**Housing Improvement Workshop: Tenancy**

**Date:** Thursday 25 September 2025  
**Time:** 6:00–7:30pm  
**Venue:** Jubilee Hall, Bishops Waltham  
**Facilitator:** Charlotte Bailey, Tenant Partnership Manager  
**Co-facilitator:** Jo Elliot, Housing Officer (Tenancy) Team Leader/ Annie Hall, Tenant Partnership Officer  
**Theme:** Tenancy  
**Deep Dive Focus:** Mutual Exchange

**1. Welcome & Introductions (6:00–6:10) — 10 mins**

**Purpose:** Set tone, introduce topic, clarify purpose of HIWs.

* Welcome tenants, thank them for attending.
* Revisit **Terms of Reference** for HIWs:
  + Space to **co-design service improvements**.
  + Focus is on **shared solutions**, not personal casework.
  + Respectful listening and participation.
* Introduce Jo Elliot (supporting as subject-matter expert).
* Explain **why Mutual Exchange is today’s focus**:
  + It’s been flagged as a **service area needing improvement**.
  + The council wants **tenant input to shape changes**.

**2. Deep Dive — Matrix Activity: Mutual Exchange (6:10–6:45) — 35 mins**

**Purpose:** Explore tenants’ understanding, expectations and experiences of Mutual Exchange.

**Instructions:**

* On a large flipchart, draw a **4-quadrant matrix** with these headings:
  1. **Why would tenants enter into a Mutual Exchange?**
  2. **What are the benefits?**
  3. **Expectations vs. Realities**
  4. **Council Responsibilities**
* In smaller groups (or as one group, depending on attendance), ask tenants to add post-its or write directly onto the flipchart.
* Encourage them to think about both **tenant experience** and **council process**.
* Once the matrix is filled, review each quadrant together:
  1. Spot patterns, surprises, and contradictions.
  2. Capture key phrases on a separate summary flipchart for follow-up.

**3. Service Update (6:45–7:05) — 20 mins**

**Purpose:** Keep tenants informed of tenancy-related service updates.

**Suggested content:**

* Key performance indicators for tenancy management.
* Updates from Tenancy Team and actions from last HIW.
* Any relevant policy or legislative changes affecting tenancy.

**4. Vote: Next Tenancy HIW Topic (7:05–7:20) — 15 mins**

**Purpose:** Involve tenants in shaping the December workshop agenda.

**Options for December (based on the Consumer Standard: Tenancy):**

**Option A — Tenancy Agreements & Rights**

Understanding tenancy types, rights, responsibilities, and how they are explained to tenants.

**Option B — Allocations & Lettings**

How properties are let, how decisions are made, and how fair and transparent the system feels.

**Option C — Tenancy Sustainment**

What support is available to help tenants keep their home (e.g., arrears support, vulnerability support, early intervention).

**Voting method:**

* Give each tenant 1 sticky dot (or hand-raise if simpler).
* Record the winning choice for December’s HIW.

**5. Evaluation Line & Close (7:20–7:30) — 10 mins**

**Purpose:** Reflect and close on a positive note.

**Instructions:**

* Read 4 statements aloud. Tenants place themselves on a physical line from “Strongly Agree” to “Strongly Disagree.”
  1. Today’s session left me feeling heard.
  2. I felt respected at today’s session.
  3. I feel like my contribution will lead to a change in service.
  4. I would like to attend a Housing Improvement Workshop again.
* Thank participants, confirm what will happen with their feedback, and close.