

Housing Tenant Involvement Policy: Consultation Feedback and Our Responses

Thank you to all residents and members of our Tenant Panel, Subgroup and Reading Group whose feedback helped to shape the revised Housing Tenant Involvement Policy. Below are some of the key points raised and the Council's responses, explaining the changes made and how your views will inform our approach.

Tenant feedback: The Policy was easy to understand.

Our response: Thank you for this positive feedback. The revised Policy explains the opportunities available for tenants to get involved and how the Council will work in partnership with tenants. This approach will enable tenants to influence decisions about their homes, communities and housing services. It also commits the Council to acting on what tenants tell us, reporting back clearly and ensuring that involvement is meaningful, accessible and inclusive.

Tenant feedback: The Policy should place greater emphasis on collaboration between the Council and tenants.

Our response: Thank you for your feedback. We have strengthened the revised Policy to make clear that tenant involvement is a partnership between the Council and tenants. Tenants will be offered a range of opportunities to help shape services, identify priorities and contribute to service improvement. The Council will explain how feedback has been considered and what action has been taken.

Tenant feedback: The Policy was rather long-winded and repetitive.

Our response: Thank you for your feedback. We have edited the revised Policy to remove unnecessary repetition and make the information clearer and easier to navigate. We will also provide support to residents who need help to understand the Policy or require information in an alternative format.

Tenant feedback: Information about the complaints process and the Housing Ombudsman was difficult to find and appeared only briefly near the end of the Policy.

Our response: Thank you for your feedback. We have made the complaints information more prominent and added a direct reference to the Council's Corporate and Housing Complaints Policy. The revised Policy explains how tenants can raise a complaint when something goes wrong and identifies the route to the Housing Ombudsman where a complaint remains unresolved or further independent consideration is available. We will continue to share clear information about complaints and escalation routes through our communication channels.

Tenant feedback: The explanation of how tenants can influence decision-making was not clear.

Our response: Thank you for your feedback. We have clarified the revised Policy to explain how tenant views will inform decisions, including when the Council considers the benefits, barriers and available options for service delivery and assesses service quality and performance. The Council will consider the evidence and feedback received, explain the outcome and report back on how tenant views influenced the decision. Where a suggestion cannot be adopted, we will explain the reasons.

Tenant feedback: The Policy is fair, reasonable and transparent.

Our response: Thank you for this positive feedback. The revised Policy makes clear that the Council is committed to an inclusive approach that reflects the diverse needs, characteristics and lived experiences of tenants. We will seek to ensure that involvement opportunities are fair, accessible and representative, and that tenants understand how their views have been considered.

Tenant feedback: It was helpful to see that the Policy includes leaseholders as well as tenants.

Our response: Thank you for your feedback. We have included leaseholders because they may be affected by shared housing services, communal areas and estate-based decisions. It is important that leaseholders, as well as tenants, have appropriate opportunities to contribute to the development and improvement of relevant services. We also plan to review the Leasehold Handbook in 2027 and will consider how leaseholders can contribute to that review.