

TENANT MANAGEMENT RAISES THE ROOF ON SATISFACTION LEVELS

Tenant Satisfaction with Housing Management Services is 85%

In council houses run by arms' length management organisations average tenant satisfaction is 85% with the highest satisfaction rate 94%, according to a recent survey.

This demonstrates the success of one of the key features of our members' housing management services which is a high level of tenant involvement in decision making.

With at least a third of each Board made up of tenants and many with tenant chairs or vice chairs, such high levels of resident involvement mean services are heavily influenced by and tailored to the needs of the local community.

Tenants Leading the Way

- 1/3 of each board is made up of tenants.
- 2/3 of organisations have a tenant Chair and/or Vice Chair.
- All organisations have 1/3 or more tenants on their sub-committees.
- Average overall tenant satisfaction with opportunities available for participation is 69%.



Members of St Leger Homes Doncaster's junior tenants' and residents' association play bingo with an older resident.

Empowering Tenants

Training and support is provided to give tenants the skills and knowledge needed to make effective housing decisions. Such responsibility boosts tenants' confidence and provides real empowerment.

To provide the training some housing management organisations have set up dedicated Tenant Academies.

Earlier this year Brent Housing Partnership launched their Academy and within two months 30 members of the local community, representing a wide range of ages and diverse backgrounds, had signed up.

One resident described the experience as "truly inspirational".

How Do We Engage?

Our members are rooted in their local communities and as such attract residents to be more engaged in the delivery of housing services in different ways. Each organisation works to their own strengths and their tenants' needs to engage them successfully.

Common methods of engagement:

- All organisations have resident scrutiny panels which challenge performance. This enables the organisation to make recommended changes based on evidence.
- 86% of organisations use Tenant Associations/Resident Forums in the same manner.
- 3/4 use mystery shopping, whereby tenants are recruited to inspect whether services are meeting tenants' needs.



A1 Housing warden Kirstie Leverton pays a visit to Frederick Easthill, a resident of one of A1 Housing's Independent Living Centres

New and innovative methods that have been employed:

Engaging with BME Communities

Berneslai Homes has found taking the first step has been effective. They visit local mosques and are part of a borough wide partnership with Barnsley Together which includes a BME and Faith Forum.

Nottingham City Homes has collaborated with museums and galleries for the Universal Roots project which told the stories of tenants' migration to Nottingham.

Engaging with Elderly People

The majority of organisations use forums, groups and panels to directly engage with the elderly community.

Sheltered schemes are also used by many of our members to engage with the elderly community and gauge their opinions on how services could be improved.

The majority of organisations also carry out events specifically to target the elderly community, for example soup socials at Rkyneld Homes.

Engaging with Young People

Barnet Homes has a mobile youth platform that engages young people called Voicebox. Voicebox provides the opportunity to take part in a variety of activities, workshops, projects and events, supporting young tenants to develop their confidence and teamwork.

They have successfully delivered peer-to-peer mentoring programmes in schools as well as creating a social media platform through which young people are encouraged to engage with their housing provider.

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