POP
Policy on a Page

Tenant and Leaseholder Engagement Policy 2025

Policy Statement

Our tenants and leaseholders are at the centre of everything we deliver. This means embedding their voices, experiences, and priorities into every stage of housing service design, delivery, and evaluation. This principle underpins our approach to engagement, making sure tenants aren't just being told what's happening, but are genuinely involved in shaping the services they receive. We believe that the best way to deliver excellent housing services is by listening to our tenants and leaseholders.

By providing opportunities and empowering tenants from all backgrounds to shape housing services, tenants can be a voice for improvement

What does the policy seek to achieve?

This policy will outline how we propose to engage and involve Tenants and Leaseholders in future service delivery by empowering and supporting them to get involved in influencing and decision making of the housing services that we deliver. Tenants and Leaseholders will be aware of the ways they can engage with the Council through channels that will be appropriate for them and will be treated with fairness and respect.

This policy will outline how we will ensure, regardless of background, that opportunities to be involved in the delivery of the housing service will be available.

PRIORITY 1 – EMPOWERING RESIDENTS

The Council encourages engagement and looks to make appropriate amendments using tenants and leaseholder feedback

PRIORITY 2 - ENHANCING GOVERNANCE AND ACCOUNTABILITY

The Council will provide the governance structure to enable our tenants and leaseholders to hold the Council accountable in a constructive and collaborative way

PRIORITY 3 – SHARED DESIGN OF SERVICES AND LEARNING FROM FEEDBACK

The Council will engage with tenants and leaseholders in shaping services and will look to learn from feedback that comes from that engagement.

PRIORITY 4 – TENANT AND LEASEHOLDER COMMUNICATION AND LANDLORD RELATIONSHIP

The Council will be transparent with tenants and leaseholders and provide information to support open and constructive dialogue. The Council will work in partnership with tenants and leaseholders to create a positive resident and landlord relationship.

OUTCOMES

- Tenants are well informed about matters that impact service delivery
- Tenants can be involved as little or as much as they are able to
- Different channels of communication are available so tenants can participate in a way that suits them
- Tenants feel listened to and can see how their involvement has influenced service delivery