

# Tenant Participation and Engagement

## quarter 4 report 2024/25

### What has Tenant Participation and Engagement Team done in the last quarter of 2024/25?

Welcome to our last quarterly report in this financial year, summarising engagement activities from the 1<sup>st</sup> of January to 31<sup>st</sup> March 2025.

This quarter, we worked on some interesting stuff, including collaborating with tenants on the new Tenant Engagement Strategy, seeking tenants' views on variety of issues and delivering the Housing Conference!

### Tenants' Housing Conference

**Interactive, informative and enjoyable!**



Thank you all for attending our Housing conference held on 25 March – another interesting and very informative conference with over 85 tenants, leaseholders and shared owners attending: either in person or online.

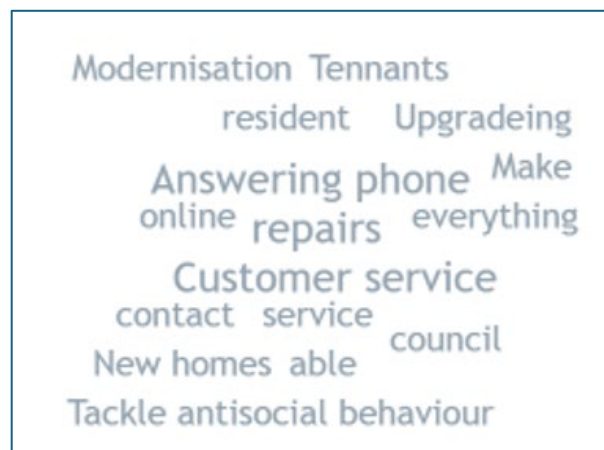
We heard some noteworthy talks on variety of issues – from the housing budget and the repairs and voids to tenant engagement.

You will be pleased to hear that we have managed to balance the books:  
Income - £85.5M; Expenditure - £85.0M;  
surplus: £0.5M!

We also had 16 information stands – from the repairs, the neighbourhood wardens to blood pressure checks – there was something for everyone.

We tried to make the conference more interactive, so we used the Slido for quick questions after speakers' talks; here are some

of the answers to Slido question Jamie Brenchley, Head of Housing asked on the night: "What area of business do you think we need to prioritise?"



Tenants also told us on the night that we should get better in promoting tenant engagement opportunities council offers. This is something we will get better at.

We were unable to answer all of the questions you raised on the night- rest assured, once we collect all the answers, we will share it with everyone who attended the conference or asked a question.

Conference information will be available [here](#).

See you all again next year!

## Giving Tenants new Skills

**The Tenant Engagement Team have organised a mini training programme across May and June**

For tenants to get involved and challenge us effectively we need to give you the skills to help you hold us to account.

Across May and June we have organised a number of FREE training courses you can get involved with. You should have already received an email or a letter about it or you can [click here](#) to find out more or to sign up.

If you have any friends or neighbours who you think may be interested, please let them know too!

## Building Safety Group

**The Building Safety Group needs more members from the high-rise blocks**

[The group](#) is made up of representatives from different tenant engagement panels. It helps to influence and challenge building health and safety policies and practices.

The Building safety booklet and the Building Safety Information pack are almost ready now – the group recommendation is that both guides are added to the sign up packs for new tenants. Not long now.

They also suggested that the users of the communal community rooms complete the user risk assessment forms, so it is clear who does what in the case of emergency. The forms are being created now.

The group is thinking of the safety of all our tenants and endlessly raising different issues, such as the electrical safety of properties.

Very re-assuring.

The group would like to get more representatives from the high-rise blocks- please contact the Tenant Engagement Team to join or for more information.

## Your home your safety – building safety visits



Hampshire & Isle of Wight Fire and Rescue and Southampton City Council Building Safety team will be visiting the high-rise buildings (over 7 floors or 18 meters in height) in the coming months to talk to residents. Please join them to raise any building safety concerns you have about your block.

Please see the Appendix 1 is at the end of this report for the full schedule of visits.

Here are a few useful links for you:

- Report [building safety concerns](#) for high rise buildings
- Request a building safety [risk assessment](#) report for your block
- Read the new Building Safety and resident engagement [strategy](#)

## Tenant Inspectors

### Focusing on ASB

The Inspectors are still examining the antisocial behaviour (ASB) service.

Thank you to everyone who completed their survey to get your views on how the council deals with ASB. They received over 90 responses. Following that they even ran their own focus group to get more information on some of the answers.



They have also surveyed staff and will soon be speaking to New Forest Mediation too to aid completing their review.

## Decent Neighbourhood Programme Board

### Improving our neighbourhoods

Decent Neighbourhoods is a programme of landscaping improvements around Council homes. It aims to reinvest Council tenant's rent money back into projects that will benefit tenants.



At the moment, the tenants sitting on the board are questioning the main budget, reviewing the new Neighbourhood improvement request form and the Housing and Environmental Local Partnership Agreement (H.E.L.P.) agreement between the council and our tenants with the green fingers that are look after communal garden areas.

In the next financial year, they will be reviewing the new Decent Neighbourhood strategy and communications plan.

## Repairs Panel

### Improving the website

Busy, busy, busy....

The Tenant Repairs Panel have read all the information on Repairs on the SCC website, to ensure it is readable and clear. Suggested changes have been sent to the internal web team as they have just started updating the Housing part of the website, and this work will assist.

## Supported Housing Forum

### Fantastic joint working with the Supported Housing Team



It's been an important time for the Supported Housing Forum. A special working group was set up to work with the Council to help put together the survey looking at the service redesign, This survey has now gone live, and Ray, the Chair of the Forum has been supporting the Supported Housing team in delivering consultation events across the city enabling all residents to have a say on the proposed changes and the associated charges. They await the results from the consultation with interest.

## Tenant Focus and working groups

### Consultation work

Busy time again...

Around ten dedicated tenants take part in our new Tenant Engagement Strategy working group – they have been meeting every couple of weeks to help us decide on the main tenant engagement priorities for the housing service.

Tenant satisfaction measures (TSM) focus group helped decide on the additional questions for the TSM quarterly surveys; the performance focus group had input on how the new Dashboard performance information is delivered – so it is relevant to tenants and





Tenant inspectors' Anti-social-behaviour (ASB) focus group findings will feed into the ASB report.

## Block reps

### Recruitment drive

The team continuously works to recruit more block reps – currently we have 66 block reps across the city.

Block reps are volunteers who represent the residents in their block or street – to make a difference where they live. They work to improve local neighbourhood, either by litter picking, cleaning monitoring, raising issues in communal area or seeing advice from other block reps.

If you would like to become a Block or Street Rep, please fill in [this form](#).

## Tenant Scrutiny Panel

**Sought after panel have been very busy...**

The Panel is very busy reviewing the abandoned vehicles on housing land, to see whether the process of reporting and removing the vehicles can be improved.

## Volunteering

**Our engaged tenants are amazing....**

# Thank you!

The first three quarters this financial year our engaged tenants...

Clocked over 2100  
volunteering hours

£26,000

Our engaged tenants put some serious volunteering time to help us improve housing service. At a very, very modest estimate, our tenants clocked over 2,100 volunteering hours

in the first three quarters; at a minimum wage rate of £12.21 it comes down to over £26,000....

I am certain the numbers could be doubled, if we count the research they do, the work in their local area, etc.

Once again – thank you everyone for helping us improve housing services.

## Certificate of TPAS membership for 2025/2026:

**FREE membership for all our tenants, leaseholders and shared owners - please do not forget to join!**

Southampton City Council is committed to tenant engagement and are proud member of TPAS. TPAS are the leading tenant engagement experts – they offer an independent and impartial advice, support and training for tenants and social housing providers.

Please check their website, as [TPAS](#) membership is FREE for all our tenants, leaseholders and shared owners. To join – please click [here](#).



## WhatsApp

**Join our growing tenant engagement community**

You can join our growing Announcement group to get the latest news about key Tenant Engagement opportunities and consultations by clicking [here](#), or by scanning the QR code below:



## Junior Neighbourhood Wardens

We aim to promote citizenship and instil a sense of responsibility and compassion in our youth, ensuring they have the tools they need to become their best selves and make a positive impact in their city.

### Projects

We have been busy across the city supporting community events and completing our own Junior Wardens projects.

Knowing the weather in February half term, we arranged for some indoor activity days. The 3 days were held in Weston, Northam and Millbrook to cover a large area of the city.



Alison  
"My girls had an amazing time, thanks for arranging"



### 3 great days

In addition to the activities, we were joined by Film & Media students from Solent University. We pitched a film idea to them several weeks ago for them to produce a promotional film for me regarding the Junior Wardens Scheme. The pitch was successful, and they attended all three events, filming activities and talking to some of the young people during the sessions. Watch this space for the official film coming soon.

We engaged 62 young people over the 3 days.

We made 9 Facebook posts with 89 positive

engagements.



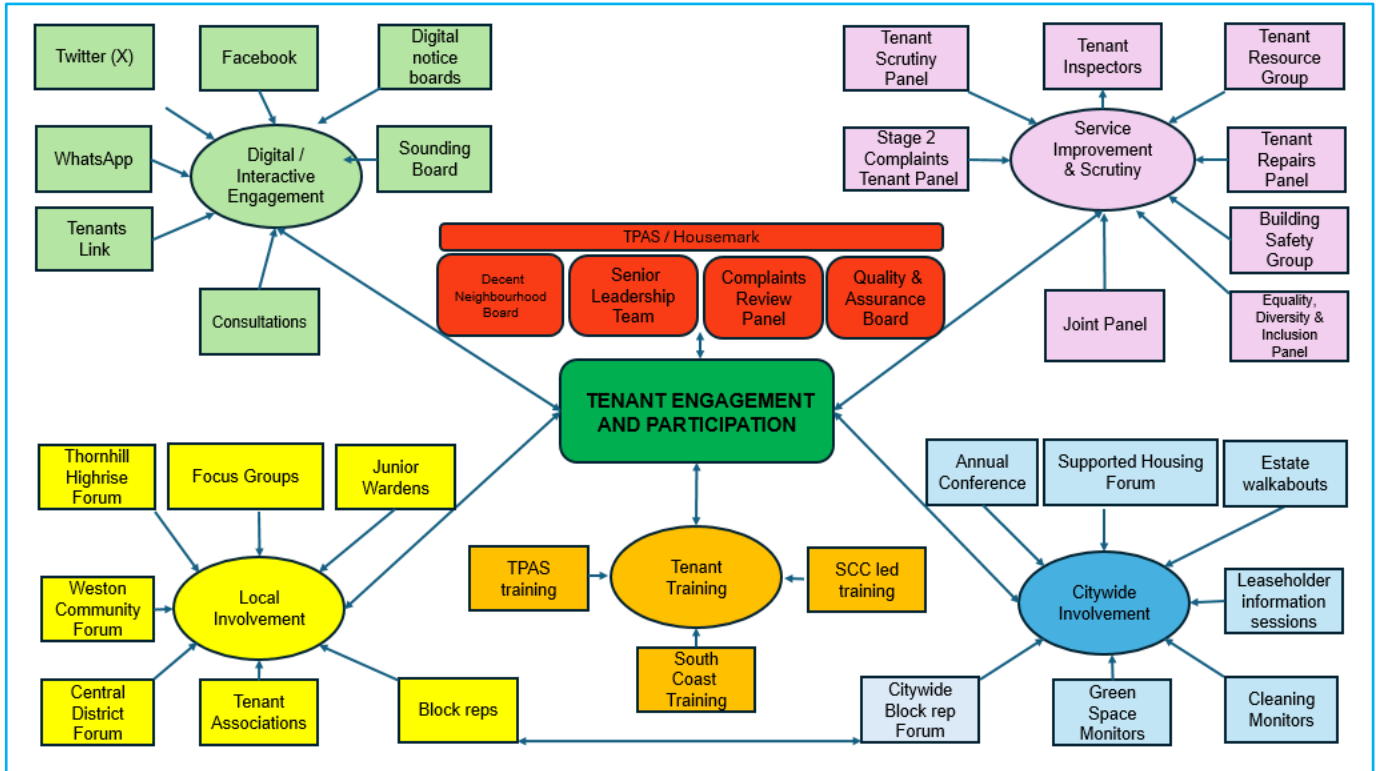
At each event there were a round robin of activities keeping the day interesting, fast paced and fun.

## How does tenant engagement work

### Tenant engagement structure diagram:

I thought this is important information, worth mentioning in this report again - the diagram shows all the structure and engagement opportunities at a glance. Please let us know if anything is missing or if something does not make sense.

Please note: the information in red boxes applies to senior leadership structure and governance. Some of the boards are under development (such as Quality and assurance board) and tenant engagement in them is being developed. We are working on starting Equality, diversity and inclusion panel).



### The legend:

|  |   |
|--|---|
|  | Digital engagement  |
|  | Tenant engagement   |
|  | Local neighbourhood tenant engagement opportunities   |
|  | City wide tenant engagement opportunities   |
|  | Service improvement tenant engagement opportunities   |
|  | Senior improvement boards with tenants representatives<br>(please note that couple of them are in the initial stage of the development) |



## Tenant Engagement performance

### The Team's performance

Here is the team's performance information against agreed indicators.

The following is a summary of our performance over 3 months in the last quarter this financial year (1 January to 31 March 2025): you can see at a glance how our tenants got involved; how many consultations were conducted; how many block reps we have, and social media analytics. Please contact us if something is unclear.

|                 |   | Cumulative | April-June | July-Sept | Oct-Dec | Jan-Mar |
|-----------------|---|------------|------------|-----------|---------|---------|
| Workflow total  | Recommendations   |            | Q1         | Q2        | Q3      | Q4      |
| Engaged Tenants | How many people we engage   |            |            |           |         |         |
|                 | Total number of people attending TE meetings/events                       | Cumulative | 274        | 640       | 972     | 1,447   |
|                 | Total number of block reps  |            | 75         | 74        | 75      | 65      |
|                 | Number of people signed up to tenant engagement (from the sounding board) |            | 402        | 407       | 406     | 411     |
| Consultations   | Consultations   |            |            |           |         |         |
|                 | Number of issues consulted on   | Cumulative | 15         | 38        | 63      | 81      |
|                 | Number of people consulted  | Cumulative | 0          | 243       | 480     | 1,053   |
| Social media    | Communications - social media   |            |            |           |         |         |
|                 | Number of people that follow Housing Facebook                             |            | 1,774      | 1,771     | 1,784   | 1,796   |
|                 | Reach on Facebook   |            |            | 4,980     | 3,601   | 2,382   |
|                 | Interactions on Facebook  |            |            | 347       | 81      | 412     |
|                 | Number of Tenant Engagement Facebook group members                        |            | 132        | 135       | 136     | 137     |
|                 | Number of people that follow WhatsApp (N/A - Q1 & 2)                      |            | 0          | 0         | 36      | 35      |
| Recommendations | Impact  |            |            |           |         |         |
|                 | How many recommendations proposed by residents                            | Cumulative | 41         | 55        | 91      | 101     |
|                 | How many recommendations were accepted                                    | Cumulative | 33         | 44        | 74      | 79      |
|                 | How many recommendations - Implementation completed                       | Cumulative | 33         | 40        | 68      | 72      |
|                 | How many recommendations - Implementation pending                         | Cumulative | 0          | 4         | 6       | 7       |
| JNV             | Satisfaction with Junior Warden Scheme                                    |            |            |           |         |         |
|                 | Number of Junior warden events  | Cumulative | 7          | 12        | 15      | 18      |
|                 | Number of other events and projects supported - open to wider audience    | Cumulative | 0          | 1         | 2       | 2       |
|                 | JNV numbers signed up   | Cumulative | 159        | 318       | 505     | 699     |
|                 | Number of JNV attending JNV events and projects                           | Cumulative | 138        | 196       | 307     | 378     |
|                 | Number of attendees at public events                                      | Cumulative | 0          | 5         | 30      | 30      |
|                 | JNV Facebook followers  |            | 725        | 740       | 746     | 746     |

Please note:

- We have fewer block reps in quarter 4 - that could be for a number of reasons, which we will investigate it
- Reach on Facebook is no longer available for groups so we may re-think the statistics we collect for social media

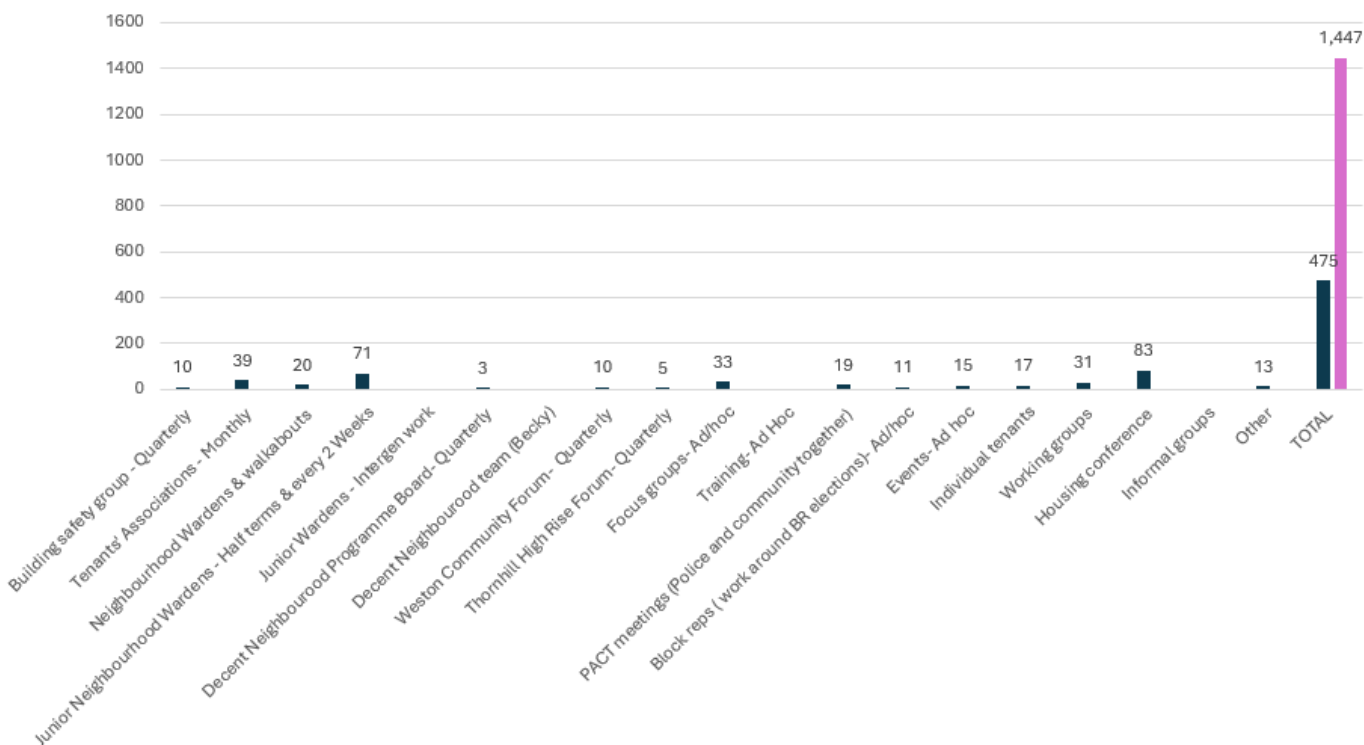
### Graph 1:

Graph shows that we have engaged with 475 tenants in Quarter 4 (1447 in total for all four quarters).

For the purpose of this report, tenant engagement means involved tenants, leaseholders and shared owners living in council properties, who got involved in shaping and improving our services using variety of methods available: from attending meetings and events in their local area, tenant's association meetings, formal panel meeting to email consultation and focus groups.

The numbers below refer to tenants that got involved through Tenant Engagement Team; we have now also started collecting the engagement figures from other departments. Please note – we have just started collecting figures from other housing departments, so the picture of engagement is not a complete one, as we are still developing the system of collecting the performance information from other departments.

Graph 1: The number of engaged tenants by group in quarter 4

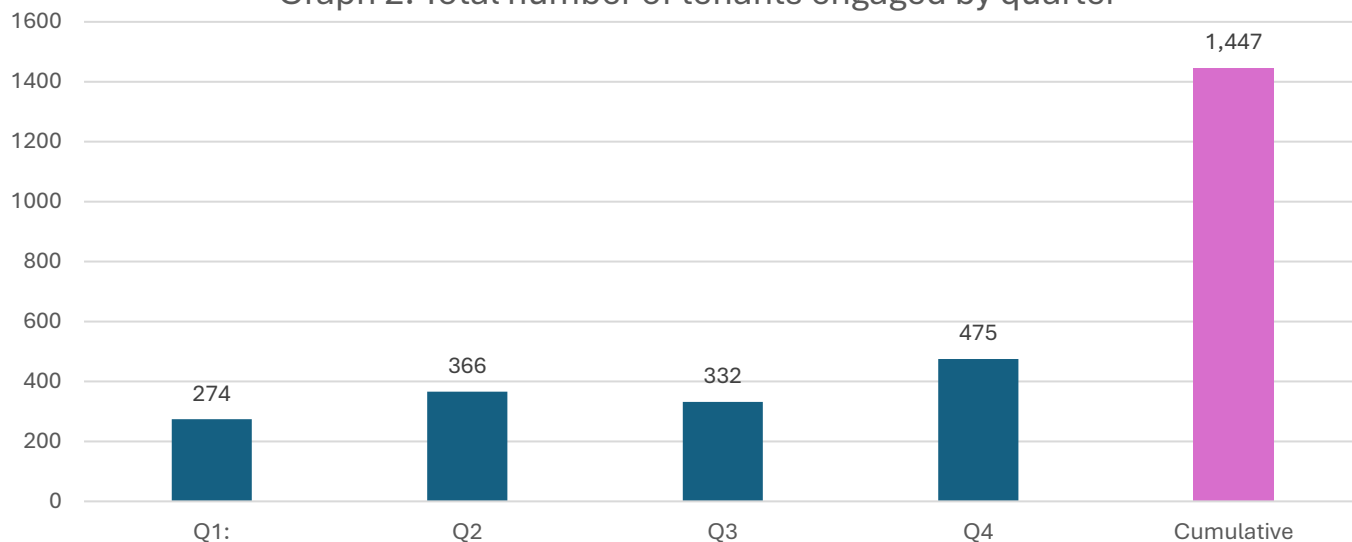


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### Graph 2:

The graph below shows the numbers of tenants engaged in each quarter. The pink entry in the graph is the sum of the first three quarters. Please note we counted the overall number of tenants being engaged, but that some tenants may be attending more than one event/meeting.

Graph 2: Total number of tenants engaged by quarter





### Graph 3:

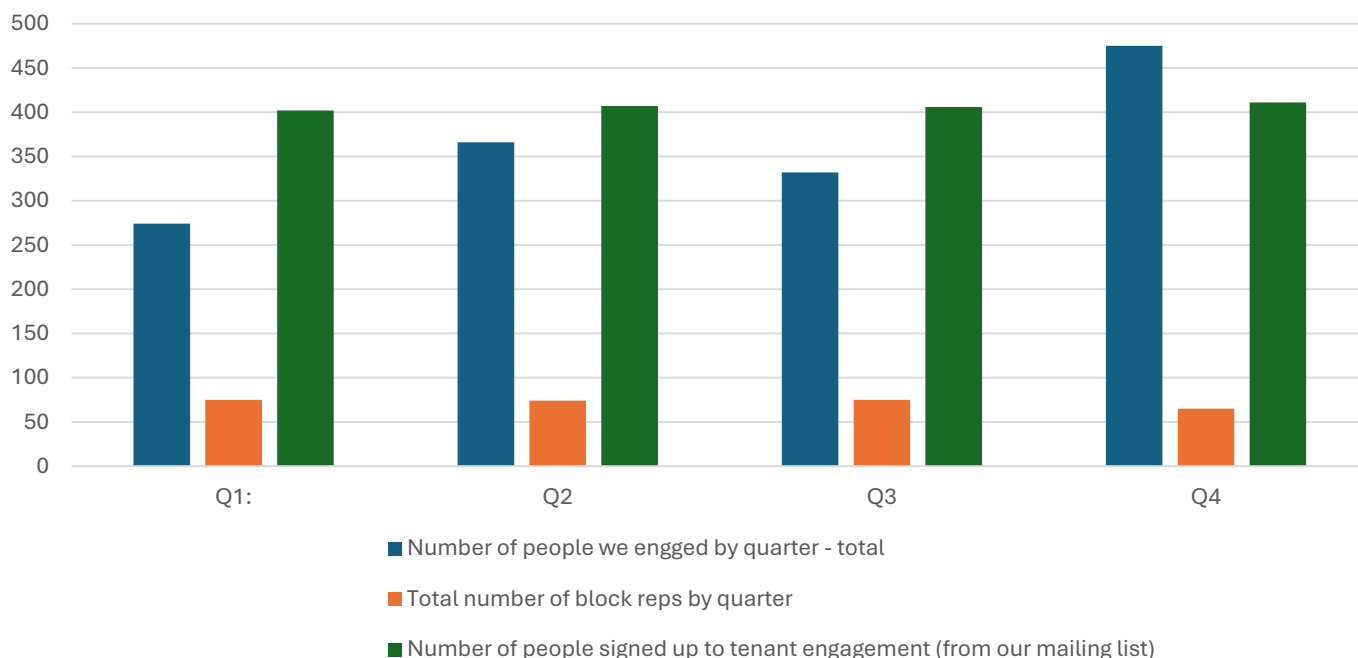
The graph below shows the number of tenants engaged in each quarter, the total number of formal block reps in the city and the number of tenants that have formally signed up to tenant engagement.

The overall engagement was slightly higher in the last quarter, but we had a minor drop in the number of blocks reps in the city.

This could be for a number of reasons - tenants do choose to stop engaging, but the new tenants join our engaged groups on a regular basis.

We plan to work on the recruitment drive and expanding the engagement to ensure the real representation of our tenants.

### Graph 3: number of engaged tenants and block reps per quarter



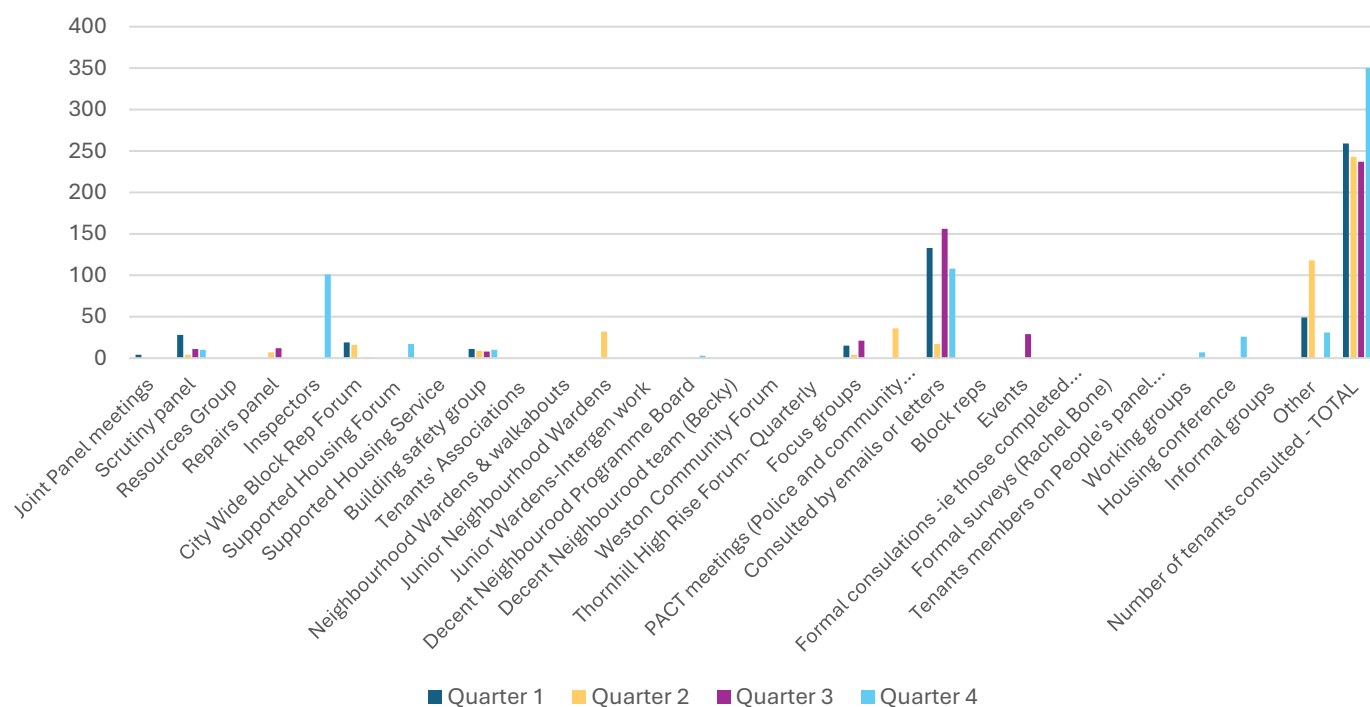
### Graph 4:

Below we can see the consultation figures: we are committed to consulting tenants, leaseholders and other stakeholders on matters that affect them.

The consultations are a specific type on engagement with tenants - they are acts of discussing specific issues with tenants/groups before making a decision about it.

It is noticeable that some groups are more involved in consultation than others – we have been very effective getting tenants views through Tenant Inspectors, focus groups and by email.

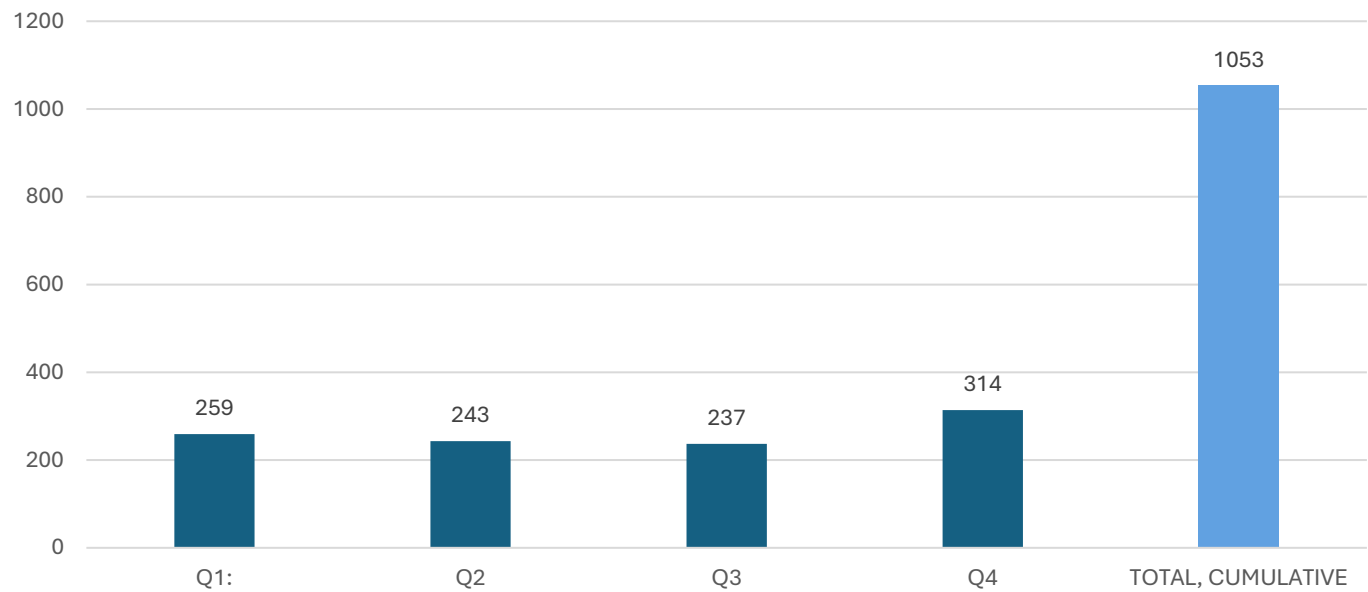
### Graph 4: the number of tenants consulted per quarter - by group



**Graph 5:**

The graph shows total number of tenants involved in consultations by quarter – I am pleased to report that in the last financial year we involved 1053 tenants in housing consultations on variety of housing related issues. The figures in this graph do not include the Tenant Satisfaction Measures (TSM) Survey: over 1,500 were consulted across the city. From this financial year TSM survey will be done each quarter. The TSM survey figures may be included in this report in the future.

Graph 5: total number of tenants consulted per quarter



## Demographics

Here is the breakdown by age, gender, ethnicity, disability, the postcode and local housing office/neighbourhood of all our engaged tenants (the information was collected from our Tenant Engagement mailing list) for the last quarter (1 January to 31 March 2025).

This allows us to identify whom we are not reaching, so we can proactively try to engage with them.

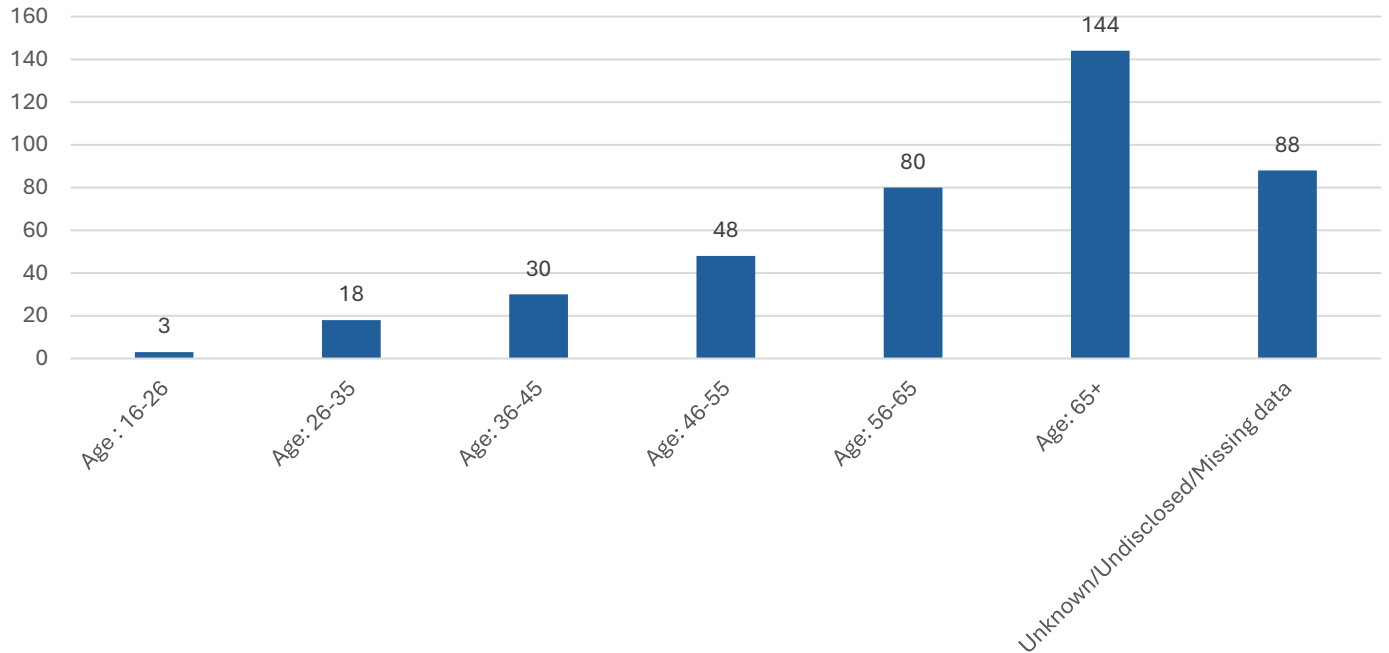
As you can see, the number of our engaged tenants is steadily rising.

| Demographics of tenants on Sounding Board   | April-June |            | July-Sept |            | Oct-Dec |            | Jan-Mar |            |
|---|------------|------------|-----------|------------|---------|------------|---------|------------|
| Description   | Q1:        | TOTAL      | Q2        | TOTAL      | Q3      | TOTAL      | Q4      | TOTAL      |
| <b>How many people we engage</b>  |            |            |           |            |         |            |         |            |
| <b>Demographics - age, race, disability - to show we are improving (stats from the sounding board), and by district</b> |            |            |           |            |         |            |         |            |
| <b>Age</b>  |            |            |           |            |         |            |         |            |
| Age: 16-26  | 5          |            | 4         |            | 3       |            | 3       |            |
| Age: 26-35  | 14         |            | 16        |            | 18      |            | 18      |            |
| Age: 36-45  | 30         |            | 30        |            | 30      |            | 30      |            |
| Age: 46-55  | 46         |            | 48        |            | 48      |            | 48      |            |
| Age: 56-65  | 74         |            | 78        |            | 80      |            | 80      |            |
| Age: 65+  | 146        |            | 145       |            | 144     |            | 144     |            |
| Unknown/Undisclosed/Missing data  | 87         |            | 86        |            | 85      |            | 88      |            |
|   |            | <b>402</b> |           | <b>407</b> |         | <b>408</b> |         | <b>411</b> |
| <b>Gender</b>   |            |            |           |            |         |            |         |            |
| Male  | 144        |            | 152       |            | 143     |            | 154     |            |
| Female  | 243        |            | 254       |            | 255     |            | 254     |            |
| Other   |            |            |           |            |         |            |         |            |
| Unknown/Undisclosed/Missing data  | 15         |            | 1         |            | 2       |            | 3       |            |
|   |            | <b>402</b> |           | <b>407</b> |         | <b>406</b> |         | <b>411</b> |
| <b>Ethnicity</b>  |            |            |           |            |         |            |         |            |
| White British   | 171        |            | 173       |            | 173     |            | 172     |            |
| White European  | 14         |            | 15        |            | 15      |            | 15      |            |
| White other   | 1          |            | 1         |            | 1       |            | 1       |            |
| Black, British  | 3          |            | 3         |            | 3       |            | 3       |            |
| Asian   | 11         |            | 11        |            | 11      |            | 11      |            |
| African   | 11         |            | 11        |            | 11      |            | 11      |            |
| Caribbean   | 5          |            | 5         |            | 5       |            | 5       |            |
| Mixed heritage  | 2          |            | 2         |            | 2       |            | 2       |            |
| Unknown/Undisclosed/Missing data  | 184        |            | 186       |            | 185     |            | 191     |            |
|   |            | <b>402</b> |           | <b>407</b> |         | <b>406</b> |         | <b>411</b> |
| <b>Disability</b>   |            |            |           |            |         |            |         |            |
| Yes   | 43         |            | 45        |            | 44      |            | 47      |            |
| No  | 87         |            | 87        |            | 87      |            | 86      |            |
| Unknown/Undisclosed/Missing data  | 272        |            | 275       |            | 275     |            | 278     |            |
|   |            | <b>402</b> |           | <b>407</b> |         | <b>406</b> |         | <b>411</b> |
| <b>Region - Post code</b>   |            |            |           |            |         |            |         |            |
| SO14  | 85         |            | 86        |            | 86      |            | 88      |            |
| SO15  | 26         |            | 26        |            | 26      |            | 24      |            |
| SO16  | 107        |            | 108       |            | 108     |            | 108     |            |
| SO17  | 7          |            | 8         |            | 9       |            | 9       |            |
| SO18  | 34         |            | 34        |            | 34      |            | 34      |            |
| SO19  | 143        |            | 145       |            | 142     |            | 145     |            |
| Unknown/Undisclosed/Missing data  |            |            |           |            | 1       |            | 3       |            |
|   |            | <b>402</b> |           | <b>407</b> |         | <b>406</b> |         | <b>411</b> |
| <b>Neighbourhood/Local housing office</b>   |            |            |           |            |         |            |         |            |
| Central   | 83         |            | 113       |            | 113     |            | 121     |            |
| East  | 174        |            | 173       |            | 176     |            | 173     |            |
| West  | 108        |            | 103       |            | 108     |            | 107     |            |
| Unknown/Undisclosed/Missing data  | 37         |            |           |            | 3       |            | 4       |            |
|   |            | <b>402</b> |           | <b>407</b> |         | <b>406</b> |         | <b>411</b> |

**Graph 6:**

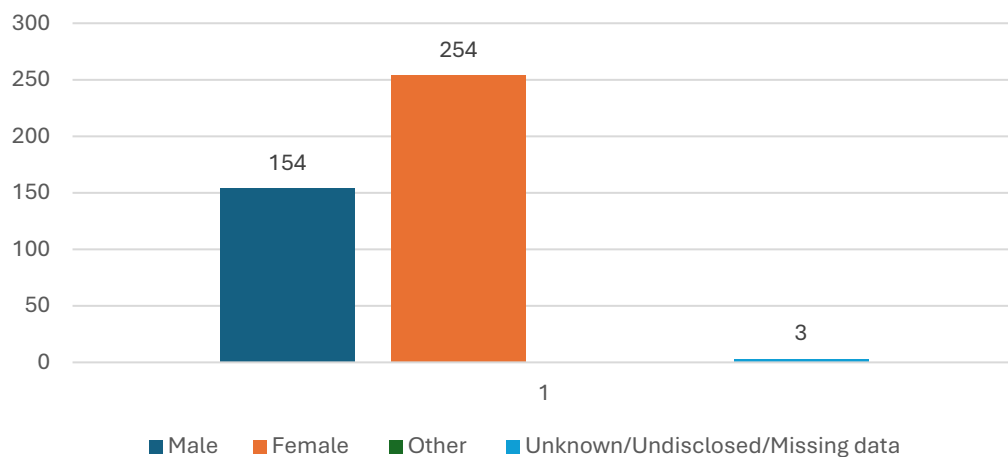
The graph shows the breakdown of our engaged tenants by age: the chart shows that even though we have the representation from all ages – most of our engaged tenants are age 56 and above: 35% are over the age of 65. We will try to address this as we would like to have a better representation from all ages.

Graph 6: Engaged tenants by age

**Graph 7:**

The graph below shows the breakdown of our engaged tenants by gender: even though the majority of our engaged tenants are females (61.8%), the number was higher in the last quarter (63%) - there is a slight increase in the number of engaged male tenants - 37.5%.

Graph 7: engaged tenants by gender





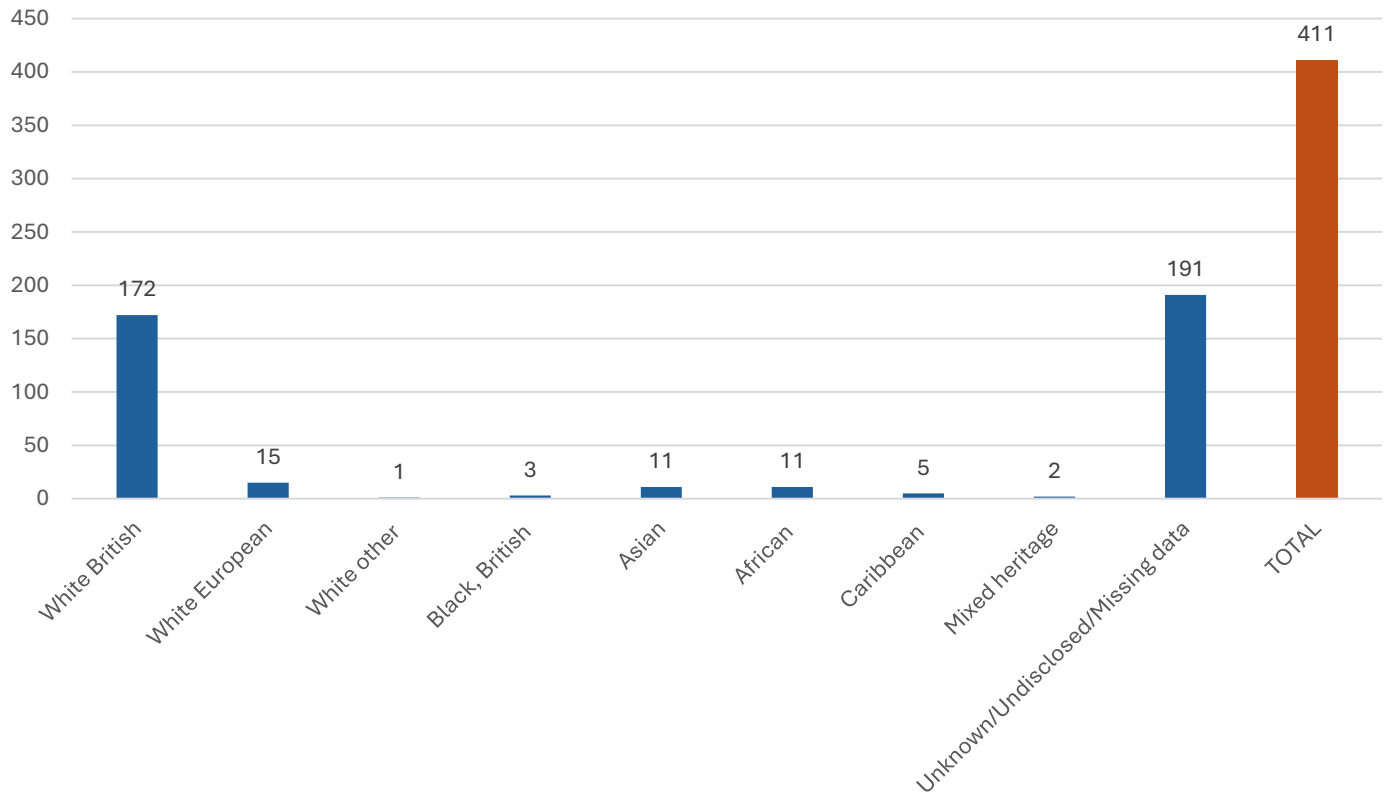
#### Graphs 8 & 9:

**The graph 8** indicates that even though the majority of our engaged tenants are White British, we do have the representatives from different communities.

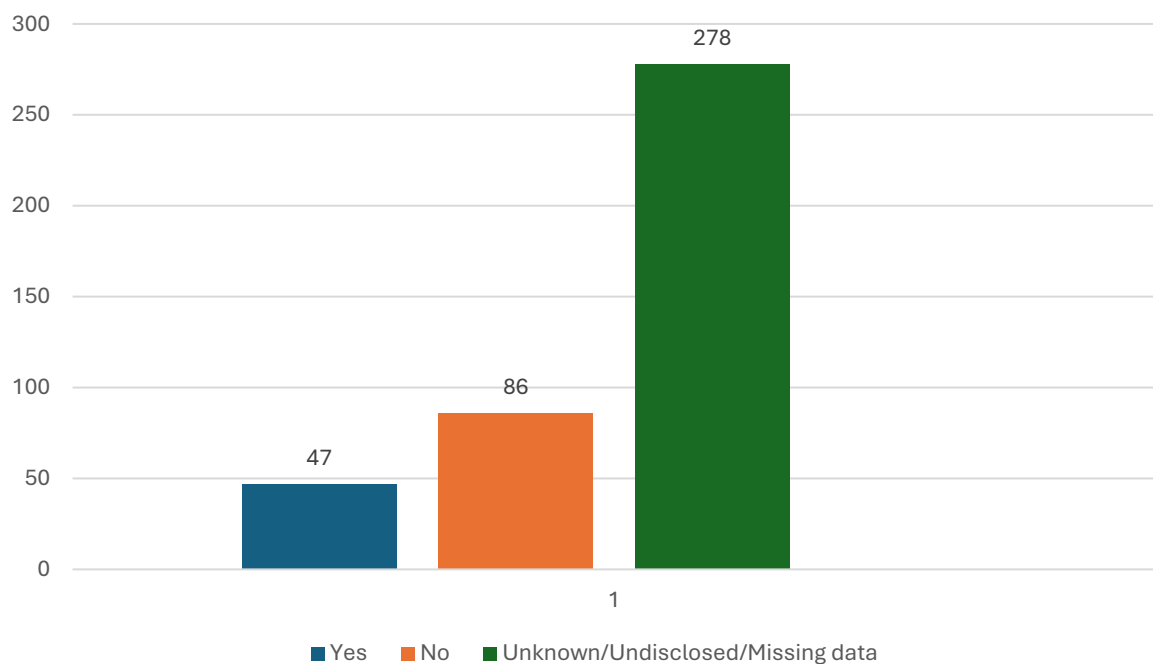
**The graph 9** reveals how little information we hold on our engagement tenants and disability thus making it more difficult for us to make our work/engagement opportunities as accessible as we would like. Housing services are missing some demographics data on tenants and are already working on trying to find a way to know more about our tenants and their needs, taking into account the data protection and tenants' rights on non-disclosure.

Both graphs show that we have lots of missing data on our tenants – presently, the Housing service is looking into getting more accurate information.

Graph 8: engaged tenants by ethnicity



Graph 9: disability

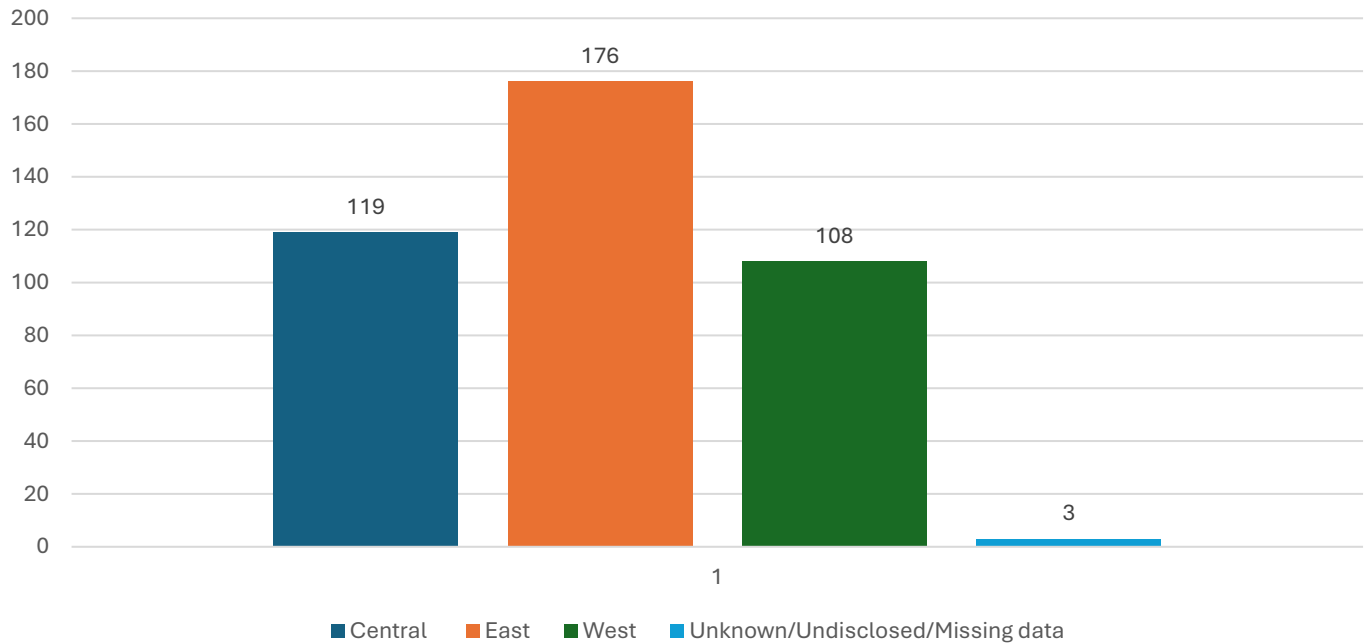


### Graphs 10 & 11:

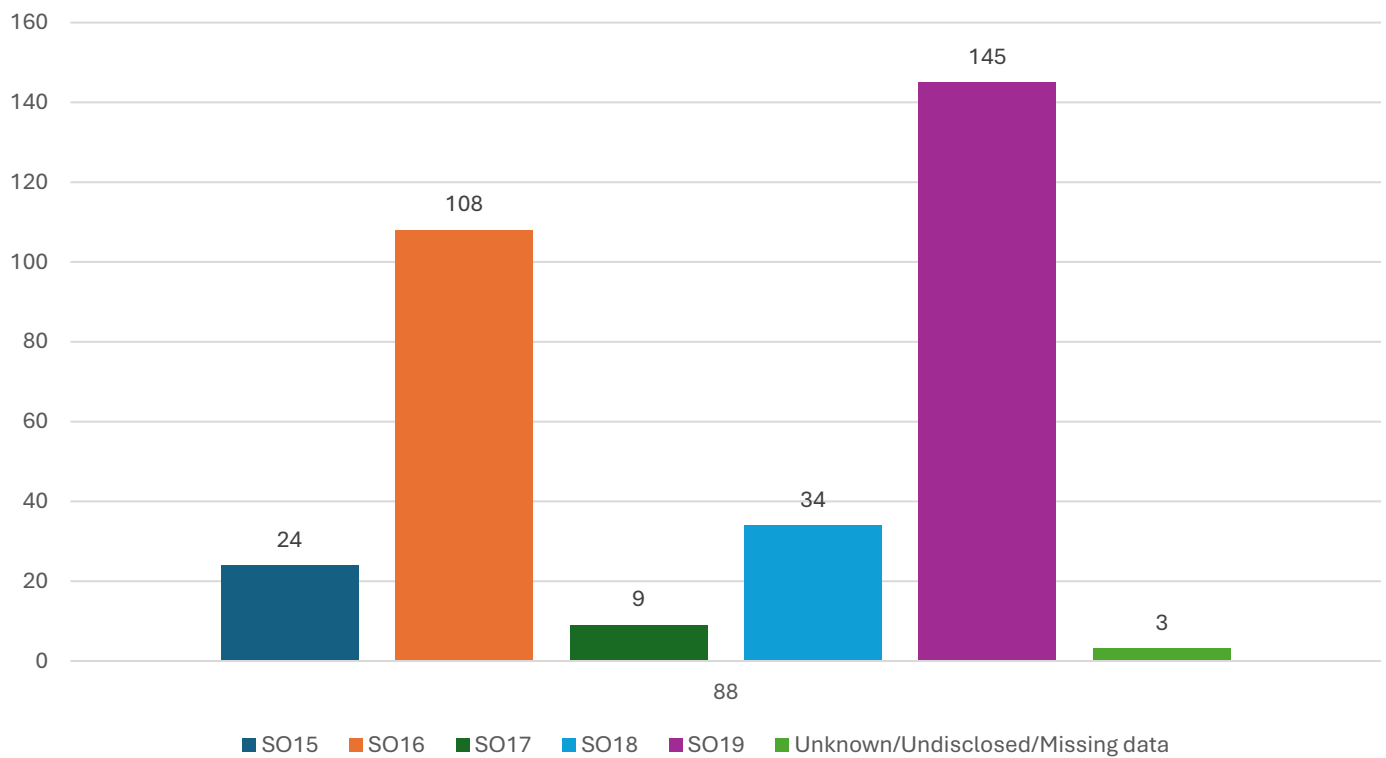
Graphs below indicate the geographic area of our engaged tenants by the Local housing office and by post codes.

We have a good representation of tenants covered by the three local housing offices. The figures vary by post codes, but it is difficult to compare the figures as the areas and the estates vary in size and the number of tenants.

#### Graph 10 - Engaged tenants by Local Housing Office area



#### Graph 11: Engaged tenants by post code



## Panel's recommendations

Tenant panels and forums challenge the performance of us as the landlord, hold us to account and suggest improvements. They choose subjects to review, conduct inquiries and recommend changes and improvements. The results are then reported back to the senior managers.

Here is the list of the tenants' recommendations by quarter:

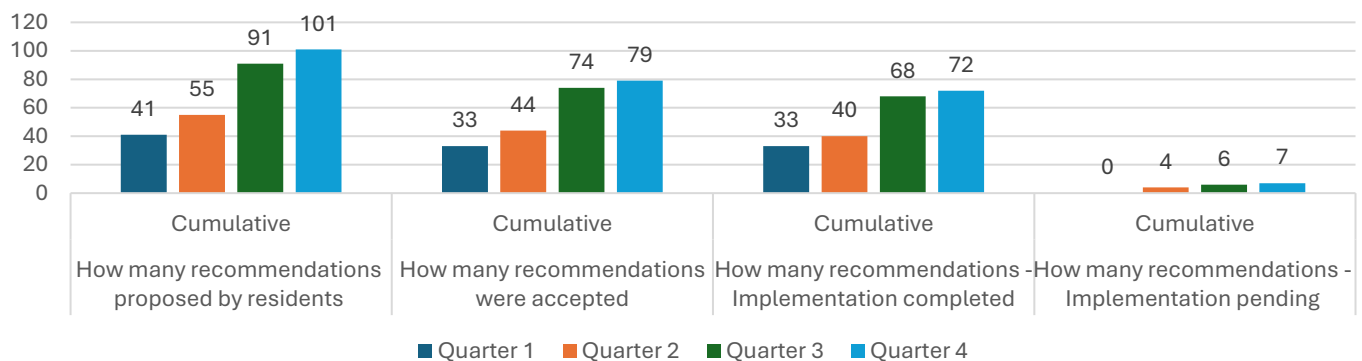
| Impact  |            |    |    |    |     |
|---|------------|----|----|----|-----|
| How many recommendations proposed by residents      | Cumulative | 41 | 55 | 91 | 101 |
| How many recommendations were accepted              | Cumulative | 33 | 44 | 74 | 79  |
| How many recommendations - Implementation completed | Cumulative | 33 | 40 | 68 | 72  |
| How many recommendations - Implementation pending   | Cumulative | 0  | 4  | 6  | 7   |

### Graph 12:

The graph illustrates whether the recommendations proposed by tenants were accepted and if so, whether or not they have been implemented.

We are happy to report that the majority of the recommendations proposed by tenants we accepted and already implemented.

Graph 12: Resident recommendations - proposed/ accepted/ implemented



## Housing social media:

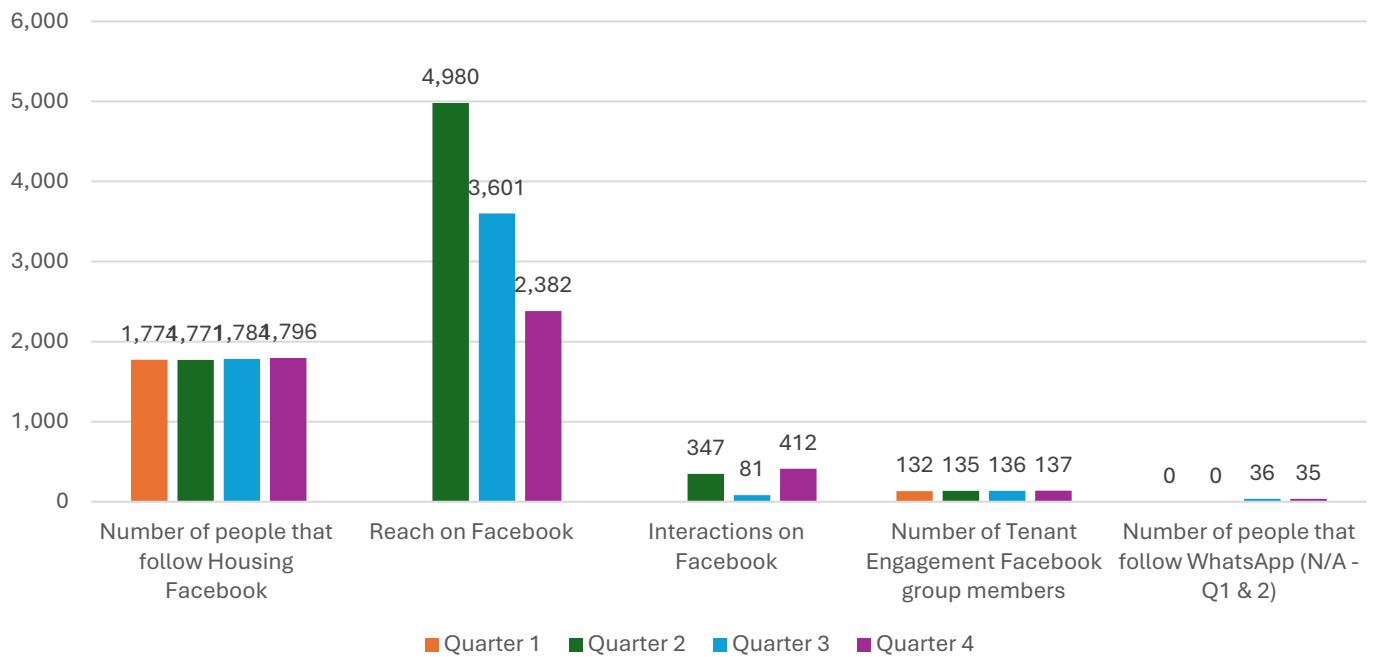
Housing Service got 1796 followers. The figures are collected for the whole financial year.

Please note that we do not use X social media account any longer.

### Graph 13: Social media

Please note that we have not collected Facebook reach in quarter one, and our Tenant Engagement WhatsApp community group has not been officially launched yet. It is interesting to note that Facebook reach in quarter 2 was higher than in quarter 3 and 4 (apologies to everyone, we had to amend the “reach” figures for quarter 2 & 3 as they were inaccurate in the last Q3 report)

Graph 13: social media numbers in the last financial year



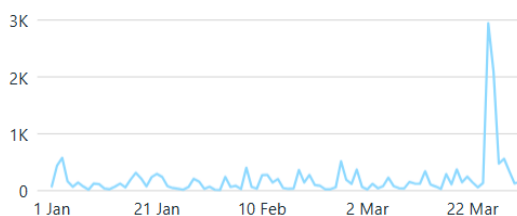
## Social media analytics:

### Performance:

#### Views

Export

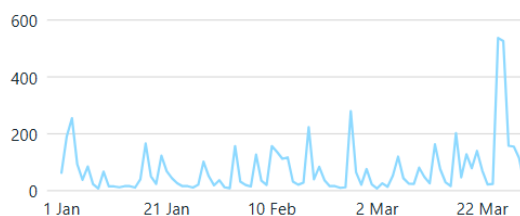
18.6K ↑ 10.1%



#### Reach

Export

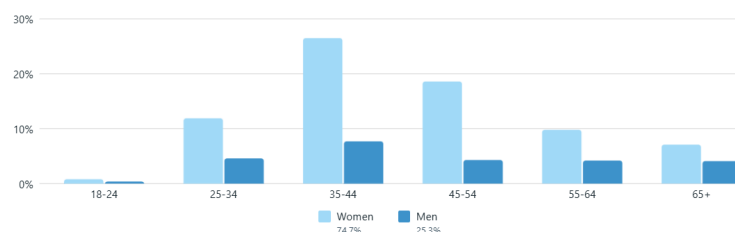
2.4K ↓ 33.5%



### Audience demographics:

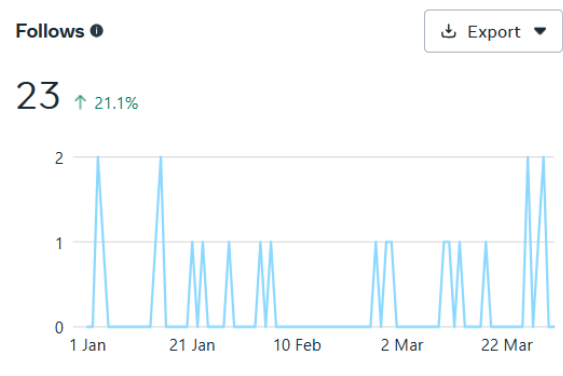
1,796

#### Age & gender

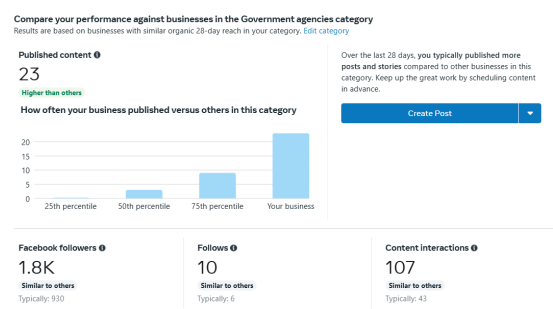




Facebook follower trends:



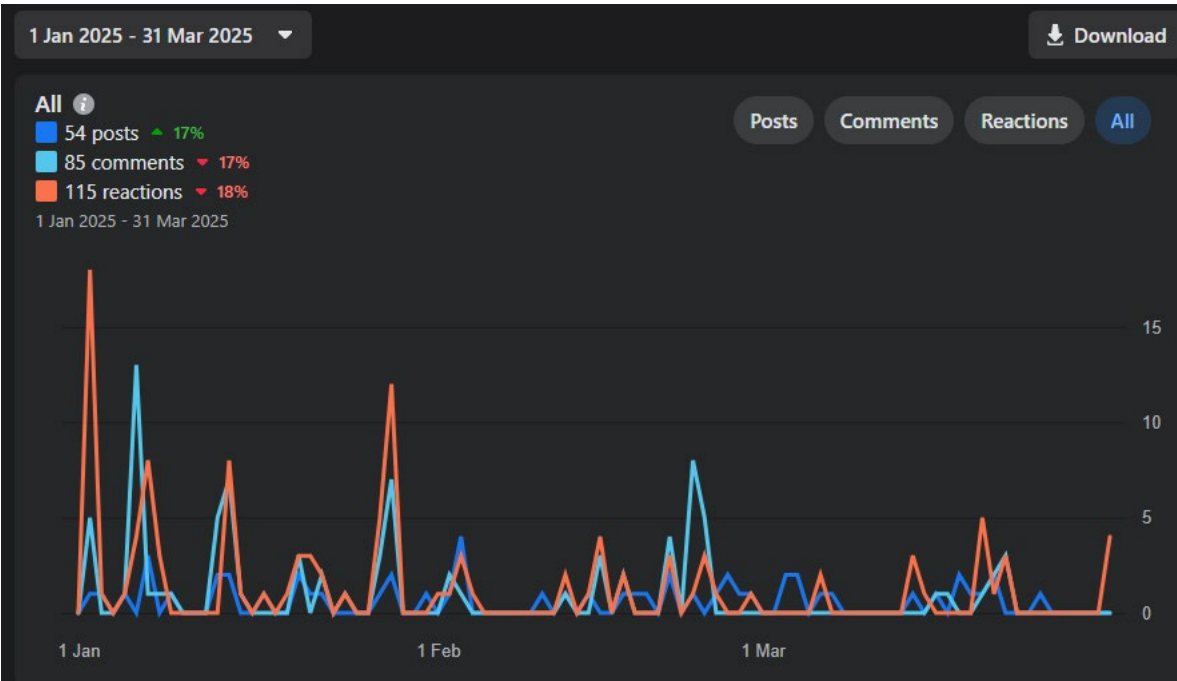
Benchmarking against similar organisations:



Benchmarking over the last 28 days.

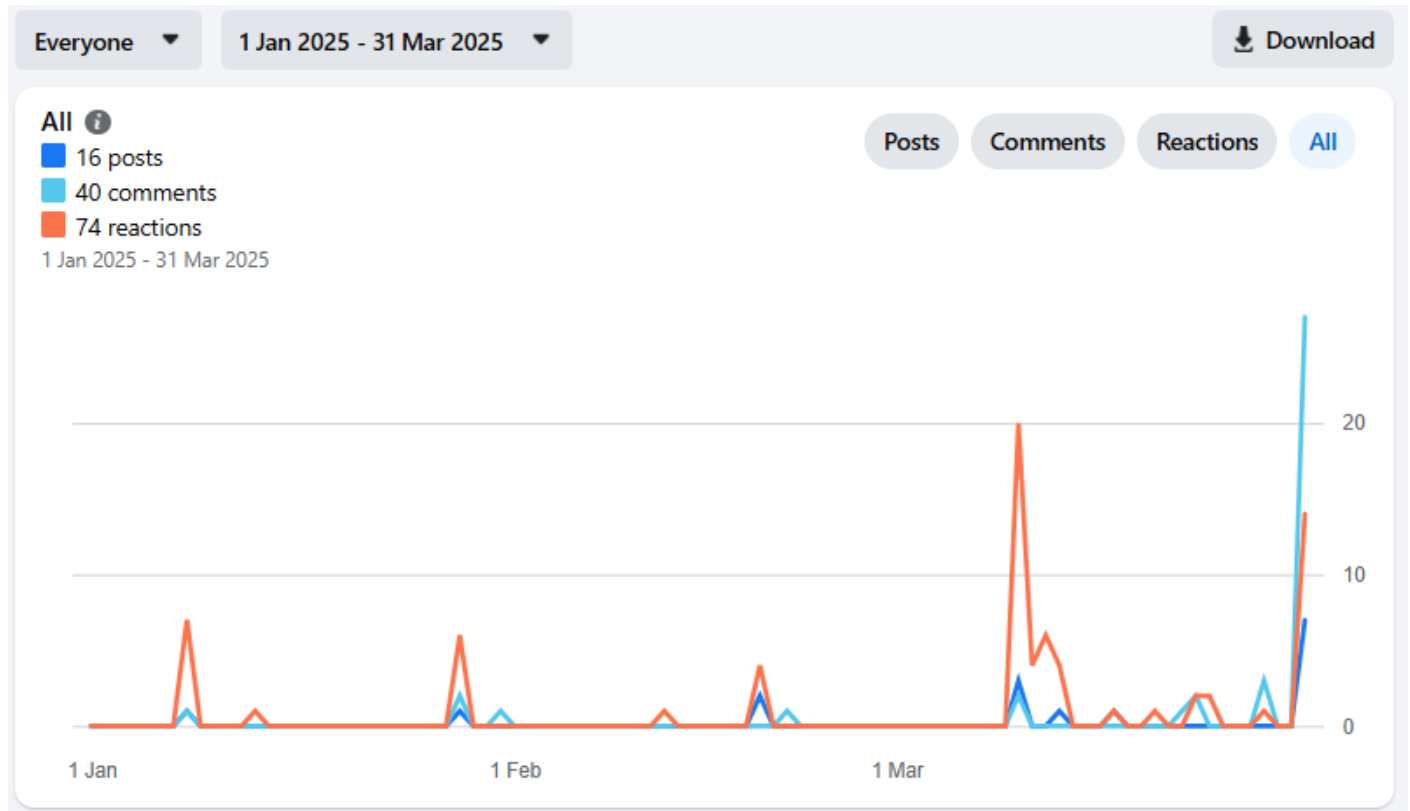
Tenant Engagement Facebook Group Insights (private Group)

This group currently has 136 members.



## Junior Neighbourhood Wardens social media insights 1 October to 31 December 2024:

Junior Neighbourhood Wardens' Facebook page got 778 followers.



## Having your say this year

I hope you have found these quarterly reports interesting. It shows how we engage with tenants every quarter and try to improve housing service. The reports will be reviewed by tenants later on this year to ensure they present all the information in a way that is both accurate and hopefully informative.

We are always keen to hear your views, so please email your comments to:

[tenant.engagement@southampton.gov.uk](mailto:tenant.engagement@southampton.gov.uk) or call 023 8083 3185.

## What next?

### Actions for improvement and lessons learned

#### **Actions taken and planned:**

- Q3 Tenant Engagement report was shared with tenants – paper versions of the document are available on request
- Housing conference delivered on 25 March
- Youth work – work closer with Junior Wardens and explore, if possible, to start a junior block rep/junior champion scheme and pilot local junior forum – in progress
- Tenant engagement strategy – in progress: tenants' working group organised; the group agreed the strategy priorities and will continue to oversee the development of the strategy. The drafting stage of the strategy just started and the follow up meeting with the working group arranged for 2 May

- Ongoing: We continue to offer variety of tenant engagement opportunities and align them to the tenant engagement standards – we would consult with tenants to see if we missed any engagement opportunities important to them
- Ongoing: we keep our website updated to ensure that the accuracy of information

#### **Future actions:**

- Share Q4 Tenant Engagement report with our tenants
- Continue to work with tenants and colleagues to update tenant engagement strategy – it will take a year to complete the strategy
- Set up Equality, Accessibility & Inclusion (EDI) panel / group – tenants’ focus group to help shape this panel
- Training:
  - South Coast training session to be delivered in April and October 2025
  - Deliver tenants’ training planned for May and June
- Explore possibility Tenant Engagement performance page so we can be more transparent about our performance – still pursuing
- Continue working on Communications plan
  - Share good news stories
  - Re-start “Tenants’ corner” to share their successes (social media) – not completed
- Launch tenant charter – in progress (slipped from quarter 4)
- Organise a focus group that will review Tenant engagement quarterly reports
- Create a space for panels/forums’ minutes from their meetings to be uploaded to our website

## **Follow us!**

Follow the Engagement team

- : @southamptonhousing



**WhatsApp:**

<https://chat.whatsapp.com/BhfprnvjhdqEguZbYb02W9>

## **To get in touch**

**Web:** <https://www.southampton.gov.uk/housing/your-tenancy/tenant-participation/>

**Email:** [tenant.engagement@southampton.gov.uk](mailto:tenant.engagement@southampton.gov.uk)

**Call:** 023 8083 3815

**Please let us know if you, or any of your neighbours and friends would like to receive this newsletter in a paper copy, and we will post it to you.**

**Appendix 1:****Building Safety Visits for Hampshire & Isle of Wight Fire and Rescue and Southampton CC Building Safety**

| Building          | Date                            | Time           | Venue                          |
|-------------------|---------------------------------|----------------|--------------------------------|
| Canberra Towers   | 26 <sup>th</sup> March 2025     | 12:00 to 15:00 | Wardens Office and Flat Visits |
| Copenhagen Towers | 16 <sup>th</sup> April 2025     | 09:00 to 12:00 | Wardens Office and Flat Visits |
| Rotterdam Towers  | 14 <sup>th</sup> May 2025       | 09:00 to 12:00 | Wardens Office and Flat Visits |
| Hampton Towers    | 11 <sup>th</sup> June 2025      | 12:00 to 15:00 | Wardens Office and Flat Visits |
| Havre Towers      | 16 <sup>th</sup> July 2025      | 12:00 to 15:00 | Wardens Office and Flat Visits |
| Oslo Towers       | 13 <sup>th</sup> August 2025    | 09:00 to 12:00 | Wardens Office and Flat Visits |
| Dumbleton Towers  | 17 <sup>th</sup> September 2025 | 12:00 to 15:00 | Wardens Office and Flat Visits |
| Hightown Towers   | 15 <sup>th</sup> October 2025   | 09:00 to 12:00 | Wardens Office and Flat Visits |
| Meredith Towers   | 12 <sup>th</sup> November 2025  | 12:00 to 15:00 | Wardens Office and Flat Visits |
| Castle House      | 10 <sup>th</sup> December 2025  | 09:00 to 12:00 | Wardens Office and Flat Visits |
|                   |                                 |                |                                |
| 2026              |                                 |                |                                |
| Millbank House    | 14 <sup>th</sup> January 2026   | 09:00 to 12:00 | To be determined               |
| Wyndham Court     | 11 <sup>th</sup> February 2026  | 12:00 to 15:00 | Wardens Office and Flat Visits |
| Sturminster House | 11 <sup>th</sup> March 2026     | 09:00 to 12:00 | Wardens Office and Flat Visits |



|                  |                                |   |                                 |
|------------------|--------------------------------|---|---------------------------------|
| Canute House     | 15 <sup>th</sup> April 2026    | All day event due to booking the community Centre | Challis Court Community Centre  |
| Holyrood House   | 15 <sup>th</sup> April 2026    | All day event due to booking the community Centre | Challis Court Community Centre  |
| St James House   | 15 <sup>th</sup> April 2026    | All day event due to booking the community Centre | Challis Court Community Centre  |
| Millbrook Towers | 13 <sup>th</sup> May 2026      | 09:00 to 12:00                                    | Wardens Office and Flat Visits  |
| Roundhill Close  | 10 <sup>th</sup> June 2026     | 12:00 to 15:00                                    | To be determined                |
| Shirley Towers   | 8 <sup>th</sup> July 2026      | 09:00 to 12:00                                    | Shirley Towers Community Centre |
| Redbridge Towers | 12 <sup>th</sup> August 2026   | 12:00 to 15:00                                    | Wardens Office                  |
| Albion Towers    | 9 <sup>th</sup> September 2026 | 09:00 to 12:00                                    | Wardens Office                  |