



**Melton  
Borough  
Council**

# Tenant & Leaseholder Engagement Policy

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Version No:	1.1
Date:	17 November 2022

## Approvals

<b>Designation</b>	<b>Title</b>	<b>Date of Approval</b>	<b>Version</b>
Portfolio Holder	Tenant & Leaseholder Engagement Policy	20.12.2022	1.1

## Distribution:

<b>Title</b>	<b>Date of Issue</b>	<b>Version</b>
Portfolio Holder	20.12.2022	1.1
Internet		1.1
MIKE		1.1

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## 1. Policy Principles

- 1.1 Melton Borough Council is committed to encouraging positive and active tenant and leaseholder engagement and consultation, which enforces our values, corporate plan objectives and improving the Tenant & Leaseholder Engagement Framework. We offer a range of ways in which tenants and leaseholders can engage and consult with us, alongside providing feedback, to meet diverse needs, preferences, and expectations.
- 1.2 Melton Borough Council believes that our tenants and leaseholders should have the opportunity to engage in our landlord services, which affect them and the local neighbourhood that they live in. This policy sets out how it will support the Tenant & Leaseholder Engagement Framework
- 1.3 The policy firmly places our tenants and leaseholders at the very heart of our landlord services, and we recognise that their collaboration in co-creating, scrutinising, and improving our services is essential if we are to tailor, strengthen and improve what we do and offer value for money
- 1.4 To deliver this we need to hear, understand, learn from, and implement the tenant and leaseholders' voice. It really is our most powerful vehicle for bringing about change and service improvement in a positive, planned, and proactive way.

## 2. Legal and Regulatory Framework

- 2.1 This policy seeks to embrace the challenge of underpinning and embedding tenant and leaseholder consultation and engagement throughout the council and providing tenant and leaseholder empowerment. It will also allow us to resolve issues swiftly and make sure our tenant and leaseholders voices are heard.

The policy seeks to embrace that challenge and provide innovative ways to establish a more robust and rebalanced way to connect with our tenants and leaseholders. The Tenant & Leaseholder Engagement Framework has been tailored by recognising the need to be more flexible in our approach in making sure engagement with our tenants and leaseholders is meaningful.

- 2.2 The following regulations and legislation underpin our approach to tenant and leaseholder consultation and engagement:
  - Regulator of Social Housing's Tenants Involvement and Empowerment Standard 2017
  - Social Housing Regulation Bill 2022
  - Commonhold & Leasehold Reform Act 2002 Section 151
  - Housing Act 1985 section 105

- Localism Act 2011
- Data Protection Act 2018 (GDPR)
- Social Housing Regulation Bill 2022
- Regulator for Social Housing introduction of Tenant Satisfaction Measures

### 3. Access to Consultation & Engagement

- 3.1 We recognise that whilst some tenants and leaseholders are keen to consult or engage with us, others prefer a minimal level of consultation or engagement. We believe it is critical that we proactively seek feedback and views, to ensure that there are elevated levels of satisfaction and to achieve a positive relationship with our tenants and leaseholders.
- 3.2 We will ensure that a range of opportunities are available for our tenants and leaseholders to be consulted and engaged with, and provide feedback to us, in ways that are appropriate to their preferences and lifestyles.
- 3.3 We offer solutions to help tenants and leaseholders overcome barriers to engagement and consultation. We also offer an increasing number of digital engagement activities, to provide access to tenants and leaseholders who prefer this way of engaging or consultation. Digital consultation and engagement are increasing in popularity and will continue to be developed and play a key role moving forward

### 4. Tenant & Leaseholder Consultation & Engagement Offer

- 4.1 We have developed our consultation and engagement offer by using tenant and leaseholder feedback and insight. There are several ways we look to improve consultation and engagement for tenants and leaseholders, and examples of this are:
- a. Through the Tenant & Leaseholder Your Choice platform which will look at service improvement / scrutiny of our services
  - b. Digital Panel (online and paper transactional and perception surveys).
  - c. Road Shows and site Walkabouts
  - d. Estate Champions
  - e. Consultation on Changes to services and environment.

Should we wish to consult/ engage without customers then we need to start to consider:

- what we want to consult about and what information they need to make informed decisions
- who are we wanting to consult with?
- How can we consult

To help us do this we have created a Consultation/ Engagement Impact Assessment (CIA) tool to help the team/ individual consider these key facts and help them make informed decisions on what method of consultation/ engagement should be perused.

This will be continually reviewed and developed with the Tenant & Leaseholder Choice platform and Housing & Communities colleagues.

## **5. Tenant & Leaseholder Engagement Framework**

5.1 The Tenant & Leaseholder Framework will be reviewed each year over the next five years, it is a continually evolving document and will be updated each year

5.2 The Tenant and Leaseholder Engagement Framework is based around:

### **5.2.1 Tenant and leaseholder governance**

This will provide tenant and leaseholder-based assurance that the Regulatory Consumer Standards are being met, that value for money is being achieved in the delivery of landlord services and is in line with Melton Borough Council's corporate mission – Helping People, Shaping Places.

### **5.2.2 Tenant and leaseholder scrutiny**

This provides an integral part of the Housing & Communities Directorate, by enabling tenants and leaseholders to scrutinise our landlord services. This is set out in the Social Housing Regulation Bill 2022 that all social housing landlords need to make sure tenants and leaseholders have an effective and active role in scrutinising performance and holding landlords to account.

Our Tenant and Leaseholder Engagement Framework has been implemented and we plan gain tenant and leaseholder insight through various methods in shape the services we provide and provide us with valuable insight.

This insight will play and a key role in the way we develop our Tenant & Leaseholder Engagement Framework. It will enable us to move away from a 'one size fits all' model to a much more flexible approach. We will continue to use tenant and leaseholder insight, to guide decision-making, refine our landlord services and plan for future areas of work.

### **5.2.5 Service Improvement**

We will carry out a tenant and leaseholder satisfaction survey every year, which will be in line with the Regulator for Social Housing's Tenant Satisfaction Measures (TSMs). This will allow us to understand tenant and leaseholders' perception of our landlord services. The results from

this will feed into our strategy development, policy reviews and our operational improvement plans.

Using the Tenant & Leaseholder Engagement Framework, we will support tenant and leaseholder-led service reviews where there has been a trigger in terms of:

- performance concerns
- high complaint levels
- poor value for money
- low customer satisfaction
- where we feel the service no longer meets tenants and leaseholders needs and expectations.

Complaint feedback will be provided quarterly to the Tenant Engagement & Service Improvement Lead and will be routinely used to aid landlord service improvement across Melton Borough Council.

#### **5.2.6 Community & Priority Neighbourhood Investment**

A strong focus on tenant and leaseholder consultation, engagement, and insight will enable the council to invest in areas that are most important to our tenants and leaseholders and to our strategic stakeholders.

A fuller understanding of the needs and wants of the wider community and priority neighbourhoods will enable the council to understand what is strong, what is valued and what areas need our support.

Effective tenant and leaseholder consultation and engagement is an essential ingredient to delivering services that support good health and wellbeing outcomes, the economic resilience of the communities and priority neighbourhoods we serve.

#### **5.2.7 Equality and Diversity**

All colleagues will comply with our equality and diversity policy in all aspects of their work. This policy provides an approach to tenant and leaseholder consultation and engagement, which considers their diverse base. We will aid those tenants and leaseholders who wish to become consulted upon and engaged in the work that we do and who may require additional support to do this. We have put measures in place to overcome any barriers to tenant and leaseholder consultation and engagement.

#### **5.2.8 Roles and Responsibilities**

Operational responsibility for tenant and leaseholder consultation and engagement is held by the Assistant Director of Housing Management and the Tenant Engagement & Service Improvement Lead.

At Melton Borough Council we encourage all staff to be part of the customer engagement journey and have implemented a method to be able to track and ensure that we are living our promise to tenants to engage/ consult and communicate with our customers.

## **6. Monitoring, Evaluation and Review**

- 6.1 The Assistant Director of Housing Management is responsible for monitoring the implementation of this policy.
- 6.2 This policy will be reviewed every three years and will incorporate stakeholder feedback. In addition, it will be reviewed:
  - Following information/ suggestions that the policy is not effective.
  - To reflect any service enhancements; and/ or,
  - Following the introduction of any relevant new legislation, regulations, or guidelines.
- 6.3 The Tenant & Leaseholder Engagement Framework will be reviewed annually, and an impact assessment report will be provided bi-annually to SLT, Cabinet, and The Your Choice platform.
- 6.4 The Your Choice group will also monitor and track progress on our tenant and leaseholder consultation and engagement activities and satisfaction levels