

## Title of Consultation

*Together with Tenants*

## Month / Year

*March 2019*

## Service Area

*All Service Areas*



### Why did we need feedback from our Tenants and Customers?

Following the tragic events of the Grenfell Tower fire in June 2017 there has been a national call for tenants to have a stronger say in the services they receive from their landlord. The National Housing Federation has developed 4 actions one of which is a draft Charter that sets out eight commitments that Housing Associations should adopt to reassure tenants that they are being listened to on decisions that affect their community, home and the services they receive.

Plus Dane welcomed the opportunity to respond to this consultation launched by the Nat Fed and were keen that Plus Dane tenants got involved in shaping the Charter.

### How did we get the feedback from our Tenants and Customers?

A short survey was sent out via an online link to Plus Dane Voices customers through their preferred method of contact. A number of customers were telephoned directly and feedback was also sought through a few local community groups. In total 38 customers participated in our survey.

### What did our Tenants and Customers say?

- 100% of customers agreed that the four actions outlined in the draft plan were the right actions.
- 100% of customers felt that that Together with Tenants Charter covered the right issues.
- 64% of customers felt that there was nothing missing from the Charter however, it was suggested that perhaps tenants could be involved during procurement exercises, budget decisions, property inspections and in the evaluation of services.
- 86% of customers were happy with the wording of the Charter. It was suggested providing a less formal version written in plain English without jargon, business or legal language would take into account customers with dyslexia and hidden disabilities. A review with tenants after implementation was proposed to check back that it works for them. Customers highlighted that providing a variety of ways (such as on-line and face to face) for tenants to give their views was an important feature to ensure inclusivity.
- 92% of customers agree that tenants should have a role in reporting on a Housing Associations performance against the charter. A customer suggested using best practice from other sectors such as the Care Quality Commission to find the best way to get customers involved in the evaluation of the service provider.
- 92% of customers felt that they should be involved in evidencing their Housing Associations performance. It was emphasised that customers would need to receive in depth training on the organisations performance, setting of Key Performance Indicators and possibly remunerated in order to carry out this more complex function.

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### **What changes are Plus Dane going to make using this feedback?**

The purpose for gaining this insight from our customers was to respond to the consultation launched by the National Federation in relation to the draft plan and the Together with Tenants Charter. Plus Dane has produced a cohesive response from Board, staff and tenants which demonstrates our position and thinking as an organisation. This was submitted through the Nat Fed's on-line portal.

Although this feedback is not for Plus Dane to implement directly we are committed to continuing to make a difference and listen to our tenants. Whilst waiting for the Governments response we will use the insight we have received to help shape, improve and develop our new Tenant and Resident Engagement Strategy with an aim to go beyond those commitments set by the Charter.