

Resident Involvement Policy

Working with residents to shape responsive, transparent and inclusive services



September 2026



Resident Involvement	GEN018
Policy reviewed by:	Ian Brooke, Chief Executive
Date reviewed:	June 2026
Board approval:	September 2026
Next Review due:	September 2030

Contents

1.	Introduction	3
2.	Purpose and scope	3
3.	Our commitment to resident involvement	3
4.	How residents can get involved	3
5.	Resident meetings and events	4
6.	Residents Association and resident-led activity	4
7.	Surveys, feedback and Tenant Satisfaction Measures	4
8.	Complaints, compliments and learning	5
9.	Resident influence in governance and decision-making	5
10.	Communication and accessibility	5
11.	Roles and responsibilities	6
12.	Equality, diversity and inclusion	6
13.	Monitoring, reporting and review	6

This policy should be read in conjunction with our:

- [Equality, Diversity & Inclusion Policy](#)
- [Complaints Policy](#)
- [Safeguarding Policy](#)
- [Needs and Support Planning Policy](#)
- Data Protection Policy
- [Residents Handbook](#) and resident information published on the TDHA website.

1. Introduction

TDHA provides affordable homes and services, with a strong existing focus on older people and independent living. As a small local housing association, we develop strong relationships with residents, their families and the wider community.

Resident involvement is central to how we work. It helps us understand what matters most to residents, learn from feedback, improve services and make better decisions.

This policy reflects TDHA's mission to *provide comfortable, safe and affordable homes, deliver excellent services and encourage residents to play an active role in their communities*. It also supports our Business Plan objective to *deliver resident-centred services that are responsive, transparent and inclusive of residents' voices*. Our approach is focused on *doing with* residents and not *doing to*.

2. Purpose and scope

The purpose of this policy is to explain how TDHA will involve residents in shaping, reviewing and improving our homes, services and community life.

This policy applies to TDHA residents, employees, Board members and volunteers. It covers formal and informal involvement, including meetings, surveys, direct feedback, complaints learning, resident-led activities, newsletters, annual reports and opportunities to influence decisions.

3. Our commitment to resident involvement

TDHA will create an environment that encourages residents to get involved in ways that work for them. We recognise that not every resident will want to attend meetings or take part in formal activities. Involvement should therefore be flexible, accessible and proportionate to TDHA's size and resources. To achieve this, we will -

- Listen to residents and take their views seriously
- Respond to residents' ideas and feedback, explain what we have done as a result and, where an idea or suggestion cannot be taken forward, explain the reasons why.
- Provide clear and accessible information about our services and performance
- Offer different ways for residents to give feedback and influence services
- Learn from complaints, compliments, surveys and informal conversations
- Work constructively with the Residents Association and other resident-led groups
- Ensure involvement opportunities are inclusive and open to residents with different needs, experiences and communication preferences.

4. How residents can get involved

Residents can get involved in a range of ways, both through formal opportunities and through day-to-day conversations with scheme managers, maintenance employees and other members of the TDHA team.

Opportunity	What this means
Resident meetings	Regular opportunities to discuss services, community issues, repairs, safety, activities and plans.
Residents Association	A resident-led forum that can raise issues, share ideas, support community life and help TDHA understand resident priorities.
Surveys and Tenant Satisfaction Measures	Structured feedback about satisfaction, service quality and areas for improvement.
Complaints, compliments & comments	A way to tell us when something has gone wrong, when something has gone well, when we could do something better, or your ideas.
Direct conversations	Informal feedback through day-to-day contact with employees and Board members.
Resident-led activity	Residents shaping and delivering social activities, gardening, community meals, events and other activities.
Consultation on changes	Opportunities to comment on significant service, policy or estate changes that affect residents.
Governance and scrutiny	Proportionate opportunities to influence decision-making, including Board attendance at meetings and resident input into reports and reviews.

5. Resident meetings and events

TDHA will hold regular resident meetings, normally including quarterly formal meetings and additional scheme-based or topic-based sessions. Meetings will be planned with regard to residents' needs, seasonal risks and the practical limitations of each scheme.

- The Chief Executive or another senior employee will attend formal resident meetings.
- Board members are encouraged to attend resident meetings so they can hear residents' views directly.
- Meetings should be productive, respectful and enjoyable, with clear notes and actions where appropriate.
- Residents who cannot attend meetings will still be able to share views through other routes, including one-to-one conversations, telephone, email, letters and surveys.
- We will use meetings to explain what we are doing, listen to feedback, discuss concerns and show how resident views have influenced action.

6. Residents Association and resident-led activity

TDHA values the role of the Residents Association and will continue to work constructively with it. The Residents Association provides an important route for residents to share ideas, raise concerns and help strengthen community life.

We will support resident-led activity where it is safe and inclusive. This may include social activities, gardening, communal meals, welcoming new residents, good-neighbour schemes, community events and other activities that help residents feel connected and supported.

TDHA are always keen to provide opportunities to help practically on our sites, in doing so we consider health and safety, safeguarding, insurance and equality implications to ensure all such opportunities are properly implemented. Employees will provide guidance and support where needed.

7. Surveys, feedback and Tenant Satisfaction Measures

TDHA will collect resident feedback through surveys and other engagement activity. We will meet the requirements of the Regulator of Social Housing for Tenant Satisfaction Measures and any other required resident perception surveys and we will -

- Report survey findings to the Board
- Publish clear information about performance and resident feedback, including through the annual report which we publish on our [website](#)
- Use feedback to identify strengths and priorities for improvement
- Share what has changed as a result of resident feedback and, where change is not possible, explain why.

We will also use feedback from meetings, informal conversations, complaints, compliments and partner organisations to understand residents' experiences and improve services.

8. Complaints, compliments & learning

Complaints are an important form of resident involvement. They help us understand where services have fallen short and what we need to improve. Compliments also help us understand what is working well and should be protected or built upon.

TDHA has a separate [Complaints Policy](#) and follows the [Housing Ombudsman's Complaint Handling Code](#). Residents can also contact the Housing Ombudsman if they need independent support or remain dissatisfied after our complaints process.

9. Resident influence in governance & decision-making

- [TDHA's Board](#) is responsible for the strategic direction and oversight of the Association. At present we have two resident board members. Resident involvement strengthens governance by helping the Board understand lived experiences, priorities and concerns.
- The Board will receive information about resident feedback, complaints, satisfaction and engagement activity.
- TDHA will maintain a Board lead for customer experience and complaints, including a designated Member Responsible for Complaints.
- TDHA may invite residents to take part in proportionate scrutiny, focus groups, policy reviews or other governance-related activity.
- When we make decisions that materially affect residents, we will consider how residents have been informed, consulted or involved, and how their views have influenced the outcome.

10. Communication & accessibility

Good involvement depends on clear communication. TDHA will use a range of communication methods so residents can access information and give feedback in ways that suit them, e.g.

- Face-to-face conversations and scheme visits
- Resident meetings, events, newsletters, noticeboards and scheme information
- Letters, telephone, email and text messaging
- Annual reports and publications on the TDHA website.

We will aim to respond using the same method by which feedback was received, unless another method is more appropriate or requested. We will be clear where we can make changes, where we cannot, and why.

11. Roles & responsibilities

Role	Responsibilities
Residents	Share views, raise concerns, take part where they wish to and treat others with respect.
Residents Association	Represent resident views, support community life and work constructively with TDHA to improve services.
Estates & maintenance employees	Listen to feedback from residents, explain actions and contribute to learning about repairs, safety and estate issues.
Scheme managers	Encourage involvement, listen to residents, support resident-led activity and identify issues that need action.
Chief Executive	Lead the implementation of this policy, attend resident meetings where appropriate and ensure feedback informs changes.
Board lead for customer experience / MRC	Provide Board-level focus on complaints, customer experience and learning from feedback.
Board	Set the overall direction, provide oversight, review resident feedback and hold the organisation to account.

12. Equality, diversity & inclusion

TDHA will seek to make resident involvement inclusive and accessible. We recognise that residents may have different needs because of age, disability, health, language, confidence, digital access, caring responsibilities, culture or personal circumstances. We -

- Consider reasonable adjustments so residents can take part
- Avoid relying on one method of engagement only
- Use plain language and accessible formats where possible
- Challenge behaviour that is disrespectful, discriminatory or prevents others from taking part
- Consider equality implications when reviewing feedback, activities and service changes.

13. Monitoring, reporting & review

TDHA will monitor resident involvement to make sure it remains meaningful, proportionate and useful. We will use both data and personal insight to understand the impact of our approach.

What we will monitor	How this will be used
Attendance and participation in resident meetings	To understand whether meetings are accessible, useful and well attended.
Resident satisfaction and Tenant Satisfaction Measures	To assess performance and identify service improvement priorities.
Complaints, compliments and themes from feedback	To identify learning, recurring issues and positive practice.
Actions completed following feedback	To show residents what has changed and hold ourselves accountable.
Resident-led activities and community participation	To support wellbeing, inclusion and active communities.
Board and employee learning	To ensure resident feedback informs governance, training and service improvement.

This policy will be reviewed at least every four years, or sooner if there are significant regulatory changes, changes to TDHA's operating model, or learning from residents that indicates the policy should be updated.