



Cabinet Housing Panel

31 January 2024

Resident Involvement Strategy



**WELWYN
HATFIELD**

Resident Involvement Strategy 2024-2027

- This is a new Strategy
- The recommendation is for Cabinet to approve the strategy
- Sets out how we intend to engage with and involve our tenants and leaseholders in council housing with influencing and scrutinising our housing related policies, services and performance.
- Resident involvement in our services is a key theme in the consumer standards (‘Tenant Involvement and Empowerment Standard’) set by the Regulator of Social Housing – this is likely to be replaced by similar requirements in a new consumer standard (Transparency, Influence and Accountability Standard)

Resident Involvement Strategy 2024-2027

- The strategy sets out our:
 - Vision for engagement
 - Our commitments (such as more effective communications, partnership working, widening participation, measuring performance and keeping residents updated)
 - Resident priorities
 - Repairs, estate management and customer service were identified by respondents as areas that could be improved
 - Respondents also wanted better communication around repairs, planned maintenance and more about news and events

Resident Involvement Strategy 2024-2027

- Feedback on draft strategy from Resident's Panel
 - Suggests annual review (rather than 3 years)
 - Role of Resident's Panel in assisting with Residents Involvement Strategy needs more information
 - In resident's priorities section – to also reflect feedback from residents found in the work the Panel undertook on estate management
 - Some amends to make the wording clearer

Tenancy Strategy and Tenancy Policy



**WELWYN
HATFIELD**

Tenancy Strategy and Tenancy Policy

- Revision of existing Strategy and Policy
- Sets out the Council's commitment, as a provider of social housing, to provision of high-quality housing, thriving neighbourhoods and sustainable communities and expected approach towards tenancies
- We are required to consult with Registered Providers (Housing Associations) – as they are required in law to have regard to it
- If CHP unanimous agree the draft policy and strategy – Executive Member for Housing can approve going to public consultation
- Plan to consult from 2 February 2024 for 4 weeks and will include private landlords and agents via PAL scheme

Tenancy Strategy

- The strategy covers:
 - The kinds of tenancies they grant
 - The circumstances in which they will grant tenancies of a particular type
 - Where they grant tenancies for a fixed term, the length of those terms
 - The circumstances in which a tenancy may or may not be reissued at the end of the fixed term, in the same property or in a different property.
- The 4 key objectives of the Tenancy Strategy are:
 - **Secure life-time tenancies are our preferred approach**
 - Tenants have a clear understanding of their tenancy
 - Enable tenants to keep their tenancy for as long as they need them
 - If a tenancy ends or is under threat of ending, tenants are assisted to prevent homelessness

Tenancy Policy

- Council's preference is for lifetime secure tenancies
- The Tenancy Policy sets out in the council's approach to tenancy management
- Also identifies how the council will support tenancy sustainment, tackle tenancy fraud, and manage discretionary succession rights.
- In particular, the policy sets out more detail regarding the following:
 - The granting of Secure Council tenancies
 - Legal Assignment and Succession and demotions
 - Mutual Exchange
 - Fixed term Tenancies
 - This policy also explains the type of tenancy we will offer to new and existing tenants of WHBC