

Service Standards - Tenant Involvement



Tai Ceredigion's mission statement

"To be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy."

Standard

- Tai Ceredigion will offer a full range of options for tenant involvement which will include clear information to tenants on relevant issues within Tai Ceredigion.
- Tai Ceredigion will offer tenants a wide range of methods for involvement and the opportunity for feedback on the services we provide by the following options.
- To give all tenants the opportunity to express their views and to be consulted about specific issues including housing management.
- They will have the opportunity to influence ongoing developments within the organisation.

Opportunities for tenant involvement, influence and feedback includes

Tai Ceredigion Monitoring Group	Regular Newsletters
Sheltered Forum	Survey and questionnaires
Tenant Liaison Forum	Telephone
Tenant Conference	Local meetings
Tenant and resident associations	E-mail
Focus groups	Website
Estate inspections	Social media
Repairs direct-online reporting system	One to one (Where feasible)
Board membership	Shareholder membership
Garden competition	Telephone surveys

Aim

"To improve the quality and delivery of services for housing management and the wider community development by improving the opportunity for participation of tenants, residents and leaseholders in the operation and development of Tai Ceredigion."

We will:

- Improve the Housing Management service through communication and consultation with tenants.
- Develop culture of participation so all service delivery is open to tenant input.
- Ensure tenants are able to fully participate at their chosen level through providing training and resources.
- Ensure tenants are fully involved in the planning, implementation and monitoring of the planned maintenance programme and day to day repairs.
- Work with the wider community and partnership agencies in order to improve the quality of life for our tenants and the communities they live in.

A copy of our Tenant Participation Strategy is available upon request on 0345 606 7654 or e-mail post@taiceredigion.org.uk

These standards will be reviewed regularly, at least every three years.