

# Tenant engagement policy

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# 1. Purpose

The purpose of this policy is to ensure we place the voice of tenants at the heart of our services, ensuring visibility and accountability through a wide range of opportunities to engage, influence and scrutinise what we do and how we do it.

Through this policy we aim to:

- provide diverse opportunities for engagement, both in-person and online, formal and informal, within a framework that can be properly managed
- set out the ways in which tenants can scrutinise and challenge our performance as well as make decisions about how we improve
- provide opportunities to develop new forms of engagement and influence
- embed tenant influence in day to day operational service delivery
- capture information on the opinions, needs and expectations of tenants
- provide clear, accessible, transparent information on how we are performing across a broad range of indicators and standards
- build the foundations for a relationship of trust and respect with our tenant

## 2. Regulatory standards

The Regulator of Social Housing sets out its expectations of Registered Providers (RPs) through the Regulatory Standards and Consumer Code of Practice. The tenancy standard sets out specific expectations for RPs in the offer of tenure and allocations. The [Transparency, influence and accountability standard](#) sets out expectations around information, advice and opportunities for tenants to engage in more meaningful ways on decisions that affect them.

This policy meets the regulatory expectations to:

- treat tenants and prospective tenants with fairness and respect
- take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants
- take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered
- communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account
- collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services

## 3. Responsibilities

### 3.1. Our responsibilities

- to ensure we provide a range of opportunities for tenants to give their views, suggestions and feedback on the full range of housing services
- to be transparent and helpful to tenants to ensure they understand how we are performing, where we need to improve and how we compare to other landlords
- to support tenants to scrutinise and challenge our services, assisting them to develop skills in this area if needed

- to provide mechanisms and processes by which tenants can be involved in making decisions about service improvements and changes
- to support tenants in ways that accommodate their needs and any vulnerabilities in order that they may participate in and engage with our services for example advice, information or practical assistance

## 3.2. Responsibilities of tenants

- to engage with us honestly, upholding the principles of mutual trust and respect
- to ensure any additional needs around communication or understanding of our policy or procedures are made clear to us at the earliest opportunity
- to comply with any law, policy or procedures relevant to the engagement process.
- to comply with any codes of conduct or terms of engagement in the formal engagement groups

## 4. Definitions

**Empowering tenants:** this policy enables tenants to actively participate in decision-making processes relating to lettings, repairs, tenancy support, and mobility schemes. It establishes a framework for embedding tenant influence across all service areas.

**Ensuring inclusivity:** this policy is designed to facilitate the active involvement of tenants from diverse backgrounds, including individuals with disabilities, language needs, or limited access to digital platforms. It establishes a commitment to promoting inclusive and representative engagement across all housing services.

**Strengthening transparency and improving services:** this policy establishes clear and accessible channels through which tenants can understand, challenge, and contribute to service standards, performance outcomes, and decision-making processes. It reinforces our commitment to openness, responsiveness, and evidence-based service improvement by embedding tenant feedback into operational and strategic frameworks.

**Supporting tenant-led scrutiny and co-production:** this policy promotes collaborative service improvement by facilitating tenant panels, focus groups and co-design workshops. It provides a diverse range of accessible opportunities for tenants to engage in ways that reflect their preferences and circumstances – including surveys, community events, and structured consultation forums. Through these mechanisms, tenants are empowered to scrutinise services, influence decisions-making, and co-produce solutions that enhance housing outcomes.

## 5. Policy statement

We work hard to provide quality services, and we want our tenants to have high levels of satisfaction, and to feel listened to and respected. A relationship of trust can only be achieved if we first provide safe, warm, affordable homes, with excellent levels of customer service, and we can only do this with the involvement and engagement of tenants influencing what we do.

We believe that diverse and meaningful engagement of tenants can lead to:

- improved levels of tenant satisfaction with homes and neighbourhoods
- the continuous improvement of housing services as we learn from the experiences of tenants
- early identification and intervention of service issues such as ASB

- improved tenant understanding of how services operate in the local government setting, informing their feedback and decision making
- services are delivered in a more efficient and cost effective manner
- opportunities for training and the development of new skills for tenants

It is our expectation that all staff, at all levels, will be committed to the principles of this policy and consider the views, needs and expectations of tenants in all areas of service delivery.

## 6. Principles of tenant engagement

It is our expectation that staff and tenants commit to the principles of this policy, which are that tenant engagement should be:

- a continuous process where participants share information and ideas, working towards a common understanding of problems and agreeing solutions
- easy and accessible allowing tenants to choose their own level and type of involvement
- supported by clear, timely, accessible and comprehensive information at whatever level is appropriate to the issue under consideration
- mutual respectful and kind, with time for everyone to contribute without judgement at a reasonable pace
- open, clear and accountable in decision making processes
- concluded with feedback to demonstrate how views have been taken into account

## 7. Barriers to engagement

We want to ensure all tenants can be involved and influence our service in ways that suit them.

We'll monitor and review our approach to tenant engagement to ensure we identify and overcome any barriers to achieving this, such as:

- lack of skills, training and / or the confidence needed or perceived to be needed
- understanding published information
- time, work, family and caring constraints
- transport, travel and other expenses
- tears around engagement based on issues of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, neurodivergence or trauma needs.

We'll provide support and options for engagement designed to minimise these barriers, which could include but are not limited to:

- varied and prominent publicity of the options for engagement
- training and support, either directly or with specialist local providers, either in person, online or via captioned video
- information in a range of formats and languages
- explicit statements of inclusion in notices, letters and public documents / website

- making sure information is provided in a timely way, allowing tenants a reasonable and appropriate period to understand the information before commenting or giving feedback
- arranging transport and / or covering the financial costs incurred by tenants and leaseholders in carrying out their roles
- offering a wide range of engagement methods to suit all lifestyles
- arranging meetings and events at times and locations, or online, which are accessible and safe for tenants, including hybrid options
- providing a range of self-guided information and training options, both online and physical formats

## 8. Options for tenant engagement

It is important to us that tenants are able to engage with, influence, challenge and understand our services at a level of their preference.

We will provide a range of options at the following levels:

**Informed:** we'll provide information at regular intervals throughout the year, either directly to tenants in the post or online. This includes, but is not limited to, information on

- performance and data around agreed indicators and complaints
- results of tenant satisfaction surveys and audits
- service plans
- progress against improvement action plans
- annual report
- tenant newsletters
- minutes of tenant partnership board meetings
- policy changes
- regulatory and ombudsman findings relevant to us

**Consulted:** we'll ask tenants for their views and feedback on specific issues, ideas and proposals however the final decision remains with the council

**Involved:** tenants are asked for suggestions and influence outcomes

**Influencing:** tenants views are heard across the service and they influence decision making

**Tenant led:** tenants are part of key decision making and help set priorities. At this level, tenant engagement is consistently applied throughout the service.

We'll work with our tenants to develop a structure giving a range of opportunities for them to get involved as much or as little as they want.

## 9. Training for tenant engagement

To ensure the success of this policy we'll provide training for staff to ensure they have the right skills, understanding and approach to ensuring the tenants voice is heard at all levels of the service, building a culture of professional curiosity to ensure we listen and respond to tenants in a meaningful way.

This will include induction and regular refresher training for all members of staff involved in the delivery of housing services so that they understand the benefits of tenant involvement and their role in promoting and enabling this.

We'll also ensure staff are trained in this policy and have the skills and knowledge to implement it.

## 10. Resources for tenant engagement

To encourage and support tenants and leaseholders to be involved, we will:

- reimburse reasonable travel expenses and / or provide transport to events or meetings
- reimburse reasonable tenants and leaseholders costs for child and dependency care to enable attendance at meetings or consultation events
- provide refreshments at meetings and other consultation event
- hold prize draws, where considered appropriate, for tenants and leaseholders responding to surveys
- provide for the translation or interpretation of documents / information at meetings, where needed
- provide grants to resident's associations that meet our recognition criteria
- organise events across the town to reach out and engage as many tenants and leaseholders as possible
- continue to have a designated annual budget for tenant and leaseholder engagement activities
- provide small localised budgets to tenants groups, in accordance with our financial regulations (eligibility criteria may apply)

## 11. Measuring quality and performance

It is important that tenants hold us to account, that we do what we say we will do, and our performance against the priorities set out in this policy are visible to tenants, leaseholders and other key stakeholders.

To do this we will:

- develop a tenant engagement strategy to meet the aims and objectives of this policy
- develop a set of key performance indicators to measure key aspects of this policy
- involve tenants in the development and monitoring of our action plan and performance indicators
- regularly report on our progress to all tenants, and internally to the appropriate performance management group

As part of the new regulatory regime for housing, providers are also required to collect specified data in relation to their performance known as tenant satisfaction measures. Of the 22 tenant satisfaction measures, 12 are perception measures that are informed by an annual tenant satisfaction survey and the ones most relevant to tenant engagement are:

- overall satisfaction with the service provided
- satisfaction that the landlord listens to tenant views and acts upon them

- satisfaction that the landlord keeps tenants informed about things that matter to them
- agreement that the landlord treats tenants fairly and with respect

We have to submit this information to the regulator of social housing each year and will also publish our results on our website and in our tenant newsletter.

## 12. Compliance, monitoring and assurance

Compliance with this policy will be monitored by periodic reviews of case records by the relevant team manager. We'll provide assurance on the proper implementation of this policy through regular self-assessment, internal audit, performance management, quality assurance of compliance with procedures and our risk monitoring work.

We'll keep this policy under review and may amend or replace it from time to time, for example due to legislative or regulatory changes, but will not change the substantive rules in it more than once in every 5 years (unless required to do so by law).

Prior to finalising and adopting this policy, we consulted with tenants as to its contents via the tenant partnership board.

The policy was approved through the democratic process and adopted by the council at the meeting of the executive 6 October 2025.

## 13. Communication and accessible information

We are committed to ensuring all tenants can access, understand, and engage with housing services regardless of their language, literacy level, disability, or communication preferences.

### 13.1. At sign-up and ongoing engagement

All tenants are asked about communication preferences and access needs when they first sign up to a tenancy and at key points during their tenancy lifecycle. These needs are reviewed regularly and at any point the tenant wishes to update them.

### 13.2. Accessible formats

Where standard communication would place a tenant at a disadvantage, we will provide information in alternative formats, including but not limited to:

- easy read
- large print
- audio
- braille
- British Sign Language (BSL) interpreter
- video relay services
- subtitled or translated video content

### 13.3. Language and interpretation

We'll offer translation or interpretation services for tenants whose first language is not English, including telephone-based and in-person interpreters where required. Translated summaries of key documents will be available in the most commonly spoken community languages in Luton.

## 13.4. Delegated authority and consent

Tenants may nominate a trusted person (with delegated authority) to receive correspondence or manage tenancy communications. We will confirm the nominated person's consent to receive and manage information, in line with data protection and safeguarding guidelines.

## 13.5. Digital exclusion and offline access

While many services are available online, we acknowledge that not all tenants have reliable internet access or digital confidence. All policies and procedures will be available in non-digital formats, and assistance will be provided to those needing help to complete digital tasks.

- **Multiple channels:** information and correspondence may be provided via letter, phone, email, secure messaging, or in person, depending on tenant preference and service availability.
- **Feedback and continuous improvement:** tenants are encouraged to provide feedback on the accessibility of our communications, and we regularly review our approach in line with best practice and tenant input.

## 14. Equality, diversity and inclusion

We're committed to promoting equality, eliminating discrimination, and advancing opportunity for all tenants, in line with the [Equality Act 2010](#) and our public sector equality duty (PSED).

We'll apply this policy fairly and consistently, ensuring no tenant is disadvantaged, directly or indirectly on the basis of any protected characteristic, including:

- age
- disability
- sex
- gender reassignment
- sexual orientation
- race (including ethnicity, colour, and nationality)
- religion or belief
- pregnancy and maternity
- marriage and civil partnership

We also recognise the impact of socioeconomic disadvantage, digital exclusion, and intersecting inequalities, and commit to taking a proportionate, trauma-informed approach wherever needed.

To ensure compliance and transparency:

- this policy has been subject to a full equality impact assessment (EIA)
- all exceptions to standard practice will be recorded on the register of exceptional decisions, with a clear rationale
- we will monitor how this policy is applied and analyse outcomes to ensure no group is unfairly impacted in practice
- equalities data will be collected sensitively and used to tailor services, support monitoring, and improve outcomes

- tenants will be informed how their data is stored, handled, and protected in line with gdpr and ethical data principles

Staff will receive appropriate training to apply this policy in a non-discriminatory, inclusive, and culturally competent way. We'll regularly review and update our approach to reflect tenant feedback, changes in legislation, and emerging best practice in housing equality.

## 15. Data protection

We'll hold all information about tenants in a secure manner in line with data protection legislation applicable to us.

We are subject to the information disclosure requirements of the [Data Protection Act 2018](#). The administration of this policy will ensure compliance with this legislation. For further information please reference our [Data Protection policy](#).

Tenants will be advised of their right to make a complaint to the office of the information commissioner if they believe we has failed to fulfil its obligations and responsibilities as set out in the [Data Protection Act 1998](#).