



golden thread  
housing solutions



### Engagement – A new way of working

Dacorum Borough Council commissioned Golden Thread to develop a new Engagement Strategy for Tenants and Leaseholders. The new strategy, approved by Cabinet on Tuesday 3 February 2026, focuses on listening, acting and showing tenants and leaseholders, the difference their feedback makes.

Two-hundred and twenty tenants and leaseholders shaped the commitments set out in this four-year strategy. With key priorities identified such as ‘clearer communication, one-to-one options for giving feedback, visible action based on feedback provided and more transparency’. The six commitments developed as part of the strategy are:

- making sure every interaction with us shows respect and that we are listening
- using your experiences to improve services
- offering more ways for tenants and leaseholders to get involved
- being open and transparent about our decisions and performance
- strengthening how leaseholders can raise issues that specifically affect them.

A full copy of the strategy can be found [here](#).

To ensure that the strategy did not become another digital document collecting dust... Golden Thread were also commissioned to embed the required infrastructure to facilitate implementation of this strategy. This included:

- a new Tenant Voice Panel which was developed as a paid opportunity for panel members, and launched in in Spring 2026
- regular accessible online sessions where tenants and leaseholders can question senior officers on key topics (such as repairs, building safety and service charges)
- updated incentives and expenses to make involvement accessible to all
- more opportunities for one-to-one conversations
- Training for engagement officers on facilitating meaningful engagement.

This work was delivered in support of Dacorum Borough Council’s wider commitment to become a C1 graded social housing landlord.

“Golden Thread 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. 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.”

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