



Tenant Engagement and Involvement Policy

July 2025

Version	Final	Status	Approved
Approved by	Board	Effective from	29 th July 2025
Authors	TEG members & Jim Dean	Responsible	CEO
Consultation	TEG, TQAC Chair	Date of next review	29 th July 2028

1.0 Background to this policy

- 1.1 This policy was jointly created by Hornsey Housing Trust's Tenant Engagement Group (TEG), senior staff, and Board members. Trust tenants Reuben Davies, Sue Dudson, Andy Fletcher and Paul Little prepared the drafting with the support of housing consultant Jim Dean.
- 1.2 Historically, in its corporate branding, Hornsey Housing Trust claimed to provide "*more than just housing*." However, the TEG challenged this, as it did not believe it was an accurate statement and felt it was more of an aspiration than a valid claim. This policy aims to address that through real and meaningful tenant engagement and involvement.

2.0 Vision and purpose

- 2.1 Hornsey Housing Trust (*'the Trust'*) will only achieve its objectives if it engages with, listens to and understands its tenants. Unless the Trust works closely with tenants, it will not know if it is doing the right things in the best way.
- 2.2 The Trust and its tenants will create a meaningful and effective working partnership. Together we will develop and maintain a culture where tenants are valued, trusted, and confident that their voices are heard. In this way, tenants can inform and influence policies, strategies and decisions that affect how their homes are managed and maintained. Working together with tenants is a strategic principle of the Trust's five-year Corporate Plan 2024-2029.
- 2.3 This policy sets out the Trust's commitment to, and principles for, involving tenants in what the Trust does and how it does it. To do that, the Trust will be more accessible, transparent, and accountable to those who live in its homes and use its services.

3.0 Policy scope

- 3.1 This policy commits to tenant engagement and influence across the Trust's operational, strategic and governance activities. It will encompass and impact Trust employees, contractors, and Board members. Similarly it encompasses and impacts all Trust tenants and their respective advocates or representatives (where assistance is required to enable and support their engagement and involvement).

4.0 Legal and regulatory obligations

- 4.1 This policy aims to make sure that the Trust meets its responsibilities to engage with, consult, and involve its tenants with consideration for the following:
 - The Equality Act 2010 (as amended)
 - The Social Housing (Regulation) Act 2023
 - The Regulator of Social Housing's (RSH) Consumer Standards. In particular, the Transparency, Influence and Accountability Standard 2024.

5.0 Policy Statement

- 5.1 Through the commitments set out in this policy, the Trust aims to engage with and involve as many of its tenants as possible. This will help the Trust to more fully understand, appreciate, and respond to the things that matter most to its tenants about their homes and where they live. Closer involvement will more fully inform the Trust about the true quality of its homes and the services it provides.
- 5.2 For clarity and to avoid any misunderstandings, explanations of some of the wording used in this policy and other related documents are included at appendix 1.

6.0 Getting things done – Making our ‘vision’ happen

- 6.1 To create the partnership and culture the Trust wants to achieve, the Trust commits to:

Ref	Commitment	What this means
6.2	Making and taking time for tenants	Engaging with tenants, in a variety of ways, to discuss, understand and address their needs, concerns and things that interest and/or matter most to them. This includes attending regular meetings with the Tenant Engagement Group (TEG) and supporting the group in its development.
6.3	Creating real opportunities	Exploring and making opportunities available to enable meaningful tenant involvement, based on the approaches identified and preferred by tenants.
6.4	Going at the right pace	Ensuring that engagement and involvement timescales are neither rushed nor delayed, without good reason, and go at a realistic pace that best suits the Trust’s tenants.
6.5	Ensuring good communication	Working with tenants to develop sensible and convenient ways of communicating (including paper and digital options), so that no-one is left out of conversations and communications. The Trust’s Board and staff will be involved in creating easy and efficient ways for the two-way flow of information and communication between the Trust and its tenants.
6.6	Using clear language	Avoiding offence and misunderstandings by using plain English in all communications, explaining ‘new’ (to tenants) terminology and avoiding housing jargon, acronyms and phraseology.
6.7	Being honest and truthful	Being clear about what tenants can be involved in and to what extent. This includes how tenants can scrutinise and challenge the Trust’s performance and hold it to account.

Ref	Commitment	What this means
		The Trust will, unless of a confidential nature, make information available and easy to access. This information will enable tenants to understand both the Trust's and their own rights and responsibilities, along with how the Trust operates and performs and what tenants can expect from the services it provides.
6.8	Encouraging and supporting tenants who want to be involved	Promoting this policy and the opportunities available for engagement and involvement to all tenants of the Trust. Encouraging their input and providing support, information, training and advice to help tenants gain the skills, knowledge, and confidence they may need to make their involvement effective and worthwhile.
6.9	Being responsive	Giving clear, timely and accurate feedback and information, as and when it's needed. Ensuring that documents required for meetings with tenants are prepared and circulated within timescales agreed with the Tenant Engagement Group (TEG) and Tenants' Quality Assurance Committee (TQAC).
6.10	Truly putting tenants first	Starting and keeping all projects and conversations tenant focused. Engaging with, consulting, and including tenants, at the earliest opportunity, on all matters that affect their homes and the Trust's services and allowing sufficient time for their input and feedback.
6.11	Making it everyone's job	Providing training to all Trust staff, so that they understand and appreciate the advantages of good tenant engagement, along with how to involve tenants and treat them fairly and with respect. Also, to understand their part in promoting and supporting tenant-led activities.
6.12	Letting tenants know	Ensuring that tenants know how to become involved and what they can expect. The Trust will inform all tenants of the outcomes and impact of tenant engagement and involvement, in the hope that more people will see it as worthwhile and want to join in.
6.13	Appreciating tenants as contributors	Creating a database of involved tenants, which includes the skills, knowledge and experience they have to offer and using that information to enlist the help of individuals for involvement in specific initiatives and activities.
6.14	Being compliant	Meeting and demonstrating compliance with the Regulator of Social Housing's (RSH) Consumer Standards and their specific requirements with regard to the Tenant

Ref	Commitment	What this means
		Satisfaction Measures (TSMs). Evidencing how TSM survey results are used to inform and influence service improvement.
6.15	Planning together	Working with tenants to develop a Strategy (action plan) which sets out how the Trust will meet the commitments of this policy.
6.16	Monitoring progress	Using a variety of feedback methods and holding regular meetings with tenants to identify and discuss whether the Trust is succeeding in meeting its commitments and identifying solutions for doing better.

7.0 Equality, Diversity and Inclusion

- 7.1 The Trust and the TEG will make opportunities for engagement and involvement accessible to all tenants.
- 7.2 An understanding of the benefits and richness of diversity will be built into all tenant engagement and involvement activities. We will work to identify barriers to engagement and involvement and make reasonable adjustments to enable tenants with physical disabilities, learning or language difficulties, carer's responsibilities, or other personal circumstances and/or challenges, to engage and become involved in our activities.
- 7.3 The Trust will actively discourage and address prejudice of any kind in its engagement and involvement activities. Due to the age range of its tenants, the Trust commits to training its staff on institutional ageism.

8.0 Monitoring and promoting outcomes and impact

- 8.1 It is important that our tenants can hold the Trust to account regarding its performance in meeting the commitments set out in this policy. In conjunction with the TEG, the Trust will carry out an annual review and evaluation of its performance against its policy commitments and produce a report to the Trust's Board.
- 8.2 The report will be shared on the Trust's website and made available in other formats to all tenants and other stakeholders. It will include the outcomes and impact of tenant engagement and involvement, highlighting any lessons learnt and the different types of value achieved for the tenants and the Trust.

9.0 Review and update of this policy

- 9.1 This policy will be revised and updated at least every three years; and in the event of changes in legal or regulatory requirements, or where areas for improvement are identified.
- 9.2 The Trust will consult with all its tenants, at least every three years, on the suitability and effectiveness of its tenant engagement and involvement opportunities and approaches. This will be done via a survey.
- 9.3 The Trust will update its opportunities and approaches, where necessary, in response to the survey findings.

10.0 Accountability and redress

- 10.1 If tenants feel the Trust has failed to meet any of its commitments under this policy, they can complain using the Trust's Complaints Policy and Procedure. A copy of the Trust's Complaints Policy and Procedure is available on request or via the Trust's website.

Appendix 1

What we say and what it means

To create a mutual understanding and help avoid any misunderstandings, the following interpretations of commonly used tenant involvement related terminology were suggested and agreed between the tenants, senior managers and Board members involved in developing this policy.

What we say	What we mean
Accessible	Easy to get to, use, or understand
Accountable	Being responsible for something and able to explain it
Benchmark	Comparing costs and performance against other organisations
Co-create / Co-produce	Creating or producing things together (tenants and HHT)
Consultation	Seeking feedback and discussing it before deciding
Collaborate	Cooperating and working together
Diversity	Recognising and appreciating differences
Empowered	Allowed and enabled to do or take responsibility for something
Engagement	Connecting and working with tenants
Equality	Opportunities and fair treatment for all
Governance	Responsible business management
Inclusive	For everyone
Influence	Having views heard and acted on
Informed	Knowing what's going on
Involvement	Taking part
Meaningful	Genuine and effective
Partnership	Joint effort, with equal say and mutual trust, respect & benefits
Procurement	Buying or sourcing things (e.g. goods, services or works)
Scrutiny	Checking, testing, evaluating and challenging
Shaped/Tailored services	Meeting specific needs or circumstances
Tenant-led	It is what it is – by tenants for tenants!
Transparency	Being open and honest
Value For Money	Getting the best possible outcomes for the cost, time and resources put in.