

## Draft Tenant and Leasehold Engagement strategy Consultation

Southampton City Council is consulting on a Draft Tenant and Leasehold Engagement Strategy Consultation.

We would like to hear your thoughts on the proposals and any impacts or alternative suggestions you would like us to consider. Now is your opportunity to have your say.

An online version of this questionnaire can be found on Southampton City Council's website at [www.southampton.gov.uk/consultations](http://www.southampton.gov.uk/consultations)

You can also email your consultation feedback or queries to [yourcity.yoursay@southampton.gov.uk](mailto:yourcity.yoursay@southampton.gov.uk)

This consultation closes on **Sunday 19th October 2025**.

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### *Background*

We are committed to improving our service, putting you, our tenants, leaseholders and shared owners, at the heart of everything we do. This draft strategy reflects a commitment to strengthen engagement, communication, and participation with you. Empowering you to scrutinise and shape the housing service to ensure continuous improvement. We acknowledge that, in the past, you have not been involved in decision making in a meaningful way or been able to challenge decisions effectively.

This strategy is for residents- which includes tenants, shared owners and leaseholders. The draft strategy will create an environment where we can work in partnership with communities to address key challenges. It will provide a framework through which we can demonstrate our commitment to meaningful resident engagement and the delivery of tangible service improvements. While delivering an outstanding service is the motivation for this draft strategy, it will also help meet the requirements set out by the Regulator for Social Housing's (RSH) Consumer Standards.

The purpose of this draft strategy is to:

- Define a clear purpose for tenant engagement
- Meet regulatory requirements
- Reflect Southampton City Councils (SCC) organisational objectives
- Support good governance
- Support a strong tenant involvement and engagement culture across the council

### **What is tenant engagement?**

Tenant Engagement is about working with you to make a real difference to services. Effective engagement sees you taking part in the decision-making process and influencing choices which affect your services, homes and communities. It is an evolving two-way process of communication. Tenant engagement plays a key role in ensuring that you have the opportunity to have a say on how housing services are run. There are all sorts of ways you can get involved and we understand that not everyone wants to / is able to be part of a formal tenant group. As such, we will create opportunities to suit you.

## Our priorities

Together with residents, we have developed three priority areas for the draft strategy:

Priority 1: Residents will play an integral role in decision making

Priority 2: Effective Scrutiny

Priority 3: To improve communication and interaction

The full draft strategy is available to read on our website here:

<https://www.southampton.gov.uk/consultations>

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### ***Priority 1: Residents will play an integral role in decision making***

We would like to:

- Ensure resident contributions are meaningfully considered
- Create a culture that recognises and values tenant engagement: engaging tenants and putting them at the heart of service

We propose to do this by:

- Establishing a Housing Advisory board with meaningful resident representation; the 'terms of reference' establishing clear roles / responsibilities.
- Reviewing and update internal processes to ensure resident investigations / panel recommendations are logged and actions tracked.
- Community Investment activities outside will support partnership working and provide opportunities to increase understanding of resident and community priorities
- Surveying staff on their attitudes and understanding of tenant engagement, responding accordingly.
- Developing resident skills, knowledge and experience to maximise contribution
- Staff to receive Tenant Engagement training
- Creating and implementing a Tenant Charter, setting out ways staff will work to involve residents in decision-making
- Staff to complete mandatory staff training on Social Housing Stigma

The full draft strategy is available to read on our website here:

<https://www.southampton.gov.uk/consultations>

**To what extent do you agree or disagree with our proposed plans for this priority?**

- ☐ Strongly agree
- ☐ Slightly agree
- ☐ Neither
- ☐ Slightly disagree
- ☐ Strongly disagree

**What impact do you feel this may have on you, your business or the wider community?**

- ☐ A very positive impact
- ☐ A fairly positive impact
- ☐ No impact at all
- ☐ A fairly negative impact
- ☐ A very negative impact
- ☐ Don't know

**If you disagree, or have any comments, impacts, suggestions or alternatives you feel we should consider, please provide details:**

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## ***Priority 2: Effective Scrutiny***

We would like:

- To demonstrate that we act upon your views and recommendations
- Resident and staff training on scrutiny
- To focus on examining issues, identifying areas for improvement, and making recommendations

We propose to do this by:

- Developing a scrutiny model with clear routes into the governance and service delivery operations
- Collect, analyse and use 'customer insight' - develop a deep understanding of resident needs, characteristics, experiences and expectations. Checking the quality of services against expectations and experience. Listening to real-world feedback to improve.
- Encourage involvement in tenant engagement / scrutiny opportunities:
  - Promote reimbursement support such as travel and childcare costs
  - Provide a variety of meeting times and venues to suit residents
  - Establish an Equality, Diversity and inclusion panel
- Focusing on complaints:
  - Making sure our complaint process is widely publicised through delivery of a complaints communication plan
  - Recording and communicating the lessons learnt from complaints
  - All housing staff to undertake complaint training
  - The Scrutiny Panel will have a routine and formal role in examining upheld complaints

The full draft strategy is available to read on our website here:  
<https://www.southampton.gov.uk/consultations>

**To what extent do you agree or disagree with our proposed plans for this priority?**

- ☐ Strongly agree
- ☐ Slightly agree
- ☐ Neither
- ☐ Slightly disagree
- ☐ Strongly disagree

**What impact do you feel this may have on you, your business or the wider community?**

- ☐ A very positive impact
- ☐ A fairly positive impact
- ☐ No impact at all
- ☐ A fairly negative impact
- ☐ A very negative impact
- ☐ Don't know

**If you disagree, or have any comments, impacts, suggestions or alternatives you feel we should consider, please provide details:**

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### ***Priority 3: To improve communication and interaction***

We would like:

- Trained, knowledgeable and empathetic staff
- Know our residents so that we can deliver targeted communication, offering a range of engagement opportunities. Complimenting digital with face to face and written communication

We propose to do this by:

- Identifying the barriers that prevent residents from engaging and create new opportunities that encourage more tenants to get involved
- Strengthening digital solutions to improve access to services and increase engagement. Maximising the use of social media and digital platforms
- Using plain English in all resident communications
- Producing clear, timely and transparent updates about Housing Services, Informing residents about the action taken as a result of their feedback.
- Staff to complete Customer Service training
- Delivering Tenant housing conference/s
- Using the Junior Neighbourhood Warden scheme to establish a youth panel- ensuring the voices of young people are heard and acted upon.
- Consultation process and feedback agreed – for both formal and informal consultations.

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**To what extent do you agree or disagree with our proposed plans for this priority?**

- ☐ Strongly agree
- ☐ Slightly agree
- ☐ Neither
- ☐ Disagree
- ☐ Strongly disagree

**What impact do you feel this may have on you, your business or the wider community?**

- ☐ A very positive impact
- ☐ A fairly positive impact
- ☐ No impact at all
- ☐ A fairly negative impact
- ☐ A very negative impact
- ☐ Don't know

**If you disagree, or have any comments, impacts, suggestions or alternatives you feel we should consider, please provide details:**

***Reading the draft strategy***

**Have you read the proposed draft strategy?**

- ☐ Yes, all of it
- ☐ Yes, some of it
- ☐ No, none of it

**If you have read the proposed draft strategy, to what extent do you agree or disagree with the following statements?**

	Strongly agree	Slightly agree	Neither	Slightly disagree	Strongly disagree
"The draft strategy is easy to understand"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"The draft strategy provides sufficient information"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If there were parts of the draft strategy that you did not understand or you feel need more information, please provide further details:

***Overall impact of the draft strategy***

Overall, to what extent do you agree or disagree with the proposed draft strategy?

- ☐ Strongly agree
- ☐ Slightly agree
- ☐ Neither
- ☐ Slightly disagree
- ☐ Strongly disagree

Overall, what impact do you feel this may have on you, your business or the wider community?

- ☐ A very positive impact
- ☐ A fairly positive impact
- ☐ No impact at all
- ☐ A fairly negative impact
- ☐ A very negative impact
- ☐ Don't know

Please use the following space to tell us more about the potential impact the draft strategy and if there is anything else we should consider:

## About you

### Are you...?

	Yes	No	Prefer not to say
A resident of Southampton?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone that works, visits or studies in Southampton?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A tenant of a home rented from the council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A council home leaseholder?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A shared owner of a home with the council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responding on behalf of a business or organisation (including voluntary and community organisations)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An employee of Southampton City Council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Only answer the following questions about your postcode, sex, gender, age, ethnicity, property and disability if you are responding as an individual, and not as a business or organisation.**

### What is your postcode?

**This is used for geographical analysis only and will not be used to identify or contact you.**

### What is your sex?

☐ Male ☐ Female ☐ Prefer not to say

### Is the gender you identify with the same as your sex registered at birth?

☐ Yes ☐ No ☐ Prefer not to say

**If no, please write in your gender identity:**

### What is your age?

☐ Under 18 ☐ 35 - 44 ☐ 65 - 74  
☐ 18 - 24 ☐ 45 - 54 ☐ 75+  
☐ 25 - 34 ☐ 55 - 64 ☐ Prefer not to say

### How would you describe your ethnic group?

☐ Asian or Asian British ☐ White other  
☐ Black, Black British, Caribbean or African ☐ Other ethnic group  
☐ Mixed or multiple ethnic groups ☐ Prefer not to say  
☐ White British

**If other, please specify:**

**Do you own or rent the property where you currently live?**

- ☐ Own  
☐ Rent from a private landlord  
☐ Rent from the council  
☐ Rent from a housing association  
☐ Other, please specify  
☐ Prefer not to say

**If other, please specify:**

**Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**

- ☐ Yes ☐ No ☐ Prefer not to say

**If yes, do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?**

- ☐ Yes, a lot ☐ Not at all  
☐ Yes, a little ☐ Prefer not to say

***The following three questions are for those responding as a business or organisation.***

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### ***Businesses and organisations***

**Can the name of your business or organisation be attributed to your response?**

- ☐ Yes ☐ No

**Can we contact you about your response to this consultation?**

- ☐ Yes ☐ No

**If yes, please provide us with the following details:**

**Business/organisation name:**

**Contact name:**

**Contact email:**

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### ***What happens next?***

The consultation closes on **Sunday 19th October 2025**. After this date, all feedback will be analysed and considered before a final decision is made.

Please return completed surveys to:

*Consultations,  
First Floor, West Wing,  
Civic Centre,  
Southampton,  
SO14 7LY.*



Alternatively, please hand completed surveys back to any Southampton City Council-run library.

The information collected about you during this survey will only be used for the purposes of research. We may use it to contact you about this. We will only share your information with other organisations or council departments if we need to. We may also share it to prevent, investigate or prosecute criminal offences, or as the law otherwise allows. Please be aware that any comments given on this form may be published in the report. However, the council will endeavour to remove any references that could identify individuals or organisations. Our Privacy Policy (<http://www.southampton.gov.uk/privacy>) explains how we handle your personal data, and we can provide a copy if you are unable to access the Internet.