



golden thread
housing solutions

TESTIMONIAL

DACORUM BOROUGH COUNCIL

“Emily-Rae has been instrumental in turning round our Tenant Voice workstream to deliver and embed effective tenant engagement and involvement into the heart of what we do. Working sensitively with key team members, Emily-Rae has led a series of workshops with stakeholders across the council which has informed our service standards and shaping our new Tenant Engagement Strategy.

With extensive sector knowledge and experience of working within a local authority context, Emily-Rae has understood and navigated all political sensitivities, time pressures and complex flightpaths. With regular check-ins and willingness to make herself and team available at short notice, all senior management feel well-briefed on both the work product and expected outcomes.

Golden Thread has been extremely easy to work with and has quickly taken on board all feedback on the range of documents being developed to support tenant engagement. This has only further strengthened the end results, which I am now looking forward to taking to our Housing and Transformation Improvement Programme Board, and in delivering with my service.”

**Hannah Peacock – Head of Strategy and Quality Assurance at
Dacorum Borough Council**