



Funding
Affordable Homes
Housing Association Ltd

Resident Engagement Policy

05.03.2025

Next review due: March 2028

This document is available in alternative format, for example easy read, on request

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1. Introduction

- 1.1 This policy sets out Funding Affordable Homes Housing Association's (FAHHA) approach to enabling residents to engage with us and provide feedback so that they can influence service delivery.
- 1.2 The purpose of this policy is to enable tenants, leaseholders and shared owners (residents) to:
 - a. Give views via consultation, routine engagement and via compliments and complaints;
 - b. Have a say in the way we deliver and improve services;
 - c. Influence customer-facing policies and strategies; and
 - d. Hold FAHHA to account.

2. Regulatory Context and scope

- 2.1 This policy applies to residents of properties managed by FAHHA's managing agents (Managing Agents) where FAHHA is the landlord.
- 2.2 FAHHA's Managing Agents deliver all landlord and related services to residents. FAHHA does not provide any landlord services directly to residents.
- 2.3 The Social Housing (Regulation) Act 2023 gives the Regulator of Social Housing (Regulator) powers to set Standards relating to Consumer matters which registered providers must comply with. The Regulator has introduced revised Consumer Standards on Safety and Quality, Transparency, Influence and Accountability, Neighbourhood and Community and Tenancy (Consumer Standards).
- 2.4 In addition, all registered providers are required to collect tenant views via specific Tenant Satisfaction Measures (TSMs). TSMs are intended to be a tool to allow tenants to scrutinise their landlord's performance, give insights to landlords on where they might look to improve their services and provide a source of intelligence to the Regulator on how far landlords are meeting the outcomes of the Consumer Standards.
- 2.5 FAHHA's Managing Agents are required by their management agreement with FAHHA to comply with the Consumer Standards and to ensure that residents have opportunities to influence services and hold the Managing Agent to account.
- 2.6 This policy does not apply to leaseholders of properties managed by a managing Registered Provider on behalf of FAHHA at Ryde Village, Ryde and Green Meadows, Freshwater, Isle of Wight, Birchett Road, Aldershot, Emerald Gardens and Landmark Pinnacle. At these properties, we partner with established Registered Providers who are able to provide a local, responsive and customer-focused service to residents and have their own experienced, professional staff and their own policies including those to promote resident engagement.

3. Residents' Voice

Resident involvement is embedded in FAHHA's mission and FAHHA is committed to hearing residents' voices in order to shape FAHHA's decision making.

4. Resident Insight

Listening to our residents is key to driving improvement. We gain insight from our residents through analysing TSM results, reviewing the outcome of formal complaints and listening to comments regarding property management received informally at resident engagement events and via day to day management of the properties by the Managing Agents and regular monitoring of our Managing Agents' performance.

5. Objectives & Policy statement

- 5.1 FAHHA's Business Plan 2025-2030 sets out FAHHA's objective to make a positive difference to the lives of the people FAHHA provides homes for. FAHHA is committed to ensuring that residents are at the heart of the way Managing Agents deliver services to residents.
- 5.2 Managing Agents are required to offer opportunities for residents to shape service delivery in order to meet their needs and aspirations.
- 5.3 Managing Agents must inform residents how they can give feedback and take part in engagement activities. Residents must be offered wide-ranging ways in which they can put forward their views and the Managing Agents must ensure that the views of diverse residents are gathered, analysed and acted upon. Methods of engagement should include:
 - a. Routine interaction with residents;
 - b. Regular informal and formal meetings;
 - c. Compliments and complaints;
 - d. Insight from Tenant Satisfaction Measures;
 - e. Insight from transactional surveys; and
 - f. Resident scrutiny and performance reviews.
- 5.4 Managing Agents must take steps to remove barriers to engagement for residents and offer solutions and opportunities so that residents find it as easy as possible to get involved. This may include, but is not limited to:
 - 5.4.1 making reasonable adjustments for residents who are vulnerable, disabled or need language translation services, including the provision of information in appropriate alternative formats (e.g. large print, braille and on coloured paper), the use of plain English or easy-read formats, and/or communication through a representative (such as a carer or family member), intermediary or interpreter;
 - 5.4.2 making sure information is provided in a timely way, allowing residents a reasonable and appropriate period to understand the information before commenting or giving feedback; and
 - 5.4.3 offering a wide range of engagement methods to suit all lifestyles and arranging meetings and events at times and locations, or online, which are accessible and safe for residents.

5.5 When appropriate, senior FAHHA staff and members of the Board will make themselves available to meet residents who live in FAHHA-owned homes.

6. Legal Context

As a Registered Provider, FAHHA will comply with the Consumer Standards set by the Regulator of Social Housing (RSH) including the Transparency, Influence and Accountability Standard.

7. Review and Monitoring

5.1 We will review this policy every 3 years to ensure it remains effective unless there is a relevant significant event or legislative or regulatory changes in which case we will review this policy sooner.

5.2 We will monitor our Managing Agents’ performance in engaging with residents and enabling residents to influence service delivery.

8. Related Policies

- a. Data Protection
- b. Equality and Diversity
- c. Rent Setting
- d. Tenancy Management
- e. Repairs and Asset management
- f. Complaints Policy and Procedure
- g. Reasonable Adjustments

Date of Board approval	Date of Review
05.03.2025	