

Housing Resident Engagement and Empowerment Strategy

2026/27 to 2029/30

Easy read guide

**Your voice
counts**



HILLINGDON
LONDON

[www.hillingdon.gov.uk/
help-shape-services](http://www.hillingdon.gov.uk/help-shape-services)

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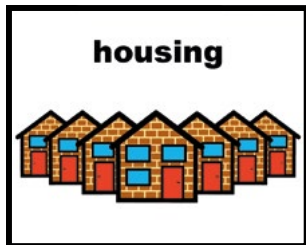
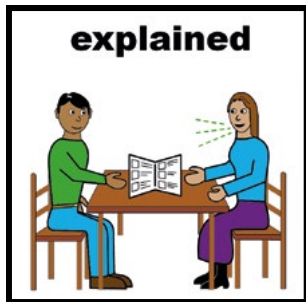
1. A message from Cllr Steve Tuckwell



- We want to **listen to you** – our tenants and leaseholders – and understand your views.
- Your ideas will help us **improve our housing services**.
- We want people from **all backgrounds** to get involved and have **their views heard**.
- We **promise to act** on your feedback.
- We will tell you **how your ideas have helped to make positive changes**.



2. What is the Engagement and Empowerment Strategy?



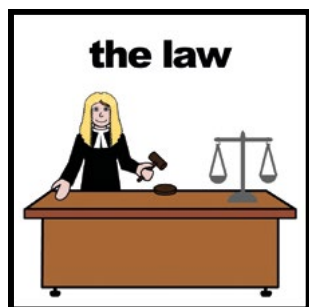
- The strategy explains how **we will talk to residents** and get their help to **make housing services better**.
- We want to **hear your views** and use them to help us make decisions.
- We want to use your **ideas to change services** for the better.
- We will offer you **different ways** to share your ideas with us. This could be online, in person, by phone, or any other way you prefer.

3. Equality, diversity and inclusion



- We want everyone to feel welcome, involved and able to take part.
- We will make meetings easier to join. This could be by offering:
 - online meetings
 - interpreters
 - childcare
 - money for travel.
- We want to understand the needs of our residents so we can design our services and enable you to access them in the ways you want.
- We will reach out to groups of residents who are not represented to make sure that everyone has the chance to give their views.

4. Legislation, regulations and standards



- We follow laws that say residents must be listened to and kept safe.

These include:

- The Social Housing White Paper 2020
- The Social Housing (Regulation) Act 2023
- Regulatory Framework for Social Housing Consumer Standards
 - 🌐 www.gov.uk/government/collections/regulatory-standards-for-landlords
- The Building Safety Act 2022
 - 🌐 www.gov.uk/guidance/the-building-safety-act
- The Housing Acts 1985 and 1996
- The Equality Act 2010
 - 🌐 www.gov.uk/guidance/equality-act-2010-guidance

5. What we've done so far

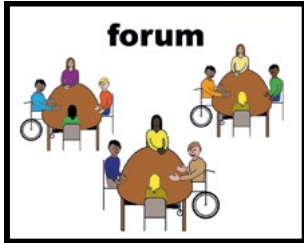


- We've held online and in person meetings, events, surveys and large tenant and leaseholder engagement conferences.

- We created Special Interest Groups to look at:

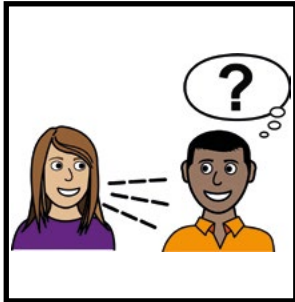


- repairs, planned work and maintenance
- neighbourhood management (anti-social behaviour)
- compliments and complaints, and learning from them
- tenancy management and welfare support
- looking after buildings, grounds and green spaces.



- We have also set up the following groups and forums:
 - leaseholder forum
 - accessibility and editorial panel
 - building and fire safety panel
 - scrutiny panel.
- We've started listening more and acting on what you say.
- We've helped residents to get online and talk to us by giving them equipment and training.

6. A new way of working



- We know people want different ways to get involved.
- We will offer regular meetings online, in person and by phone. We will also go onto estates to meet residents.

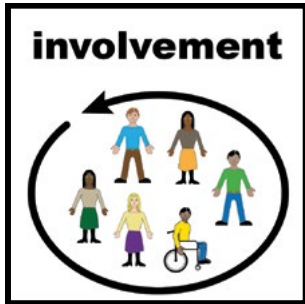


- We will improve the ways we talk to residents by keeping our website up to date, creating videos and updating our noticeboards.
- We will support and train residents who want to help improve services so they have the skills and confidence.



- We will work together with residents and help them to be confident in making changes, aiming for mutual respect between residents, staff and partners.

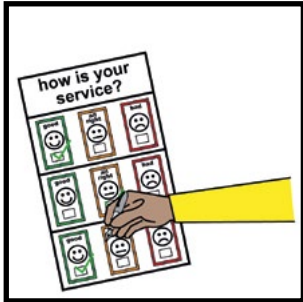
7. Our promise to you



We will:

- listen to your feedback
- be honest about what's working and what's not. We will make this information easy to find online or in print
- show how your ideas make a difference and tell you this in a variety of ways
- help you get involved in ways that suit you.

8. What we offer



We will:

- ask you to design a clear plan for how you can get involved
- support resident-led reviews of our services to allow you to hold us accountable as your landlord
- offer training for residents and staff so everyone is confident and free to make real changes
- share updates and results with you regularly and in a way that suits you.



9. Resources



- We have a team to support resident engagement.
- Staff will be trained to work better with residents and understand their views.



- Residents will be given training to empower them to engage and have their say.
- We will provide accessible venues, transport and other support to help you take part.

Useful links

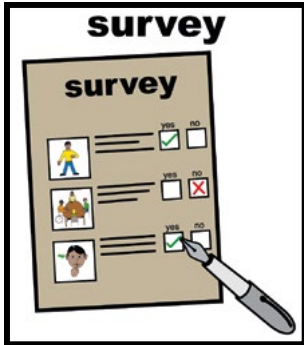
 www.tpas.org.uk

 www.fourmillionhomes.org

10. How we'll measure success

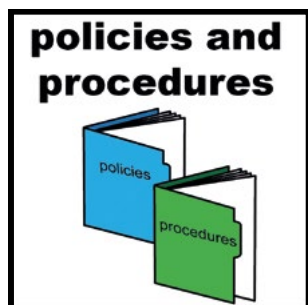


We will:



- check if we're hearing from all types of residents
- show how your views shape our decisions and the positive changes they've made
- publish information every year to show how we are improving
- evidence improvements made following resident feedback, including 'you said, we did'
- continue to carry out regular surveys to measure satisfaction
- keep improving based on your feedback via surveys.

11. Related policies



- Landlord Housing Strategy
- Support for Vulnerable Residents and Reasonable Adjustments Policy

These can be found at

 www.hillingdon.gov.uk/council-tenant-services.

12. Staff training and standards



- Staff will be trained to listen and respond better.
- We want to build trust and improve services.
- Our goal is to make sure you feel heard and respected.



**Housing services are YOUR services
and YOUR voice counts!**

Support with translation

If you would like to receive this information in another language, please contact us on  01895 277038.

Urdu

اگر آپ یہ معلومات کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو براہ کرم ہم سے 01895277038 پر رابطہ کریں

Punjabi

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਰਮੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01895 277038 'ਤੇ ਸੰਪਰਕ ਕਰੋ.

Gujarati

જો તમે આ માહિતી બીજી ભાષામાં પ્રાપ્ત કરવા માંગતા હો, તો કૃપા કરીને અમારો સંપર્ક કરો
ટેલિફોન 01895 277038

Hindi

यदि आप यह जानकारी ककसी अन्य भाषा में प्राप्त करना चाहते हैं तो कृपया हमसे टेलीफोन 01895 277038 पर संपर्क करें

Somali

Hadii aad rabto macluumaad dheerad ah, oo habkale loo dhigey fadlan nala soo xidhiidh nambarka 01895 277038

