

Tenant Engagement Strategy Update

Homes and Safe
Communities Scrutiny
Committee 5.2.25



Progress to date with implementation of the Strategy



	Number of actions	% of actions
Actions completed	47	83%
Partially complete	7	12%
Not started	3	5%



Vision for tenant engagement

- *“To create a culture where we develop and maximise the opportunities for tenants and leaseholders to contribute towards creating tenants and leaseholders centred services”*



Four Priority themes

- *To involve tenants in creation of tenant centred services that are meaningful*
- *To INVEST in staff and make financial resources available to enable tenant centred services*
- *To support tenants to INFLUENCE housing services*
- *To LISTEN and VALUE feedback so tenants feel their opinions count*

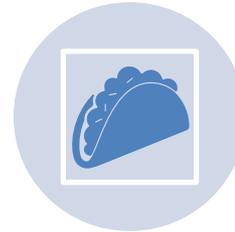
Key actions



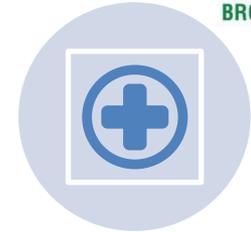
REVIEW AND DEVELOP
TENANT WORKING
GROUP



REFRESH AND
RELAUNCH TENANT
COMPACT



ESTABLISH SERVICE
QUALITY ASSESSOR
PANEL



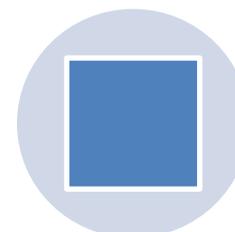
INTELLIGENCE LED
APPROACH



IMPROVED
INFORMATION AND
COMMUNICATION



TRAINING FOR TENANTS
AND STAFF



MEASURING TENANT FEEDBACK AND
USING IT TO DRIVE SERVICE
IMPROVEMENTS





Diolch • Any questions?