

Resident Empowerment and Engagement Service Standard

‘Your Voice Counts’

1. Our commitment to you

We are committed to empowering tenants and leaseholders to play an active role in shaping, influencing and improving housing services. This service standard explains what support and opportunities are available to ensure your voice is heard and acted upon.

This standard supports the Resident Engagement and Empowerment Strategy 2025 to 2028 and reflects feedback from residents who took part in consultation activities.

2. What the standard covers

This service standard sets out how we will:

- listen to residents and act on feedback
- support residents to influence decisions and scrutinise services
- communicate clearly and transparently
- ensure engagement is accessible and inclusive
- work in partnership with tenants and leaseholders
- be accountable for the services we provide.

3. Our service commitments

3.1. Respect and Fairness

We will:

- treat all residents with respect, dignity and fairness
- be polite, welcoming and courteous at all times
- value residents lived experiences and views
- approach all engagement impartially and professionally.

3.2 Listening and acting

We will:

- actively listen to resident feedback and concerns
- provide opportunities for residents to influence and co-develop services, not just be consulted
- clearly explain how your feedback has informed decisions
- use “You Said – We Did” updates to show how resident input has led to change and explain why it may not be possible on some occasion to act upon your feedback.



3.4 Empowerment and co-creation

We will:

- work in partnership with residents to co-design services and improvement to service
- provide clear information about how residents can get involved
- support residents to take part in scrutiny, governance and decision-making
- be clear about roles, responsibilities and decision-making boundaries.

3.5 Communication and transparency

We will:

- communicate clearly, honestly and in plain English
- keep residents informed about services, performance and changes
- provide feedback on issues raised within agreed timescales
- use a range of communication methods to meet different needs, including:
 - letters and newsletters
 - email and text messages
 - telephone
 - council website and online platforms
 - noticeboards in communal areas
 - community events, libraries and applicable local venues.

3.6 Accessibility, equality and inclusion

We will:

- make engagement opportunities accessible to all residents
- offer hybrid engagement options (in-person and online) where possible
- provide reasonable adjustments, including:
 - translation and interpreting services
 - British Sign Language (BSL)
 - large print and alternative formats
 - support with travel, childcare or access needs where appropriate
- provide telephone and paper-based options for residents who are digitally excluded
- actively reach out to underrepresented groups to ensure engagement reflects our communities.

3.7 Leaseholder engagement

We will:

- ensure leaseholders have opportunities to engage and influence services
- provide clear, transparent information about service charges and performance
- include leaseholders in surveys, consultations, scrutiny and governance arrangements.

3.8 Training and support

We will:

- offer training and development opportunities to residents who wish to be more involved
- support residents to build skills such as scrutiny, confidence, public speaking and understanding housing services
- provide staff training to ensure a consistent, respectful and resident-focused approach to engagement.

3.9 Resident scrutiny and accountability

We will:

- support resident-led scrutiny of landlord services and performance
- be transparent about contractor performance and service outcomes
- clearly explain how scrutiny recommendations will be considered and actioned
- publish outcomes of scrutiny activity where appropriate.

4. How you can get involved

You can engage with us in a way that suits you, including:

- taking part in surveys and consultations
- attending meetings, forums and engagement events
- joining resident panels or scrutiny groups
- sharing feedback online, by phone or in writing
- getting involved at estate or community level.

You can choose how much or how little you want to be involved.

Contact us:

 01895 277038

 residentempowerment@hillingdon.gov.uk

 www.hillingdon.gov.uk/have-your-say

5. If you're not satisfied

We realise that sometimes things can go wrong. If they do, we want to hear from you so we can put them right and learn from what has happened.

You can make a complaint through our online complaints process at  www.hillingdon.gov.uk/complaints.

You can also submit a complaint by:

- sending a letter to  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW
- calling us on  01895 277800
- visiting  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW or speaking to one of our staff members.

If you're still not satisfied, you can contact the Housing Ombudsman by visiting  www.housing-ombudsman.org.uk.

6. Monitoring this standard

We will monitor performance against this service standard, review resident feedback and satisfaction data, report on engagement activity and its outcomes, and review and update the standard in accordance with the Resident Engagement and Empowerment Strategy.

7. Our promise

We are committed to building strong, open and respectful relationships with residents. By working together, we will deliver landlord services that are effective, transparent, accountable and shaped by the people who live in our homes.

8. Accessibility

If you would like this document in another language or format, please tell us by using the contact details above.