

CYNGOR SIR POWYS COUNTY COUNCIL

Housing Services

Tenant Involvement and Empowerment Service Standard

Reference	SS LL 11
Version	1
Issue date	1 August 2015
Review date	1 February 2017
Agreed by	Cabinet Tenant Liaison Forum

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**Powys County Council - Housing Services
Tenant Involvement and Empowerment Service Standard**

We value our tenants and their views. We will strive to provide a first class housing service and to play our part in providing each tenant with a home and an environment of which they can be proud. We will ensure that every tenant has the opportunity to play a full part in everything we do and that we are willing to account for all our actions and activities as their landlord.

To achieve this we will:

- 1. plan services with tenants and be open and honest as to whether they are delivered to agreed standards, by:**
 - a) involving tenants in agreeing the standards of the services we will provide and agreeing our policies
 - b) being open and accountable to all tenants on every aspect of our performance
 - c) keeping our promises, admitting when we are wrong, putting matters right and learning from our mistakes
 - d) working together to an agreed timetable, we (Councillors, Tenants and staff members) will complete the tasks we start

- 2. support the development and activities of all tenant and resident groups, by:**
 - a) recognising the right for tenant and resident groups to exist, consulting with them on a regular basis and considering their views when making our decisions
 - b) ensuring that they are adequately funded and providing appropriate training and information for both existing and new members
 - c) working with established groups to help them become more inclusive, encouraging new members and working in ways that are more flexible and less bureaucratic

- 3. reach out and involve as many tenants as possible in the ways they feel most comfortable with, by:**
 - a) recognising that all tenants have a right to be consulted in ways that they choose
 - b) seeking to have a better understanding of who our tenants are, what their needs are, particularly those who are “difficult-to-involve”
 - c) establishing a group of tenants who are prepared to be consulted at home through telephone interviews and written questionnaires (the Housing Services Group 100) and providing feedback on the views expressed by the group

- 4. keep tenants informed on a regular basis as to what is happening, by:**
 - a) publishing the Tenants Newsletter at least twice a year
 - b) forming and supporting a joint editorial board of tenants and officers to ensure that the contents format and style of all information to tenants is relevant, clear and readable

- c) exploring new approaches to involvement through the use of new technologies
- d) recognising that all information must be in a format that is accessible to all

5. support tenant and resident involvement at a community level in all aspects of their homes and neighbourhood, by:

- a) encouraging and supporting the development of local community groups
- b) providing a fund to support local community groups, involvement and local initiatives,
- c) working with tenants to agree the criteria for the allocation of such funds on a fair and transparent basis

6. ensure that all work with tenants is properly funded and that there is adequate support from trained staff, by:

agreeing an annual budget to meet the objectives set out in the Local Tenant Participation Strategy.

Performance of the tenant involvement and empowerment will be measured through a continuous review of the Local Tenant Participation Strategy.