity to influence policies, service standards and future strategy and plans. The Society also acknowledges its member tenants' rights and benefits embodied in its own rules and governance policies.

2. Tenant Participation Strategy

The Society is committed to improving the services it offers to its member tenants. In accordance with its rules The Society will enable its member tenants to participate in the decision making process and have real ability to influence decisions taken. The Society will use tenant feedback to continuously inform the improvement of its service offer.

3. Customer Service, Choice and Complaints

The Society is committed to

3.1 Providing choices, information and communication that is appropriate to the diverse needs of its tenants in the delivery of all its services

3.2 Having an approach to complaints that is clear, simple and accessible that ensures complaints are resolved promptly, politely and fairly

3.3 Using the following policies and tools to enable this: The UHCLT website; The UHCLT Rule Book; The UHCLT Tenancy Standard Policy; UHCLT Home and Neighbourhood Policy.

4. Involvement and Empowerment

The TIE standard and the UHCLT Rule Book require The Society to ensure that its member tenants are given a wide range of opportunities to influence and be involved in its decision making processes and improvement strategies in

4.1 Housing related policies and strategic priorities

4.2 Delivery of related services and setting standards; scrutiny of performance and how it might be improved;

4.3 Management of repairs and maintenance services

4.4 As they are developed, each of The Society's housing schemes will have appropriate involvement procedures established and appropriate communication contacts established.

4.5 Designated housing officers may make frequent and regular visits to each tenant. Although some visits will be reactive, most will be proactive and concerned with building rapport as well as identifying tenant problems/issues early.

4.6 The following policies and tools enable this: The UHCLT website; The UHCLT Rule Book; The UHCLT Tenancy Standard Policy; UHCLT Home and Neighbourhood Policy.

5. Understanding and Responding to Diverse Needs

The Society is committed to treating all tenants with fairness and respect and expresses this in its Equality and Diversity Policy to be prepared in 2021.

5.1 Once commissioned, The Society's software management system will enable it to have a clear understanding of tenant needs and considerations, especially when making visits to site and when communicating with individual tenants. Various reporting mechanisms exist to facilitate service monitoring including

5.2 Regular reports to the UHCLT board on all aspects of service provision

5.3 Regular meetings with Homes England and LA representatives

5.4 The Society's Annual Report to members

These are in addition to the reports from designated housing officers and maintenance engineers.

6. Management Change

Should The Society propose a significant change in its tenant management arrangements, it will consult with affected member tenants in a fair, timely, appropriate and effective manner.