

Tenant Involvement Statement



Introduction

Reside Housing Association is committed to initiating and developing good quality tenant involvement processes.

We achieve this through a range of mechanisms:

Tenant Sign Up

As well as Reside providing staff to attend sign ups in person new tenants are provided with a tenants handbook, clearly and accessibly setting out all they need to know about Reside and our services. Amongst many topics, It describes our repairs and maintenance processes, how the tenant support team work, how to make a complaint, how we work with their support provider, and how they can get involved.

Tenant Satisfaction Survey

We carry out an annual tenant satisfaction survey. This aims to get feedback on all aspects of our service, and we use the information to plan and refine our services for the following year.

Tenant Support Team and Maintenance visits

By working directly with our tenants and keeping in regular contact via tenant support visits, in house repairs and maintenance visits and liaison with benefit matters, we ensure tenants are maximising their income, have a chance to provide face to face feedback and get involved with specifying the services they want.

Phone contact

We have personal relationships with many of our tenants, and they are encouraged to call if ever they want to discuss anything, whether in relation to their tenancy, their support or just to have a chat. Many of our tenants know individual staff members by name and often call for advice, support and guidance.

Tenant Information page on our website

This page includes useful general information, resources to download, alongside information on how to contact us and get involved.

Personalisation

Because Reside work to person centred approaches, and often design bespoke housing solutions, we are able to incorporate individual wishes into service design. Tenants can specify the type of services they want, types and colour of appliances and furniture and the style of decoration.

Partnerships with support providers

We work closely with support providers. We clarify our roles via Service Level Agreements, and work together to ensure our respective services efficiently encourage involvement at whatever level works best for individual tenants.

Tenant Newsletters

We have started to issue quarterly tenant newsletters in easy read style.