



Tenant Participation Policy

Principles

Homes for Wells is committed to working in partnership with tenants in all aspects of its provision, policy and practice, promoting and supporting genuine participation, involvement and shared decision making where appropriate. We believe that this partnership working leads us to make better decisions in the work that we do and improve our housing service.

Practice

We implement the policy by encouraging tenants to be involved at different levels.

Homes for Wells will:

- Create a Tenants Association to which tenants will have automatic membership.
- Work with tenants to issue a regular newsletter.
- Log, monitor and report back on complaints and compliments and ideas.
- Consult tenants on their housing needs.
- Ensure that information such as policies, leaflets and tenant handbooks are freely available.
- In the event of the tenants being unable to provide a Board member, a Board member will be appointed with responsibility to liaise with the tenants.

Tenants will be encouraged to:

- Complete surveys, questionnaires
- Test and review the website
- Review documents
- Contribute and respond to articles in newsletter
- Phone/ email thoughts, ideas, complaints or compliments
- Become shareholders and attend the Annual General Meeting
- Nominate one of their number to become Board member.

Monitoring and Review

The effectiveness of this policy, which will be carried out in consultation with the tenants association, will be monitored in the following ways:

- Surveying tenants
- Checking and reporting comments posted on website

- Checking and reporting on responses to newsletter
- The engagement in the tenants association
- Checking and reporting on response to complaints, compliments and ideas.

A review of this policy will be carried out every two years in consultation with the tenants association.

C. Abel,
Jan 2018