

Resident engagement strategy 2026/2031

Our resident engagement strategy supports the delivery of our corporate plan 2026/2031. We seek to provide excellent services to our residents that meet their needs and ensure that our residents' voices are heard. Residents must be able to influence the services provided and hold us to account when necessary. We recognise that residents are central to our business and that their 'lived experiences' influence how they perceive us as a landlord.

Commitment to resident engagement

Resident engagement is not one person's role or responsibility – it is for everyone throughout the organisation and is part of our culture. As an integral part of what we do and how we operate, it is essential to improving services, standards and to our success as an organisation.

Residents must have a say and be able to influence decisions, changes and improvements in respect of their home, their community and the services they receive. Through genuine engagement, we can better understand the needs of residents, improving services and increasing positive resident feedback, leading to improved wellbeing.

The *residents' charter* and our commitment to the *Together With Tenants* initiative is a key part of our resident engagement work, as is our aspiration to meet net carbon zero by 2050. Continuing to encourage resident engagement with all levels of the organisation, we recognise the importance of having a resident Board Member and to having residents in the majority at the Housing Operations Committee (a sub-committee of the Board), ensuring residents influence our services at the highest level of our organisation.

We will continue to seek residents' views on issues that impact them through a variety of means. We will continue to contact those harder to reach residents, seeking their views and encouraging their involvement.



Bringing our strategy to life

We will focus our resident engagement activity in these key areas:

- complying with the residents’ charter;
- adhering to the outcomes of the government’s white paper, introducing new initiatives/measures, as necessary;
- reviewing our service contracts;
- ensuring we work closely with our residents and undertake development consultations for every scheme.

In addition, we will run ad hoc workshops/focus groups and individual site consultations for issues that arise that impact residents and their homes directly.



Our priorities (2026/2031)

Our main aims are to:

- monitor our compliance with the residents’ charter, publishing results in an open and transparent way;
- consult with residents informally and formally on development plans for individual sites/schemes;
- develop the disability forum to have greater reach and influence with residents and the organisation;
- increase the number of residents involved with estate walkabouts;
- manage the TSM survey, next due in 2027;
- embed resident engagement.

Monitoring the success of our resident engagement strategy

We will monitor and measure our resident engagement activity through regular discussions at our senior management team meetings and report regularly to the Housing Operations Committee and to the Board.



Sutton Housing Society

Residents’ charter

Our commitment to you

Relationships

- Sutton Housing Society (staff and representatives) will treat all residents with respect, responding promptly and professionally to all contacts.
- Relationships between residents and the Society will be based on respect, openness, honesty, transparency and genuine resident involvement where residents views are listened to, valued and respected.
- Staff will be kind and personal and go the extra mile for residents
- Contractors will show their to be clean and tidy – in themselves and your home.

Voice and influence

- Views from residents will be sought and valued with information being used to inform decisions in respect of their homes and services. The Society will do this via a variety of means such as from resident groups (eg the Disability Forum, the contracts monitoring group and Housing Operations Committee – HOC), from focus groups, surveys, via the resident app etc.
- Every individual resident will feel listened to by the Society on the issues that matter to them and can speak without fear.
- Residents are welcome to become members of the Housing Operations Committee and via this, the Board.
- The Society will continue to use traditional forms of feedback such as surveys and telephone calls together with embracing more digital formats for feedback across the whole resident group.

Communication

- Residents will receive clear, jargon free, accessible and timely information from the Society on the issues that matter to them. This will be in a variety of ways eg by letter, personal contact, through newsletters etc. This includes important information about their homes and local community, legal matters, how the organisation is working to address problems, how it is run, and information about performance on key issues.
- Residents will have access to report repairs and other emergencies 24/7.
- Residents will have access to meet staff in their homes, from our offices or via virtual means. Staff are also occasionally available outside of our normal 9-5 working.