

Customer engagement

26 September 2023



Social Housing landscape

Social Housing White Paper – Charter for Social Housing Residents

Fire Safety (England) Regulations 2022

Domestic Abuse Act 2021

Building Safety Act 2022

Social Housing (Regulation) Act 2023

Housing Ombudsman spotlight report

Consumer Standards

Compliant Handling Code

CWC – Our city: Our plan



Good Homes in well-connected neighbourhoods:

- Work together to deliver new homes
- Safe and healthy homes for all
- Access to a secure home
- Clean, green neighbourhoods and public space
- Well-connected businesses and residents

Housing is a key enabler to the delivery of whole of Our City: Our Plan

Resident influence and insight strategy

#GOODTOGREAT

CWC have been developing a resident influence and insight strategy for council owned housing.

This strategy sets out a vision for resident engagement aligning with the priorities of the current Housing Strategy “Better Homes for All” - in particular, the objective of a safe and healthy home.

The Social Housing (Regulation) Act 2023 means that all social housing providers must work with tenants and regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement.



Resident influence and insight strategy – progress

#GOODTOGREAT

CWC undertook a tenant and leaseholder engagement review in 2020 with an online survey in September due to pandemic restrictions.

Following significant delays, TPAS were appointed in February 2022 to support in the development of the Tenant Scrutiny across the city. This work has helped inform and develop the overarching strategy and action plans for all Managing Agents.

Responses to the consultation have helped to set out the city's aims and a clear direction and common approach across all managing agents, to tenant and leaseholder engagement.



Aims and action plan

- Ensure all tenants receive equal opportunity to be engaged with and influence the services they receive
- Deliver effective, accessible and timely complaints process for all tenants
- Understand the diverse needs of all customers across the city by making best use of customer data
- The council provides clarity to the managing agents on the expectations for engagement and tenant scrutiny

Customer engagement

- City-wide housing scrutiny group
- Tenant Satisfaction Measures
- Tenant Advisory Participation Services (TPAS)
- Complaint Handling Code
- Managing Agents – Customer involvement action plans

Customer engagement Wolverhampton Homes

- Customer survey and insight
- Tenant Satisfaction Measures
- Action plans and activity to date
- Compliance
- Future development



Customers at the heart

A guide to customer involvement in our decision making at Wolverhampton Homes

#GOODTOGREAT



