



Resident Involvement Policy

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1. Introduction

- 1.1. Resident involvement is the process which enables residents to work in partnership with and influence the decisions of Chrysalis Supported Association Limited (CSA). This enhances accountability and builds better relationships.
- 1.2. CSA is committed to involving residents to influence decision-making processes. This will help us to improve the quality of the services we deliver. In order to do this CSA have developed opportunities and support to enable involvement and empowerment.
- 1.3. This policy covers all residents of CSA including tenants, people in temporary housing and people in supported housing.
- 1.4. The purpose of this policy is to set what to expect from resident involvement at CSA, and how we will involve and consult with residents in line with the governance and scrutiny of the organisation's services. We will consult residents and/or their representatives where appropriate every three years.
- 1.5. If legislative changes mean any of this policy does not comply with the latest current legislation this will override this policy. All other aspects of the policy will remain in force.

2. Scope

- 2.1 This policy applies to the letting of all our properties.
- 2.2 All staff, contractors and partners are expected to comply with this policy when letting social rent property on behalf of CSA.
- 2.3 This policy has been shared with Chrysalis Maintenance Services who are our delivery partner.

3. Legal and Regulatory Requirements

The Regulator of Social Housing's Consumer Standard: Transparency, Influence and Accountability Standard requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, influence decision making and hold their landlord to account.

The standard sets out the following required outcomes

Fairness and respect

Registered providers must treat tenants and prospective tenants with fairness and respect.

Diverse needs

In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.

Engagement with tenants

Registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.

Information about landlord services

Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

Performance information

Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

Complaints

Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

4. Supporting Resident Involvement

4.1. To support involvement and empowerment activities CSA will:

- use relevant information and data to: a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and b) assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.
- ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.
- ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.
- allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.
- give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.
- assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.
- provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities.
- regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.
- Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants and/or tenant representatives on its proposals at a formative stage and take those views into account in reaching a decision.
- provide tenants with accessible information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect
- provide tenants with accessible information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect b) standards of safety and quality tenants can expect homes and communal areas to meet c) rents and service charges that are payable by tenants, and d) responsibilities

of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.

- provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants.
- communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.
- ensure housing and neighbourhood policies are fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.
- make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.
- meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures. This will include information about how we have met the regulator's requirements set out in Tenant Satisfaction Measures.
- will publish the results of the Tenant Satisfaction Measures survey in a manner that is timely, clear, and easily accessed by tenants.
- provide tenants with accessible information about: a) how we are performing in delivering landlord services and what actions they will take to improve performance where required b) how we have taken tenants' views into account to improve landlord services, information and communication c) how income is being spent, and d) their directors' remuneration and management costs.
- ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.
- ensure our approach to handling complaints is simple, accessible and publicised.
- provide accessible information to tenants about: a) how tenants can make a complaint about their registered provider b) the registered provider's complaints policy and complaints handling process c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and d) the type of complaints received and how they have learnt from complaints to continuously improve services.

5. Current Ways of Involvement Activity

5.1. Residents can influence our work via:

- Joining the tenant group
- Making a complaint via the complaint process
- Taking part in ad hoc service review panels
- Completing the annual Tenant Satisfaction Measures survey

5.2. Further information on these involvement options and how to get involved is available on our website at: www.chrysalishousing.co.uk

6. Support

6.1. CSA will offer a variety of support options to enable residents to get involved, including:

- Use of interpreter/signer where required
- Providing communications in a range of formats
- Assistance with out of pocket expenses
- Information provided in way that suits customers involvement aspirations.

Related Documents

HM08	Repairs & Maintenance Policy
HM07	Neighbourhood Management Policy
HM04	Complaints Policy