



Resident Involvement Policy

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Approved by:	Rentplus Homes Ltd Board

1.0 Introduction

- 1.1. Rentplus Homes Limited (“RPH”) is committed to enabling residents to influence decisions about the services that they receive. This will help us to improve the quality of the services that we deliver. To do this, RPH has developed opportunities and support to enable resident involvement and empowerment.

2.0 Policy Purpose and Scope

- 2.1 The purpose of this policy is to set out what residents can expect from RPH in relation to resident involvement and how we will involve and consult with residents in the governance and scrutiny of our services. We will consult residents every three years on this policy and the best ways of involving them. This policy covers all residents of RPH properties.

3.0 Legal and Regulatory Requirements

- 3.1 The Regulator of Social Housing's ("RSH") Resident Involvement and Empowerment Standard applies to tenants within social housing. The Standard requires that tenants are given a wide range of opportunities to influence and be involved in the decision-making of their landlord. Rentplus are keen to operate consistently within the spirit of the Resident Involvement and Empowerment Standard, where appropriate and relevant, given the benefits to customer satisfaction and service quality that it can bring.

4.0 Supporting Resident Involvement

- 4.1 To support resident involvement and empowerment, RPH will:
- Support the formation and activities of resident panels, associations or equivalent groups
 - Provide timely and relevant performance information to support effective scrutiny by our customers. This will include the publication of an annual report which will include information on service performance, repair and maintenance expenditure, and information on any changes to services provided
 - Provide clear information on how residents can access services and the responsibilities of residents and RPH regarding the service
- 4.2 We shall consult with residents on the scope of local offers for service delivery. This shall include how performance will be reported on and scrutinised by customers, with arrangements to review methods every three years.
- 4.3 Where we are proposing a significant change in the management arrangements, we shall consult with affected residents in a fair, timely, appropriate and effective manner. We shall set out the proposals clearly and in an appropriate amount of detail.

5.0 Current Involvement Activities

- 5.1 Residents will be able to be involved in influencing our work via:
- Being a member of a resident panel or equivalent group
 - Making suggestions on ways we can improve our service
 - Making a complaint via the complaints process
 - Completing the annual feedback survey

6.0 Customer Support

- 6.1 RPH understands that its residents may have a range of needs and will provide options to support all residents to get involved, including:
- The use of an interpreter/signer where required

- Providing communications in a range of formats
- Assisting with travel costs for those involved in panels

7.0 Policy Management

- 7.1 The board have overall responsibility for this policy.
- 7.2 This policy will be reviewed every three years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and to take account of good practice developments. We will also consult with residents every three years to include their feedback on the Resident Involvement Policy.

8.0 Background Documents

- 8.1 This policy should be read in conjunction with the Regulator of Social Housing's Resident Involvement and Empowerment Standard and the following policies:
- Service Standards
 - Complaints Policy
 - Equalities and Diversity Policy
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