

Bristol Community Land Trust
Resident, Tenant and Community Engagement Strategy
Date first adopted: September 2025

Review dates:

Date of review	Amendments/Updates made	Reviewed & accepted	Proposed next review
September 2028			

Introduction

The following community engagement strategy sets out our principles and approach to **listening, engaging and acting** on the voice of those who access our services.

We recognise that not everyone wishes to engage at the highest level through our Board or governance structures but as a community led organisation, we need to work to find ways that supports people to have a voice and take positive action to work with us to make a positive difference to the neighbourhoods they live in.

This strategy therefore reflects the different levels of engagement available across all elements of our organisation.

In developing our strategy, we have set ourselves three key strategic objectives:

- **Voice and Influence:** How do we **involve** residents in decisions that affect their homes and communities?
- **Quality of life and social participation:** How open and responsive are we when **listening** to and communicating with residents, even when things have gone wrong?
- **Strengths and gifts:** How do we **recognise** the needs of residents, and value the skills they bring in finding solutions.

Our history

Bristol CLT was established in 2011 for the benefit of the community to operate as a Community Land Trust in the West of England region, providing and managing social homes.

Community-led housing is where:

- **People and communities play a leading and lasting role in addressing their own housing needs.**
- **Meaningful community engagement and consent occurs throughout the process.**
- **A local community group or organisation owns, manages or stewards the homes and in a manner of their choosing**

Bristol CLT is a not-for-profit community-led organisation.

Vision
To develop inclusive community-led projects with a focus on housing—where everyone has access to safe, affordable, and comfortable homes, and where communities are rooted, resilient, and thriving.
Mission
To establish diverse and supported communities by protecting community assets ensuring they're used, developed, and reinvested in ways that benefit everyone, now and for generations to come.
Strategic Objectives
1. Champion the role of community led housing Work towards becoming leaders in the Southwest and beyond for community led housing
2. Community-Led Housing Development Enable the development of sustainable homes and places.
3. Organisational Excellence Ensure the organisation is compliant and operating at the highest level including financial, legal and governance
4. Community Engagement and membership growth To build a strong, inclusive, and engaged membership base that reflects the diversity of the local community and actively participates in the democratic governance, decision-making, and stewardship of community assets.

Our approach

We aim to involve our customers and wider communities in all aspects of decision-making and implementation of our work.

When done well, community engagement improves the likelihood that communities lead on issues that affect them, access and use services, improve their well-being and build resilience. We will therefore build on and learn from the unique relationship we have with an anchor based community organisation with a track record of community engagement delivery at the core of all they do to develop our own approach to excellent community engagement.

As set out above our approach will focus on three key objectives:

1. Voice and Influence

Recognising that people have choice about when and how they engage with us, so it is important that we offer choice. We need to ensure that we encourage and support residents

and other customers to engage with us. Providing opportunities to influence and contribute to strategic decision-making, and in particular to decisions that affect their interests.

Governance

- The residents of all schemes we develop or manage will automatically become Members of Bristol CLT allowing everyone to have a vote at our AGM
- At the highest level of engagement we wish to recruit individuals who live in our homes to take on governance roles on our Board
- Establish resident panels to ensure engagement in decision making around policies and ways of working to ensure we are performing as an excellent landlord
- Provide opportunities to take part in focus groups to support sense checking in service delivery from a customer perspective
- Undertake tenant surveys and report against tenant satisfaction measures as required in the Tenant Satisfaction Measures standard.

Communication

- Being clearly and easily accessible ensuring clear avenues of communication for complaints, consultation or any other reason.
- Ensuring our website is accessible and reflects the communities we work in. Enabling two-way communication and a single point of contact for all we deliver,
- Providing regular updates through newsletters on how we are meeting our commitment to resident focused delivery
- Ensuring all methods of communication have regard to the communication needs of the diverse groups and communities we serve.
- Carrying out an annual engagement exercise to seek views of all our customers on how well we are delivering in providing quality services. Ensuring the results are shared with the Board and when appropriate an improvement plan is implemented.
- Publishing our annual report of the organisation's activities, performance and plans for future improvements in a user-friendly way.

2. Quality of life and social participation

As the starting point for all we deliver, we will ensure that we listen to the views of those we aim to serve including current residents of our homes, our staff and the wider stakeholders we work with. We recognise that listening is an important element of providing excellent service but how we act on what people say and ensuring we feed back when things go well and just as importantly when things have not gone as well as we had hoped.

Governance

- Providing Board with regular reports on what our tenants are telling us including results of tenant surveys – listening and acting when issues are raised
- Ensuring all staff and Board members understand the tenant-led ethos – residents are not just a number
- Providing training and support for staff and Board in community engagement models and practise
- Ensuring the Board are accountable and transparent in all their decision-making

Community Engagement

- Supporting all residents to have the opportunity to engage with Bristol CLT and have their voices heard through a variety of platforms and forums
- Recognising the role and challenges of a digital world. Working with our partners to deliver training and support to increase a digital first approach
- Ensuring all views are valued and that positive actions can be developed together to improve neighbourhoods.

Antisocial behaviour

- Doing all we can to ensure that tenants live in a safe and secure environment by doing all we can to prevent and minimise anti-social behaviour, working with partner agencies to ensure a co-ordinated approach.
- Making it as simple as possible for tenants to report anti-social behaviour.
- Treating all reports seriously and confidentially
- Responding to complaints of serious nuisance or harassment by the next working day.
- Responding to less serious complaints within 10 working days.
- Providing regular updates to complainants on progress made.
- Investigating all reports fully before taking action.

3. Strengths and gifts

Bristol CLT will adopt a strong and consistent commitment to resident engagement. Our tenant-led approach recognises the skills and knowledge our residents have and forms the foundations of Bristol CLT and is a thread that runs throughout the organisation.

Governance

- Recognising and providing support both financial and staff resource to address neighbourhood priorities
- Providing or resourcing through partners support to tenants to build their capacity to be more effectively involved
- Valuing the role of all relevant partners to help promote social, environmental and economic wellbeing in our neighbourhood.
- Respecting all tenants and residents in all our interactions. Relationships between tenants, residents and Bristol CLT will be based on openness, honesty and transparency

Tenants and residents

- Recognising that everyone has a value, a role to play and strengths to be recognised
- Discovering each other's value by working together
- Harnessing different expertise and experience of residents ensuring different voices are heard to represent the diverse population of residents. Promoting inclusion for all – not just the few
- Actively identifying and growing the potential of our community – celebrating our joint Successes

Continuous Improvement

Bristol CLT strives to be a learning organisation and will further develop quality improvement procedures, we would appreciate feedback from those we work with of their experience of BCLT and may use this to improve the way we work in the future.

*Bristol CLT Limited is a not-for-profit organisation, registered under the
Co-operative and Community Benefit Societies Act No. 31423R
Registered with the Regulator of Social Housing No. 4801*

Service standards and performance measures

The expected outcomes which will demonstrate the achievement of our aims are:

- Everyone is given the opportunity to be involved, and support is given if needed. The different expertise and experience of residents is valued We must promote inclusion for all – not just the few.
- Recognising that creating good quality neighbourhoods requires working collaboratively to realise the potential of our communities.
- Investing in a programme of learning for staff and Board to understand the tenant led ethos and proactively promote to partners.
- Promoting the work we are doing or planning with our partners - ensure that investment activity and partnership results in positive change for residents and their communities – if it does not, stop it – if it does shout about it.
- Delivering community events and supporting activities that make a lasting positive impact within our communities.
- Delivering tenant satisfaction surveys and reporting against tenant satisfaction measures

Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

Complaints

Any resident or other stakeholder who is dissatisfied with how we have managed their properties is able to submit a complaint using our Complaints process.

Once our Complaints policy is complete and if they remain dissatisfied, then they can contact the Housing Ombudsman.