

# Tenant & Leaseholder Panel Supplementary Agenda



7. **Tenant and Leaseholder Panel Closure Presentation**  
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# Tenants & Leaseholder Panel

## 22nd October 2024

TLP Launch  
Launch

Resident  
improvements  
established

Service inperidents  
Safety impratments  
Post-Grenfello

New Resident  
Engagement  
Strategy Strategy

Context

TLP journey

New resident engagement structure

Engagement opportunities



# Tenant and Leasehold Panel



SPENT OVER 20 YEARS  
PLUS SHAPING SERVICES



SEEKING ANSWERS &  
INFLUENCING



# Tenant and Leasehold Panel Impact and Engagement



**Beyond Meetings:** More than 4 meetings per annum—continuous engagement with residents

**Building Knowledge:** Offering residents access to training, conferences, and learning opportunities to strengthen their input.

**Commitment:** Residents dedicating time and effort to influence and improve housing services



# The Tenant and Leaseholder Panel (TLP)



1. Improved Communication for Major Works: Residents, through service improvement groups, participated in rewriting standard letters that are sent when major works are due. This initiative aimed to make the communication clearer and more understandable for residents, which directly improved resident satisfaction during large projects like capital investment programs.



2. Fire Safety and Building Standards: In response to safety concerns, especially following the Grenfell tragedy, the TLP played a role in shaping the Council's fire safety programs. This included the establishment of a Residents' Fire Safety Panel, ensuring that residents were involved in the ongoing safety assessments of buildings and that they had access to crucial safety information.



3. Resident Feedback on Rent and Service Charges: The TLP provided feedback on the government's proposed rent increase, advocating for affordable, safe, and warm homes. Their input influenced the decision to cap rent increases at 7%, balancing necessary revenue with tenant affordability concerns.

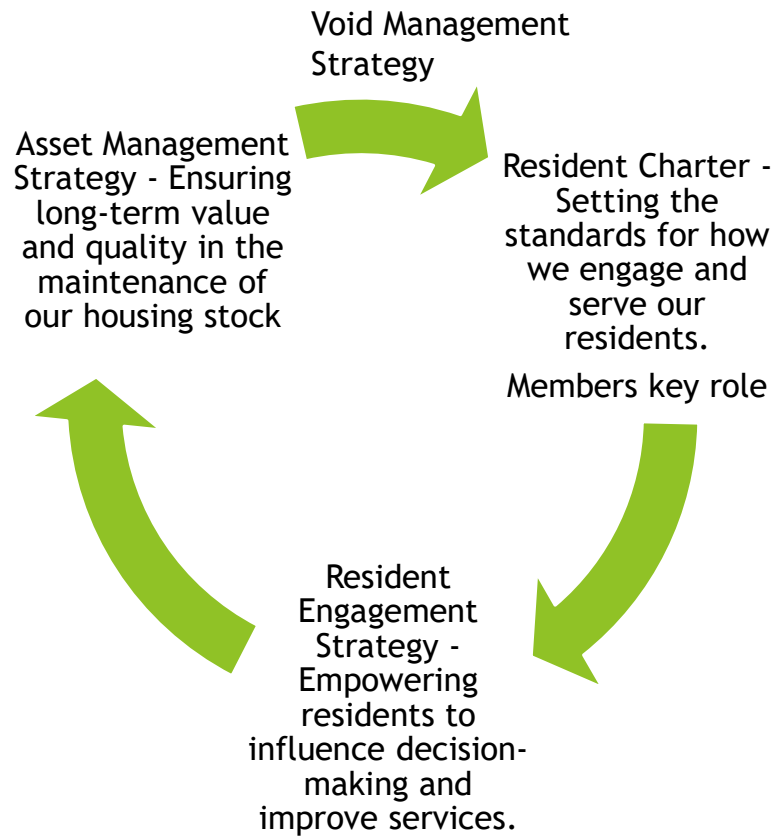


4. Task & Finish Groups: These groups, facilitated through the TLP, were instrumental in focused projects like reviewing service delivery on estate visits and benchmarking practices with other social landlords. This process allowed Croydon to make targeted improvements based on direct resident feedback.



These examples show how resident involvement through the TLP has been instrumental in both improving services and holding the Council accountable to the needs of its tenants.

# Strategic Foundations



Sue Edgerley

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### Residents' Charter

The Residents' Charter was developed with members of our Tenant & Leaseholder Panel (TLP) to foster good relationships between residents and housing services. It clearly sets out the level of service residents should expect from the council. The Charter has been formally adopted by the Croydon Council's Cabinet on 7 December 2022.

- To treat residents with respect**
  - Be respectful and polite when communicating with residents, using appropriate language and tone and making an effort to understand their individual needs
  - Be empathetic to residents and demonstrate good listening
  - Consider residents' availability when booking appointments
  - Keep residents informed of any changes that affect service delivery or response times
  - Provide residents with appropriate contact details for housing staff
- Respond quickly and efficiently to complaints and learn from problems that lead to complaints**
  - Use your feedback to improve our services
  - Simple and easy ways to raise issues and make complaints
  - Timely advice and support when things go wrong
  - Progress updates on how we are rectifying an issue and a named contact
- Be clear and transparent with our residents about how we are performing**
  - Regularly share how we are performing
  - Performance reports are jargon free and easy to understand
  - Engage residents in monitoring our performance
- Provide safe homes and a clean environment which residents are proud to live in**
  - Properties that are well maintained and safe to live in
  - Timely estate cleaning
  - Well maintained grounds on estates
  - Regular inspections of estates and repairs
  - Make it easy to report an unsatisfactory repair
- Give residents a voice and encourage meaningful decision-making activities**
  - Use focus groups, regular surgeries, online sessions and other varied activities to give residents a voice
  - Encourage participation in tenant involvement groups
  - Conduct meaningful consultation before decisions are made
  - Obtain residents' views on changes to service delivery which impact on their lives and well-being
  - Encourage residents to get involved and make it easy for them to do so
- Communication is clear and easy to understand**
  - Information we provide is clear and easy to understand
  - Our website is regularly updated, easy-to-navigate and information is easy to find
  - We use a variety of ways to communicate with residents (both digital and non-digital) taking account of their communication needs
  - Always be honest even if it's a difficult message

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# Moving Forward - The Future of Resident Engagement

- **New Resident Engagement Strategy:** A fresh approach to enhance resident influence across all service areas.

- **New Way Forward:** Strengthening our commitment to resident voices in decision-making.

- **Customer Influence and Assurance Panel (CIAP):** The key panel driving accountability and service improvement.

- **Many Other Ways to Get Involved:** Expanding resident opportunities beyond formal panel



# Resident Engagement Strategy ( co designed)

## Demonstrates our commitment to act in accordance with the Consumer Standards

TPAS reminded us here in 2023 of the words of the Regulator for Social Housing

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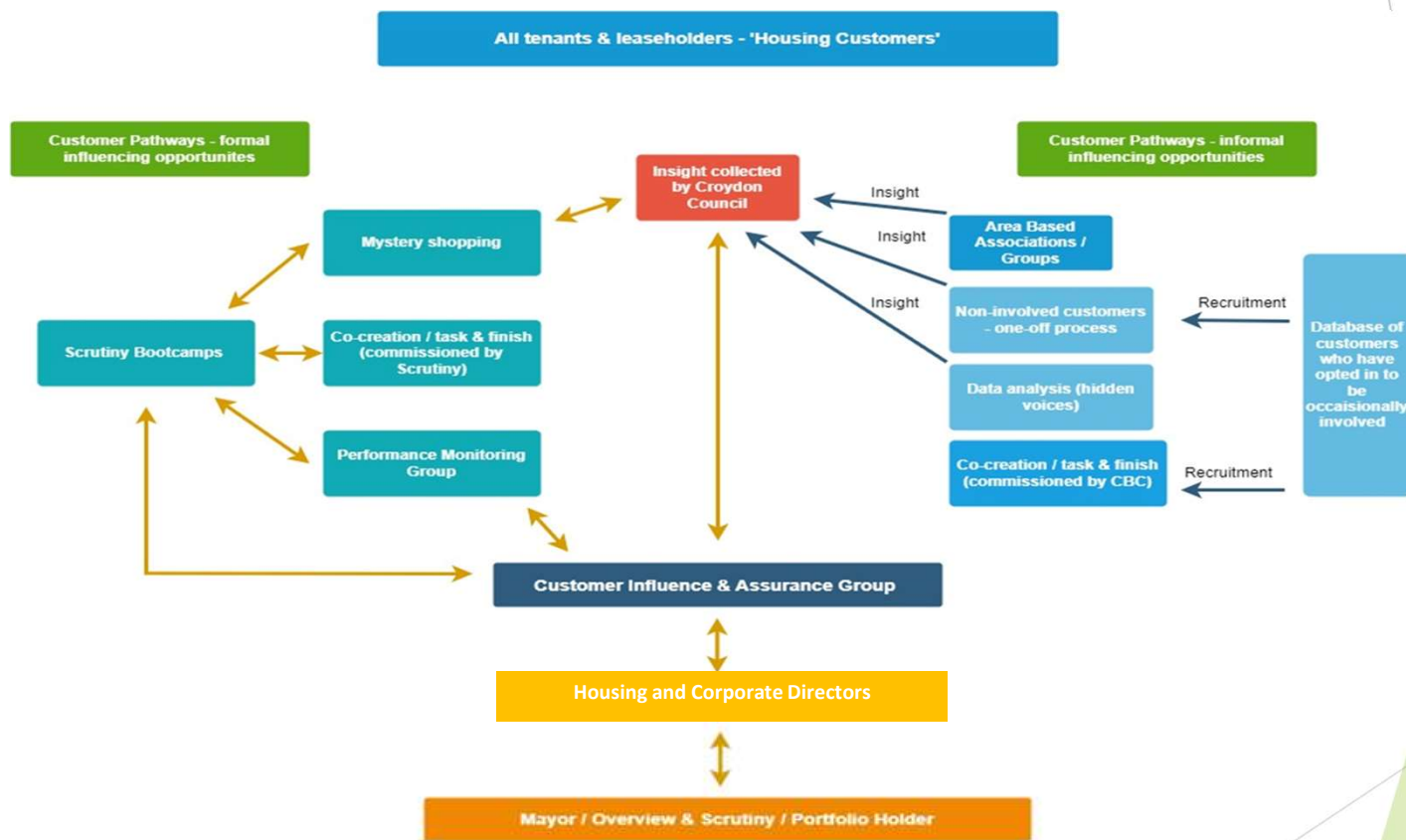
“well-run and well-governed organisations need to have systems in place to listen to and engage with tenants, and to take prompt and effective action when tenants may be at risk”

“the way in which registered providers listen to and engage with their tenants can fall short of what could be expected”

“I continue to urge all social housing providers to look at how accountable they are and how they can be more transparent with their tenants”

**Transparency, Influence and Accountability Standard**

# Coming up



## Opportunities

- ▶ Change needs to happen
- ▶ Doing nothing is not an option
- ▶ Increase range of residents involved in making changes
- ▶ Resident experience driving the changes
- ▶ All housing staff have a role to play

# Moving Forward - The Future of Resident Engagement

•**New Way Forward:** Strengthening our commitment to resident voices in decision-making.

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•**Customer Influence and Assurance Panel (CIAP):** The key panel driving accountability and service improvement.

•**Many Other Ways to Get Involved:** Expanding resident opportunities beyond formal panel



## Result

- ▶ TLP closes tonight
- ▶ Thank you all for your contribution

Thank you, any questions

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