

Tenant Involvement

WHAT YOU NEED TO KNOW



Tendring
District Council



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1 Tenant Involvement

What is tenant involvement?

Tenant Involvement is about The Council and its tenants working together so that you can have a greater say and influence over how your homes are managed and our services delivered. As our tenant, you are best placed to tell us how we are doing. You can let us know what we are doing well and help us to identify when things could be done better.



As your landlord, we are passionate and committed to making sure that all our tenants feel respected, heard and involved in the decisions that are being made about their homes and neighbourhoods.

There are lots of good reasons to get involved but we know that everyone will have different priorities and that some people will have more time to get involved than others. That's why we offer a range of activities that all have different levels of commitment. These activities range from giving a spare five or ten minutes here and there to committing to two or three hours every quarter.

What experience do I need?

You already have all the experience you need to get involved with us. As a tenant or leaseholder, you experience our services first hand, and this experience is what we are looking for to make our services the best they can be.

What support will I get?

We can give you training and support if you feel you need it to get involved. This will be different for everyone. We are also able to help you with travel costs or can arrange transport for you to attend meetings or other events with us if you don't have a car.

You can trial any of the engagement opportunities before you commit and if you just want to come along and watch to start with, that is okay with us.



What is in it for me?



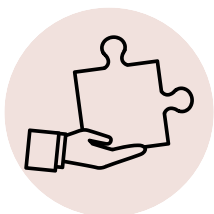
Get better services that are tailored to what you and other tenants want.



Make your community a better place to live.



Develop new skills, knowledge and confidence that help in other areas of your life.



Scrutinise and challenge the services we deliver.



Know that your contribution changes, shapes and improves our services for all.



Get a better understanding of how we work and the services we provide.



Make new friends.

What is in it for us?



Identify neighbourhood issues that need improving.

Get valuable information to help us understand what tenants want and the problems they are facing so that we can tailor our services.



Provide better, more efficient services and improved value for money.



Build mutual trust, respect and understanding to tackle problems such as anti-social behaviour.

Have informed and knowledgeable tenants who have the skills and confidence to influence decisions.

Learn from the experiences of tenants to inform the continuous improvement of housing services.

Improve the level of tenant satisfaction with their homes and neighbourhoods.

2 Ways to get involved as an individual

Read our regular Newsletter, Tendring Reports

Our housing newsletter, Tendring Reports is sent to every tenant four times a year and contains lots of useful information regarding our homes and how well we have performed in the previous financial year against the national benchmarks. One edition each year is our Annual Report, and this includes information about how well we performed in the previous financial year.



Complete our Annual Tenant Satisfaction Survey

Since April 2023, all social housing landlords have been required to collect performance information against 22 Tenant Satisfaction Measures (TSMs) and to report on their performance to the Regulator of Social Housing. Twelve of these performance indicators are measured by an annual tenant perception survey.

Your answers will help us to improve our services, guided by a better understanding of how you feel about your homes, neighbourhoods and the services you use. It should only take a few minutes to complete. We use your responses to calculate and report our performance against the Tenant Satisfaction Measures to the Regulator of Social Housing.



Our posts will tell you all about what we are working on as well as keeping you updated on any new and exciting news

Complete any satisfaction surveys that we send to you

After you have received a service from us – for example, when planned works have been carried out on your property, we will send you a survey asking how satisfied you were with what we did. As well as identifying any individual problems or issues, the overall feedback that we receive is then used to monitor our performance and identify any areas for improvement.



Visit our website

www.tendringdc.gov.uk

Our website contains a broad range of information about all the services that the Council provides. You can also use this to report issues to us and apply for services.

On our housing pages, you can also view all our policies and strategies. These documents will tell you how our housing service runs, and the way we manage what we do on a day-to-day basis. We also have our Service Standards available which explain what we expect from you as our tenant and what you can expect from us and our contractors. These also help us to check how well we are doing, spot areas that need improvement and make sure that everyone who represents TDC work to the same high standards.

If you do not have access to the internet at home, we have iPads available for you to use in our offices in Pier Avenue. These are connected to our Wi-Fi and provide direct access to our website. Our offices in Pier Avenue are open Monday, Tuesday, and Wednesday from 10am to 1pm.

Access our website, www.tendringdc.gov.uk, to get the information you need – or let us know if you are struggling to find what you need to help us improve!

Make a Suggestion

You can use our Customer Suggestion Scheme to make a suggestion on anything that you feel would help us improve our services. We consider all suggestions that we receive and will let you know if we are able to put this into practice or will explain why we cannot.

Respond to any consultation letters we send you

As your landlord, we must consult with you on matters that affect your home and the services you receive. This includes things like changes to your tenancy agreement and any alterations or improvements to our services.

All housing providers are also subject to a common set of standards – known as Consumer Standards - that place a focus on the things that matter most to tenants to make sure that you have the opportunity to be involved, agree standards and monitor our performance.

You can find out more about these standards by visiting the Regulator of Social Housing's website www.gov.uk/government/collections/regulatory-standards-for-landlords

However, we want to go beyond what we need to do to make sure that there are a range of opportunities for you to get involved in all aspects of our services.

Housing Drop-ins

We hold drop-ins at various locations across the district to give you an opportunity to come and meet us and raise any housing queries you may have. We publish details of when and where these drop-ins are going to be held on our website and will also write to you before we hold one in your area. However, you are more than welcome to come to any of our drop-ins across the district, whether it is your local area or not. We also hold a dedicated financial advice drop-ins and information about these can be found on our website at

www.tendringdc.gov.uk/sub-content-pages/financial-hardship-financial-inclusion or for further information please contact 01255 686291 or 01255 686468.

Make a Complaint

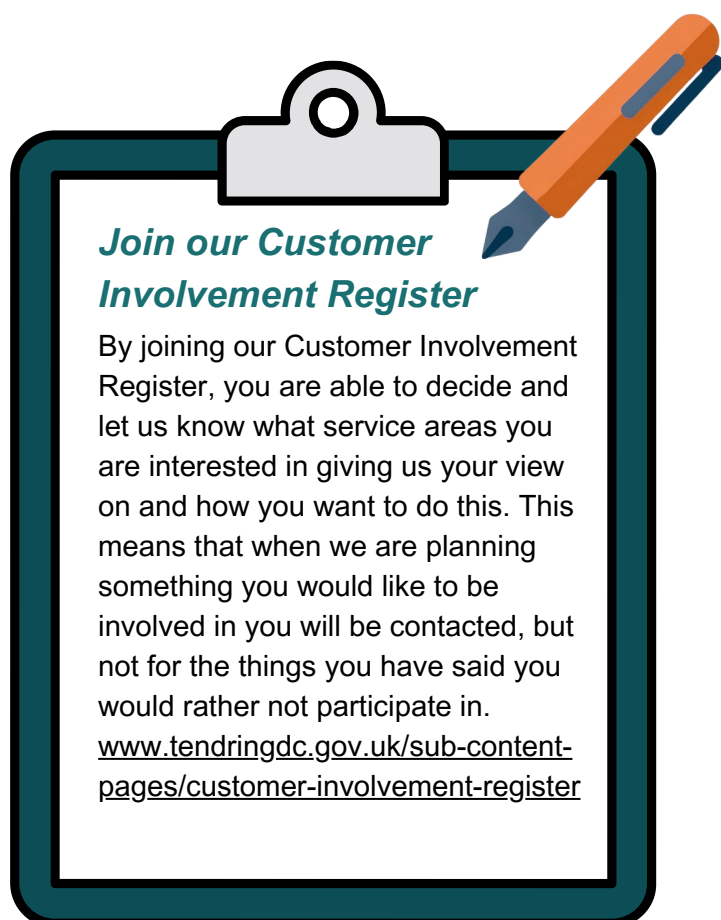
We always aim to provide high quality and efficient services, but we also accept that sometimes mistakes and delays do happen. Our complaints policy gives you the opportunity to tell us about anything that they are unhappy with, and we use the complaints received when reviewing our services.

You can read our Corporate & Housing complaints policy on our website at www.tendringdc.gov.uk/content/housing-strategies-policies



Community Champions

Neighbourhood or community champions are normally individuals who operate in and around the district and undertake activities to improve their neighbourhoods and the health and wellbeing of their communities. This involves sharing information with your friends and neighbours, talking to us about issues or signposting others to the services they might need.



Tenancy Check Visits

As part of our commitment to getting to know our tenants better, we are planning to visit every tenant once every three years to provide any advice you may need about your tenancy and discuss any concerns you may have about your property. It is also a chance for you to give feedback on our services and gain more knowledge on the opportunities that we provide to get involved in the delivery of our services.

We will always write to you before our visit, during which we will ask you a series of questions about your tenancy, ensuring that you are happy and safe in your home. If you would like any more information on what is involved in a Tenancy Check or would like to know more about when we are planning to visit you, please get in touch and we will be happy to help you.



3 Ways to get involved as part of a group

Estate Walkabouts

An estate walkabout is an inspection of the exterior and communal grounds of an estate. It normally involves a small group of residents together with staff who deliver housing services. These inspections give you the chance to collaborate with us to identify issues in your neighbourhood and discuss how you think they would best be tackled.

We publish details of when and where these estate walkabouts are going to be held on our website and also write to you before we hold one in your area. However, you are more than welcome to come to any of our walkabouts across the district, whether it is in your local area or not.

Tenant Panel

Our Tenant Panel aims to represent and promote tenant engagement and to make sure that this is central to the delivery of all housing services.

The Tenant Panel normally meets four times a year to discuss and provide direction on housing and area-based issues. The panel acts as both a consultative and a decision-making body, through its involvement in council housing policy, strategy, management, and maintenance issues.

Tenant Panel Subgroups

Within our Tenant Panel we have three subgroup categories that allow members to explore specific topics in greater detail, share insights, and help shape meaningful improvements in our services.

Each subgroup provides a platform for more focused discussions with relevant officers, enabling them to delve deeper into issues, challenge us and work together to improve our services.

Our three subgroups are:

- Housing Repairs
- Housing Complaints & Tenant Satisfaction Measures
- Housing Anti-Social Behaviour, Neighbourhoods & Rents



Residents Associations

A residents association is a group of people who come together to represent the interests of those who live in a particular street or community, with the aim of making their area a better place to live. Residents set up associations for a whole range of reasons – to get to know their neighbours better and build a sense of community or to discuss a particular concern.

We are fully committed to supporting residents associations in the areas where we have Council housing and will work with these groups to give residents more of a say in how their area is run and to find solutions to any problems that may exist.

Request a Scrutiny Review

Tenants can request that a detailed review of one of our services is carried out. This request can relate to any housing service provided by the Council, but any review will focus on things that matter most to tenants and on outcomes that will make a difference to the wider tenant population.

Service Assessors

Some of our tenants 'test' our services from a customer's viewpoint and give us feedback that we are able to use to improve services. For example, they may inspect one of our empty properties before it is relet to check that it meets our standards or check on the cleaning that is carried out in some of our blocks of flats. By giving feedback on the services, you can help us develop and improve those services in the future.

Pop up events/Neighbourhood Involvement Days

From time to time, we will attend or arrange events held in the community. This gives you the chance to come and speak to us face to face and find out more about the services we deliver and those that are there to support your needs.



This is a picture of an event we held at Honeycroft in Lawford, in 2025. To give our tenants a chance to connect with other organisations such as CVST, St Helena, Harwich Connexions and so many more! Look out for more events like this near you!

Community Events

Community events focus on the local community and bringing them together through an event that everyone can enjoy and benefit from. It does not take any specific form and can be delivered in many different ways depending on the targeted demographic. Here at TDC we like to encourage as much community spirit as we can, and by doing this through a community event there are lots of ways that you can benefit too. Such as, meeting new people, becoming involved within your community and a chance to enjoy yourself.

Networking Events

A networking event gives you a chance to speak to lots of different departments that work for TDC . An event like this gives you the chance to speak to the people you need to, face to face. Whether this be on a specific topic or just to gain some knowledge and advice. You can currently contact us via telephone or email and these details can all be found on the Councils website, along with departments regular working hours. However, if you feel you would benefit more from speaking to someone face to face this could be the ideal event for you.

Sheltered Housing Residents Meetings

At each of our sheltered housing schemes, we hold regular meetings to give residents an opportunity to discuss issues about their homes and our services, and to consult them on new ideas.

The Right to Manage

Right to Manage gives council tenants and leaseholders a collective right to take on the management of the council housing where they live. This may happen when a local tenant group believe that they could provide a better or more cost-effective service if they were to have direct control of the money that the council spends on that service, for example arranging repairs. When tenants join together to manage their own homes, they set up a 'tenant management organisation'. However, a tenant group can only take on housing management functions if they have the support of the other tenants in the homes and if they can show they have the necessary skills and knowledge.

Right to Transfer

Council tenants and leaseholders also have the right to voluntarily transfer ownership of all or some council tenanted and leasehold homes to another private registered provider in return for a payment for the value of that stock to the council. This is subject to legislation and the transfer cannot go ahead unless a majority of secure and introductory tenants of the homes in question vote in favour in a ballot organised by the local Council and the Secretary of State grants consent.



4 Information

Do you have any more ideas?

We want to make sure we provide a way to get involved that suits everyone.

If we are not offering something currently that you would like, or you have an idea as to a way you would like to be involved, let us know by getting in touch via our email tenant.involvement@tendringdc.gov.uk or telephone on 01255 686690.

What if I do not want to get involved?

That is fine. We will always keep you informed through, letters, newsletters, our website and our social media platforms.

However, if you do have a view or opinion on something, please try to find the time to tell us about it.

How do I find out more?

If you have any further questions about getting involved or simply want some more information, please do not hesitate to contact a member of our team.

If you find it difficult to speak to us directly, you can ask an advocate to speak to us on your behalf. This person can contact us and ask your questions or queries as long as they have your permission.



Telephone: 01255 686690

Email: tenant.involvement@tendringdc.gov.uk

Address: Tenant Involvement
Housing and Environment
88-90 Pier Avenue Offices
Clacton On Sea
CO15 1TN

*We look forward to
your response and
seeing you at future
engagement events!*

We want to be as accessible as possible so if you require this information in a different format such as, braille, large print, audio formats or another language please contact us via email tenant.involvement@tendringdc.gov.uk or telephone us on 01255 686690.