



Tenant Involvement and Empowerment Standard

Version:	Version 2
Date Approved:	7 th February 2019
Review Plan: e.g. annually	Three Yearly
Review Date:	February 2022
Owner:	Highstone Housing Association
Document Controller:	Supported Housing Director

Changes made	Sections	Date	By	Date approved by board
Incorporate revised Tenant Involvement Standard July 2017	Throughout	8 th January 2019	LB	7 th February 2019

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

Highstone Housing Association (HHA) has used this framework to consider its approach to: tenant participation and how it can provide the opportunity to influence policies, service standards and future strategy and plans. This requires sensitivity and consideration recognising the special needs of our tenants as vulnerable adults.

2. Tenant Participation Strategy

HHA is committed to improving the services we offer to our tenants, putting them at the centre of all we do. We will enable our Tenants and/or their representatives to participate in the decision-making process and have real ability to influence decisions taken by HHA at a level they choose. We will use what they tell us to continuously improve our service offer.

3. Customer Service, Choice and Complaints

HHA is required to:

- provide choices, information and communication that is appropriate to the diverse needs of its tenants in the delivery of all standards
- have an approach to complaints that is clear, simple and accessible that ensures complaints are resolved promptly, politely and fairly.

The following policies and tools enable this: Customer Service Charter, Equality and Diversity, Tenants Handbook (including an Easy Read version), Short hold Tenancy Agreement, website and a property management software system.

4. Involvement and Empowerment

The TIE standard requires HHA to ensure tenants are given a wide range of opportunities to influence and be involved in decision making processes and improvement strategies in: housing related policies and strategic priorities; delivery of related services and setting standards; scrutiny of performance and how it might be improved; management of repairs and maintenance services.

Local Authority Commissioners are responsible for commissioning schemes and nominating tenants. Schemes are usually developed to strict criteria set by each LA. The care provider is also appointed and managed by the LA. HHA, as the registered housing provider, is responsible for all maintenance and

repairs. We have a team dedicated to deliver our obligations including a housing officer, field engineers and administrative support staff. Our housing officer can make frequent and regular visits to each tenant. Although some visits are reactive, most are proactive and concerned with building rapport as well as identifying problems/issues early.

The following policies are in place to facilitate this: Property Service Standards, Decent Homes Standard

5. Understanding and Responding to Diverse Needs

HHA is committed to treating all tenants with fairness and respect and expresses this in its Equality and Diversity Policy. Our software management system enables us to have a clear understanding of tenant needs and considerations, especially when making visits to site and when communicating with individual tenants and/or their representatives.

Various reporting mechanisms exist to facilitate service monitoring including: quarterly reports to the HHA board on all aspects of service provision; regular meetings with Homes England and LA Commissioners; Annual Report; Tenant Satisfaction Survey. These are in addition to the reports from our housing officer and field engineers.

Should HHA propose a change in landlord for one or more of its tenants, or a significant change in our management arrangements, we shall consult with affected tenants in a fair, timely, appropriate and effective manner.

END