



Tenant & Leaseholder Engagement Strategy 2021-2026

Basildon Borough Council

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Introduction

Basildon Borough Council is committed to listening to and working with its tenants and leaseholders, giving them a voice to influence the services and decisions made by the Council. By building strong working relationships with our involved tenants and leaseholders' we can deliver a sustainable service that is fit for purpose.

This five-year strategy demonstrates our commitment to genuine partnerships with tenants and leaseholders to deliver a great housing service

For the purpose of this strategy the term 'Tenant' refers to all residents living in Basildon Borough Council-owned properties or accessing the Council's services. This includes Tenants, Leaseholders or family members of Tenants living in the property, and those living in Temporary accommodation.

Whether you are a Tenant, Leaseholder, Housing Register applicant or Resident of our temporary accommodation, we hope you will read our strategy and take up the opportunity to 'Get involved'.

Our Vision

To deliver a great housing service, and for all Tenants to have the opportunity to engage with us and directly influence the delivery of services.

This strategy supports two of the Council's corporate plan ambitions:

PEOPLE:

- We want Basildon to be home to healthy and active local communities able to support themselves and each other.

PLACE:

- We want Basildon to offer a high quality of life for all residents through attractive, liveable, accessible, and safe neighbourhoods and towns along with the provision of enduring facilities, green spaces and town centres that meet the needs of the community.

Tenant involvement provides us with the Tenant experience of our services and helps us to prioritise what is important to our tenants, ensuring value for money and excellence in services.



National Context

The 2020 Social Housing White Paper set out a new charter for social housing residents. The Charter sets out what every social housing tenant should expect from their council.

- To be safe in your home
- To know how your landlord is performing
- To have your complaints dealt with promptly and fairly
- To be treated with respect
- To have your voice heard by your landlord
- To have a good quality home and neighbourhood to live in
- To be supported to take your step to ownership

The Local Context

Basildon has around 76,120 homes, of which Basildon Borough Council owns and provides a social housing landlord service to approximately 10,300 properties. We are also responsible for 2,129 Leaseholders, 1,703 Sheltered Housing, 100 Sheltered Housing Leaseholders, and 392 Temporary properties, demand for social housing in Basildon is high and set to remain high with approximately 2,300 applicants on the Homeseekers Register.

To ensure that the housing service is delivering the best services it can across all its areas of operation, tenant involvement is key, and is an integral part of the way in which we will improve our service and decision making.

Inclusion, Equalities and Diversity

There have been changes in the household size and demographic makeup in Basildon which sees more younger people and young families living in the borough. It is important that we ensure that engagement opportunities are more geared to those with busy lives so they can dip in and out of engagement volunteering. We need to make engagement more effective if people are to give us their views. We will endeavour to seek volunteers from the population generally but encourage younger residents, disabled people and those with complex needs, people from the Black, Asian, Minority Ethnic background and those living in hardship.



Outcomes

This strategy will underpin the delivery of the Government's charter by outlining how the council will listen and work with its tenants and leaseholders. This partnership will deliver the following outcomes

1. All Basildon Council tenants and leaseholders have the opportunity to 'Get involved'
2. The housing service is shaped by the needs of our tenants and leaseholders
3. The housing service is accountable to our tenants and leaseholders

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PHOTO TO BE INSERTED

Outcome 1: All Basildon Tenants and Leaseholders have the opportunity to 'Get Involved'

Outcome 1 of 'Get Involved' aims to maximise the opportunities for tenants to have their say and have a real influence over the services and decisions made by the housing service. By getting involved we can work together to ensure tenants and leaseholders feel safe in their homes and are living in good quality homes and estates.

Through capturing tenants' thoughts, experiences, and expectations, we can ensure our service is tailored to tenants needs.

To achieve this, we will:

- Creatively use a range of communication and engagement methods, including meetings, focus groups and digital channels to provide opportunities for tenants to have their say.
- Offer a variety of 'Get Involved' activities at varied times and levels of commitment.
- Ensure our 'Get Involved' opportunities are inclusive and allow tenants with specific needs to take part and promote equality and diversity throughout the housing service.
- Continue to consider barriers to engagement and continually review our 'Get Involved' offers in line with Tenant feedback.
- Provide training opportunities for Tenants to enable them to confidently and effectively 'Get Involved'.
- For ways to get involved check out our Menu of Involvement at [TBA](#) or email the Resident Involvement Team at residentinvolvement@basildon.gov.uk

Outcome 2: The housing service is shaped by the needs of our Tenants and Leaseholders

Outcome 2: of 'Get Involved' highlights the importance of knowing, hearing, and respecting our tenants and their views. By understanding their needs, expectations, and aspirations we can tailor our services accordingly

To achieve this, we will:

- Make the most of all contact with our tenants to ensure we collect and update information to help us provide better services to them.
- Provide opportunities for tenants to tell us what is important to them and as a service listen to this feedback and use it to develop the housing service.
- Find out more about how tenants would like to communicate with us and ensure that we offer a variety of communication methods to ensure that tenants can have their voice heard.
- Work towards a housing service that can not only deliver tenants' expectations, but also fulfils this and delivers an aspirational service.
- Put Tenants at the heart of service and estate improvements and the development of improved ways of working and services.

Outcome 3: The housing service is accountable to our Tenants and Leaseholders

Outcome 3: of 'Get Involved' acknowledges our tenants right to understand the decisions we make. It is important to us as a Landlord to give our tenants the best service experience possible.

With our commitment to continuously improving our service, we can use the knowledge, experience, and skills of our tenant population to drive the service forward.

To achieve this, we will:

- Identify a senior person who is responsible for compliance and with whom tenants have access too.
- Be proactive in sharing information about the housing service with our tenants to increase transparency.
- Empower our Tenant Scrutiny Panel to monitor performance and drive service improvement.
- Provide opportunities for development and encourage our tenants through training and health and wellbeing activities.
- Engage our tenants through a range of communication channels, to enable them to have their say about our services.

Conclusion

Within the Tenant and Leaseholder Engagement Strategy, Basildon Borough Council commits to giving all its Tenants a voice and listening to it. We pledge to put tenant involvement at the centre of how we deliver a very good housing service that provides value for money.

Using a range of activities, we aim to create a diverse involved tenant community who will help us to develop a better understanding of our tenants needs, expectations and aspirations. This in turn will influence and shape the services provided by the housing service.

We are committed to ensuring that the range of involvement opportunities is inclusive and rewarding, providing a positive experience for both the involved tenant and the organisation. We will continue to actively identify and break down barriers that might prevent people becoming involved.

Finally, by embedding tenant involvement within Basildon Borough Council housing service, we will ensure that we are accountable to our tenants and leaseholders.

This strategy will be regularly reviewed and monitored by the Resident Involvement Team, Tenant and Leaseholder Panel and the Tenant Scrutiny Panel. The Housing and Estate Renewal Committee will receive an annual update.

This document was co-produced with our involved Tenant & Leaseholder Representatives, and our thanks to Dacorum Council for their support.

