

# TENANT PARTNERSHIP AND INFLUENCE PLAN

## Introduction:

Tenant involvement is essential. This Plan sets out how tenant views, experiences and priorities will shape decisions on:

- How money is spent
- How services are designed
- How we learn and improve

This Plan has been co-produced with tenants and replaces the Housing Engagement and Communication Plan (2020–2025).

It strengthens links to national consumer regulation, complaints standards and Tenant Satisfaction Measures (TSMs).

“Tenant” includes tenants, leaseholders and shared owners.

## Our Vision

Tenants and the Council working in equal partnership to shape safe, fair and high-quality housing services where every tenant:

- Feels listened to and respected
- Understands how decisions are made
- Can influence services in their home and neighbourhood

## Our Commitments – Tenant Partnership Charter

Housing staff, councillors and tenant representatives will:

- Listen with respect and empathy – every voice matters
- Respond in a timely way and keep you updated
- Communicate clearly in plain English
- Remove barriers so everyone can take part
- Co-produce services with tenants, not just consult
- Be honest and transparent about decisions
- Stay accountable and learn from feedback and complaints



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## Ways You Can Get Involved

You can take part in ways that suit your time, interests and confidence:

- Complaints Focus Group – help us learn from complaints
- Digital surveys / Armchair Reviewers/ Readers Panel – review documents online
- Focus groups, community events and local hubs
- Housing Improvement Workshops – review services against standards
- Policy Co-Creation Groups – shape policies from the start
- TACT Board – strategic oversight with councillors and independents
- Tenant Voice Panel (EDI) – ensure services are fair and inclusive

## Being Open, Fair and Transparent

We will ensure feedback leads to visible change by:

- Publishing quarterly “You Said, We Did” updates
- Sharing clear information on repairs, complaints, Tenant Satisfaction Measures (TSMs) and spending
- Making committee decisions easier to understand
- Handling complaints in line with national complaint handling standards
- Clearly showing how tenant feedback influences decisions

## How We Measure Success

We measure impact through both data and lived experience using TSMs, Tenant Activity Survey results, Feedback from groups, workshops and scrutiny

Results are:

- Reviewed by the Tenant Partnership Team and TACT Board
- Shared with tenants every quarter
- Reported to the housing regulator annually

## Continuous Improvement

This Plan will evolve and improve. Each review will be:

- Shaped by tenant feedback
- Informed by complaints and compliments
- Updated in line with national regulation
- Co-produced with tenants

## Contact Us

Tenant Partnership Team

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