



TELL US YOUR OPINIONS, IDEAS AND SUGGESTIONS **WE ARE LISTENING**

Our new resident engagement strategy sets out to give you more influence over our decisions and a greater say in how we work. It gives you a menu of ways to do this, picking and choosing to suit your tastes and interests. We hope the outcome will be greater satisfaction with our services for you and, for both of us, a stronger sense of mutual trust and respect.



MAKING RESIDENT ENGAGEMENT WORK FOR ALL OF YOU

From our **Staying Connected** visits we are building up a pool of those of you willing to give your views on a wide range of issues. As and when a topic comes up, you can expect us to get in touch with you.

We are also looking for ways to make resident engagement work equally well for those of you comfortable working online and those who prefer face-to-face contact. By and large, face-to-face is the first choice of those of you in older age groups, who outnumber our younger tenants.

WHY DOES RESIDENT ENGAGEMENT MATTER?

We always set out to do our best for you but you are the best judge of how well we do that. So we need to hear your criticism, ideas and suggestions. We also need you to be confident that we will listen to what you say and act on it.

We already have in place plenty of ways for you to give us feedback on our work and standards and we offer ways for you to be involved in scrutinising our work. But we have found most of you have little appetite for time-consuming reading or number-crunching or for meetings. So we have come up with a menu you can pick and choose from.

OUR NEW APPROACH

Our new approach to tenant involvement follows the pyramid model recommended by TPAS, formerly known as the Tenant Participation Advisory Service.

It recognises that most people don't want to get involved in their landlord's work or don't have the time or energy to do so. They do want to be told what is going on, what is changing and to have a say on issues or service matters that affect them directly.

Some will feel strongly enough to want to give more of their time but they will want to be confident what they say and suggest will be taken seriously.

This mirrors our own experience so we have come up with a 'menu' approach. It lets you get involved as much or as little as you want and how you want.

At BHA tenant numbers are low compared with the thousands housed by most social landlords. The number of you wanting active or regular involvement will as a result always be small so listening to and acting on what you say needs to be part and parcel of our everyday work.

Our strategy gives us an action plan, a timeline and clear targets for this and it will let us measure success. If we find we are falling short, we will find remedies.



Our guide is the TPAS pyramid of involvement

INVOLVEMENT MENU

TAKEAWAY

Ideal for even our busiest residents. From the comfort of your home why not share your thoughts with us on social media or by email.

LIGHT BITE

Perfect if you don't have a lot of spare time or find regular meetings a bit of a struggle.

MAIN MEAL

Sit down with us to enjoy a selection from the full menu and share with us your thoughts on quality, range and choice and make recommendations for our policy chefs and service staff.

ALL YOU CAN EAT

Dig in! Help us plan, design and test our big projects, influence our key decisions and develop some useful skills.

CHOOSE FROM OUR INVOLVEMENT MENU

TAKEAWAY

If time is tight:

- read our newsletter, eNews and annual report to tenants
- come to events like our annual funday at Barnsbury Mews and Highbury View garden parties
- take part in independent surveys about our services or give feedback on repairs or cleaning
- offer suggestions via the suggestion boxes on our estates or by email
- respond to our consultations, for example, on your service charge or estate issues
- give your views via our Staying Connected visits
- simply talk to one of our team.

LIGHT BITES

If you don't mind getting involved now and then or on single issues:

- come to consultation meetings on topics that interest you such as the gardening
- join a group helping to organise events like the funday
- come to coffee mornings or *Meet the directors* sessions
- write an article or letter for our eNews or newsletter
- join your local estate walkabout to check we are picking up problems you or your neighbours have spotted.

MAIN MEAL

If you really want to get stuck in:

- join an in-person or online chat on a matter affecting you and other tenants locally
- join a panel agreeing 'must do's for a new cleaning or gardening contractor, for example
- take part in a more intensive session on one of our services, maybe checking standards, identifying shortcomings and discussing ways to improve
- start a formal or ad hoc residents' group or join one already set up.

ALL YOU CAN EAT

If you have the time and motivation and can commit to the longer term:

- join our Resident Voice panel, meeting us once every three months to help improve services and shape policies that affect you all
- join our board of management, helping inform and debate our biggest decisions. There are three places on our board for residents.

NEW!! BIGGER MENU, GREATER CHOICE

We will broaden our menu of options over the year by:

- on Staying Connected visits asking what would appeal to you personally and what issues matter most to you
- looking at use of social media to make having your say easy and appealing
- finding ways for younger residents to share their thoughts on what we can do better for their age group
- offering one-off sessions on local services of interest
- organising visits from local services to talk to you about neighbourhood concerns
- giving you a bigger say in spending on improvements
- more opportunities for you to meet and question board members about the way BHA is run
- regular face-to-face sessions with staff from our repairs and housing teams.

DO YOU NEED HELP TO READ OR SPEAK ENGLISH?



We can use a **translator** or can get this booklet translated if English is not your first language.

MEASURING SUCCESS

✓	Did at least half of you opt in to one of our 'menu' of tenant engagement choices over the year?
✓	Did our board take residents' views into account when making their decisions this year?
✓	Do we have clear proof that what we have changed over the year was because of your feedback.
✓	Did more of you come to events, activities or other opportunities to share your opinions and ideas this year?
✓	Are more of our younger tenants speaking up?
✓	Did a reasonable and varied number of you help us review our services over the year?
✓	Does your Resident Voice panel have a good number of active members?
✓	Did two tenants regularly take part in board meetings?

REPORTING OUR PROGRESS

- We will give a progress report at each meeting we have with your Resident Voice.
- We will report progress and significant results to you in our regular newsletters, with case studies where appropriate.
- Survey results, milestones and other progress will be reported to you in our annual report.
- Our board members will be told how our strategy is progressing at each of its four meetings over the year.

READ OUR FULL STRATEGY HERE

You can read and download our three-year resident engagement strategy on our website at barnsbury.org or we can send you a copy. For a paper copy or pdf call us on 020 7704 2324 or email us at info@barnsbury.org