















## WHY WE ARE COMMITTED TO TENANT & LEASEHOLDER ENGAGEMENT

### Tenant engagement leads to:

-  Improved customer focus
-  Increased customer satisfaction
-  Better value for money
-  Better service design
-  Informed budget and investment decisions
-  Fewer complaints

*\*TPAS National Engagement Survey 2017*

### WE WILL SUPPORT CUSTOMER ENGAGEMENT BY:

-  Promoting tenant panels and tenant groups and supporting their activities.
-  Providing relevant Housing performance information to enable effective scrutiny by customers.
-  Providing customers with an annual report on housing.
-  Providing information to customers about key issues which affect their tenancies and the service they receive.
-  Recognising that tenants' groups, although supported by the Housing Service, are independent bodies who can choose which parts of the service they want to review.
-  Providing training opportunities to give customers the skills, knowledge and confidence to be engaged at the level they choose.
-  Offering financial assistance to tenants and Tenant Associations involved in customer engagement activities which are supported by the Tenant Engagement Team.
-  Providing a Tenant Engagement Team and dedicated staff to encourage, develop and support customers involved in customer engagement.

### OUR KEY AIMS FOR CUSTOMER ENGAGEMENT:

#### We will:

Give customers a wide range of opportunities to influence and be involved in the Housing Service.

Work with tenants & leaseholders to ensure there is a customer focused service.

Ensure customers are involved when developing housing related policies and priorities.

Involve customers in decision making processes and the setting of service standards.

Empower customers to scrutinise the performance of the Housing Service.

Be supportive of the ambitions for customer involvement as outlined by the Regulator of Social Housing.

Offer opportunities to assist tenants' volunteering, personal development & employment goals.

**While these commitments refer mainly to tenants and leaseholders as our customers, they also apply to people who may become our customers or may be involved with the service at different times and under different circumstances.**

### MAKING SURE OUR CUSTOMERS ARE CONSULTED

We recognise our legal obligation to consult tenants if they are significantly affected by changes of:

Management, maintenance, improvement or demolition, practice and policy

We will ensure our customers have a wide range of opportunities to influence and be involved in the management of their homes as outlined by the Regulator of Social Housing.

## WE WILL PROVIDE A RANGE OF CUSTOMER ENGAGEMENT OPTIONS

Some examples of our current customer engagement opportunities include:

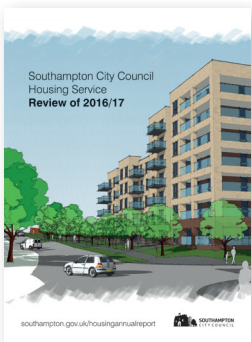


We will constantly review our involvement activities & support new engagement methods encouraged by our customers.

## WE WILL KEEP OUR CUSTOMERS INFORMED

Please look out for:

Annual Report



Calendar of events



Online information in Tenants' Link and on the website



Conferences



Noticeboards



Social media - Facebook and Twitter



## KEY FACTS AND FIGURES

Our tenants contribute to National Housing Policy

**65%** of our tenants are online\*

We deliver IT training sessions on:

- Introduction to iPads
- Facebook
- Staying Safe Online
- Digital Photos
- Finding Your Way Around the SCC Website
- Smartphone Training
- Instagram & Pinterest
- Blogging

**76%** of our tenants think Housing is good at keeping them informed\*

Tenants have reviewed our performance on:

- Anti Social Behaviour
- Adaptations
- Customer Care
- CAREline Responding
- Decent Neighbourhoods Service
- Empty Properties
- Housing spending plans
- Complaints
- Service Level Agreements

**66%** are satisfied that Housing gives them the opportunity to make their views known\*

\*SCC Housing Tenants Survey 2017

## FUTURE ACTIONS



We will demonstrate how Customer Engagement leads to value for money and a better housing service



We will help customers get the most out of the internet