

Tenant & Leaseholder Engagement Policy

June 2025

Basildon Borough Council

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Governance	
The Policy applies to:	Tenants and Leaseholders of Basildon Council
The Policy is available in the following locations:	Publications Scheme ☒ Intranet / SharePoint ☒ ☒

	Council website / Service webpage
This Policy has related documents:	Yes ☒ No ☐ Tenancy and Leaseholder Engagement Strategy
The Policy was disseminated to:	
This Policy is due its next review:	Click or tap to enter a date.

Document Control				
Date	**Officer Name, title**	**Version**	**Action**	**Amendment(s)**

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Contents

0. Foreword....2
1. Introduction....2
2. Policy Statement....2
3. Body of Policy....3
3.1 National Context....3
3.2 Local Context....3
4. Outcomes....6
4.1 Strategic deliverables....6
5. Inclusion and Diversity....7
6. Corporate Knowledge....8
7. Links to other Corporate Policies or Partner documents....9
8. Appendices.... **Error! Bookmark not defined.**

0. Foreword

Recommend wording from Cllr Brown

1. Introduction

Basildon Borough Council has historically been a forerunner in the way it engages and involves its tenants in service delivery. The methods in which we have undertaken this have changed over time to take into account the approaches people use to communicate and engage such as social media and the increase in the use of online meetings. This enables us to reach out to more tenants who otherwise could not participate due to time commitments or reluctance to attend in-person meetings. The demographic of our tenants is also ever evolving, and how we capture the views of all our tenants is important to us.

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.

2. Policy Statement

Our tenants and leaseholders are at the centre of everything we deliver as a social landlord. 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

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3. Body of Policy

3.1 National Context

The Council's duties as a landlord are set out in legislation, regulations and central government standards.

- Social Housing White Paper 2020 and Social Housing Regulation Act 2023

The Charter for Social Housing Residents: Social Housing White Paper 2020 (SHWP) aimed to reform consumer standards to ensure residents live in good quality homes, have access to redress as necessary, and are safe and listened to. The SHWP outlined that every social housing resident should be able to expect

- ✓ To be safe in your home
- ✓ To know how your landlord is performing
- ✓ To have your complaints dealt with promptly and fairly
- ✓ To be treated with respect to have your voice heard by your landlord
- ✓ To have a good quality home and neighbourhood to live in
- ✓ To be supported to take your first step into homeownership

The Social Housing Regulation Act 2023 clarifies the importance of ensuring social housing tenants are listened to and empowered to get involved and how the council will deliver against the commitments in the Social Housing White Paper. The Social Housing Regulation Act 2023 introduced the Regulatory Framework for the new Social Housing Consumer Standards.

- Building Safety Act 2022

Provides residents more rights, powers and protections to make their homes safer. This includes the participation of residents in making decisions around building safety

- Housing Act 1985 and Housing Act 1996

Local authority landlords must have arrangements to inform and consult with tenants who are likely to be substantially affected by changes in housing management. Housing management matters include the provision of services, building maintenance, improvement or demolition of housing, and any services or amenities in connection with such housing.

3.2 Local Context

There have been changes in the household size and demographic make-up in Basildon over time. 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.

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PRIORITY 1 – EMPOWERING RESIDENTS

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

One of the key priorities is to further empower our tenants and leaseholders to engage with the Council. This follows the approach of regulatory standards and will give the Council, our tenants and leaseholders the best opportunity to influence and feedback on services in person, digitally and through focus groups. A multi-faceted approach to engagement will be taken to ensure that as much engagement is facilitated as possible.

Achievement against this priority is key to and will be central to having tenants and leaseholders actively engaged in shaping services, in ways that meet both the tenant and the community needs.

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

The Tenant Satisfaction Measures are a significant change in legislative requirements which aim to create enhanced accountability for our tenants and leaseholders. The purpose of this strategy is to in the first instance become accountable to our tenants and leaseholders and over the life of the strategy and move to a model of shared accountability.

This key aim is to provide the governance structure to enable our tenants and leaseholders to hold us accountable in a constructive and collaborative way. This priority is to ensure tenants and leaseholders are actively engaged in decision making structures to ensure services are influenced in the way they are shaped and delivered.

This includes tenants and leaseholders becoming involved at both strategic and neighbourhood levels

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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.
Where possible, all housing services should be co-designed in partnership with leaseholders and tenants. This ensures that resident voice is a consistent thread through service design and delivery. This process also ensures that all policies, processes, and projects are aligned with the visions of our tenants and leaseholders. We will ensure that where residents' views are taken on board this is shared for other residents to understand but also to explain to tenants and leaseholders where views and perspectives cannot be taken on board and the reasons for this.

We will also ensure that there is a culture of continuous improvement, and that resident feedback is used effectively to shape and improve services. Data from complaints and staff working with tenants will be used to ensure that services are shared based on the feedback received from residents.

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.

This priority will build greater engagement with our tenants and leaseholders. We want to ensure we provide transparent data as well as timely and relevant communication about how housing services are performing and the work, we are doing within our communities. The aim of this transparency is to forge a positive relationship with our tenants and leaseholders and will support us in setting and managing these expectations.

The data provided to tenants and leaseholders needs to be provided in an accessible format ensuring access for all. The communication that is provided needs to matter to tenants and be about the themes that interest and engage them. This approach will ensure that tenants and leaseholders actively know how to engage with their landlord and will in turn become more involved.

We are committed to ensuring that all tenants and leaseholders have the opportunity to engage with us, regardless of their access to or confidence with digital technology. To support this, we will provide a range of non-digital engagement options. These

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include printed newsletters and surveys, telephone consultations, in-person drop-in sessions at community hubs, and outreach through local tenant representatives. We will also ensure that key information is available in accessible formats and distributed through trusted local networks. This approach ensures that no one is excluded from having their voice heard in shaping the services and decisions that affect their homes and communities

4. 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

4.1 Strategic deliverables

- Creatively use a range of communication and engagement methods, including meetings, focus groups and digital channels to provide opportunities for tenants to have their say.
- Ensure opportunities are inclusive and allow tenants with specific needs to take part and promote equality and diversity throughout the housing service.
- Consider barriers to engagement and continually review our engagement offer
- Provide training opportunities for tenants to enable them to confidently and effectively get involved
- Maximise all contact opportunities with tenants to gain insight and open communication channels
- Empower tenants to monitor performance and drive service improvement
- Ensure there is a clear and consistent method for reporting back to tenants how their views have been considered in all engagement activities

4.2 Governance

The Council operates within a governance framework. The framework laid out below, will ensure that the council's decision-making is lawful, informed by objective advice, transparent and consultative. The framework will enable tenants, councillors and officers to respond to the requirements of the Regulator of Social Housing as a collective with the tenants' best interest at the center of all its actions.

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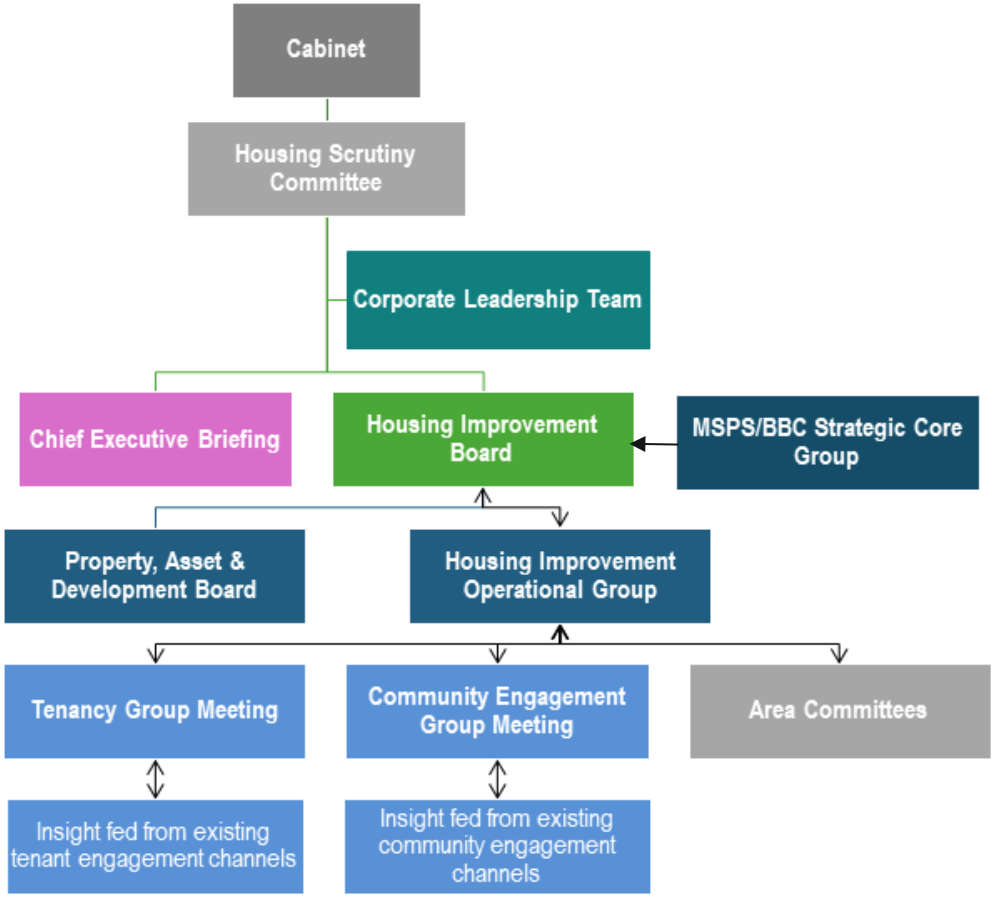

4.3 Inclusion and Diversity

We want to ensure engagement is meaningful and a representation of our tenants. We are working towards understanding our tenants, so our participation model is reflective of our tenants' demography and background. Increasing this understanding will inform our involvement methods and ensure they maximise engagement opportunities for all. We will take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, considering the diverse needs of tenants.

5. Corporate Knowledge

Corporate Ambitions	Levels of Impact			
	High	Medium	Low	None
The Borough of Basildon will be a place where happier, healthier, and safer communities flourish, creating a sense of belonging and well-being for all.	x			
The Borough of Basildon will offer a high quality of life for all of its residents with high-quality homes, vibrant neighbourhoods, and towns centred around enduring facilities, green spaces, and thriving town centres. Each of our six unique areas will reflect this commitment to excellence	x			
The Borough of Basildon will be full of promise, where residents benefit from better education, enhanced skills, greater opportunities, and a thriving local economy that supports everyone's ambitions.			x	
Basildon Borough Council will provide ambitious public services, ensuring residents feel proud of the work the Council do and confident in our commitment to their future.			x	

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6. Links to other Corporate Policies or Partner documents

- Corporate Plan
- Housing Strategy
- Complaints and Compliments Policy
- Corporate Consultation and Engagement Policy
- Tenant and Leaseholder Engagement Strategy
- Connected Communities Strategy

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