



Tenant Communication and Involvement Policy

REGISTERED COMPANY NAME
REGISTERED OFFICE ADDRESS

COMPANY NUMBER

GRANVILLE COMMUNITY HOMES LIMITED (GCH)
17 ST. PETERS PLACE
FLEETWOOD
FY7 6EB
REGULATOR OF SOCIAL HOUSING NUMBER: 5170
COMMUNITY BENEFIT SOCIETY NUMBER: 9203

1. Purpose

- 1.1 The Tenant Communication and Involvement Policy describes how Granville Community Homes Limited (GCH) ensures tenants have the appropriate level of influence over the services they receive and how GCH ensures they are provided with information about how GCH is performing. The policy describes how GCH does this in a clear, consistent and transparent manner.

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| Version | 1.0 |
| Release Date | January 2025 |
| Responsible Officer | Dorota Estkowska |
| Review Frequency | 3 years or less |
| Review Date | 2028 |

2. Scope

- 2.1 This policy applies to all of GCH's residents and tenants.
- 2.2 This policy relates to the Equality and Diversity Policy and the Complaints Policy.

3. Introduction

- 3.1 GCH provides, homelessness and supported housing services to its residents. GCH recognises that many of its tenants are vulnerable and has developed this Tenant Communication and Involvement policy specifically in that context.
- 3.2 Tenants of the housing associations are amongst the most vulnerable in the country and this policy recognises the central role advocates, support providers and care providers play in ensuring that tenants have access to information and options to enable them to influence the services they receive.
- 3.3 Communication will at all times be made clear, easily available and provided in written form where this is required and appropriate. GCH will make reasonable efforts to provide information available in a form suitable for tenants with low literacy skills and those with limited facility with English.

4. Policy Aims

4.1 The Tenant Communication and Involvement policy aims to:

- Ensure GCH is trusted by and accountable to its tenants;
- Follow best practice, regulatory and legislative requirements at all times;
- Ensure vulnerable tenants have appropriate opportunities to be involved;
- Improve what GCH does through listening and incorporating tenant views and influence.

5. Legislation and Regulation

- 5.1 GCH fully applies the content of the Tenant Involvement and Empowerment Standard as published by the Regulator of Social Housing to how it operates. The provisions on complaints are covered in GCH's Complaints Policy.
- 5.2 The Housing Green Paper 2018 points to a direction of travel for social housing in England. GCH endorses that approach and has particular regard to the Green Paper proposals in relation to ensuring homes are safe and decent and to empowering residents.

6. Approach

- 6.1 GCH will communicate clearly and openly with tenants, making them aware of their rights and responsibilities for communication and consultation from the start of their tenancy onwards
- 6.2 GCH will use a wide range of methods to communicate including house meetings, face to face meetings, local panels where appropriate, telephone, email and writing
- 6.3 Tenants will be consulted about changes that affect the way services are delivered to them. Proposed changes will be clearly explained, and GCH will proactively seek out tenant views.
- 6.4 Tenant advocates and care providers will be involved directly in communication and consultation processes as GCH recognises that many tenants require the help of other agencies to ensure they access their full suite of rights
- 6.5 Where possible, tenants will be encouraged and supported to work together to make suggestions for changes and improvements to the way services are delivered. This is especially true where vulnerable tenants share houses and properties.
- 6.6 Tenants will be given regular information about the safety and condition of their home including evidence that all necessary safety checks are in place.

Where practical, GCH will involve tenants in the monitoring of these processes to provide greater transparency and accountability.

- 6.7 Tenants will be given up to date and unambiguous information about what to do in the event of a fire, a gas leak or a problem with water or electricity so that people have the information they need to stay safe. GCH Housing will publish an annual report for tenants providing information about GCH's performance and identifying how tenants have been involved in service delivery and providing feedback.

7. Equality & Diversity

- 7.1 GCH has obligations derived from the Public Sector Equalities Duty to have due regard to the need to eliminate discrimination, harassment and victimisation. The Tenant Communication and Involvement policy upholds this obligation by ensuring that communication and involvement with tenants is managed in accordance with this policy which has been designed to provide assistance and support to vulnerable people.
- 7.2 The Equality & Diversity Policy requires that the board receive a report annually which details performance around communication and involvement and monitors these to ensure compliance with the policy.
- 7.3 GCH will publish an annual report for tenants which will be approved by the board of directors.