



RESIDENTS ENGAGEMENT POLICY

Prepared by:
J49 BOARD

Period:
2023-2026

Department:
MANAGEMENT



1. PURPOSE AND SCOPE

This policy outlines the principles, objectives, and strategies for engaging social housing residents in decision-making, program development, and community development efforts. It applies to all residents of J49 housing. They reflect and respond to all statutory requirements including the, 2017 Tenants and Involvement and Empowerment Standard issued by the HCA and The Charter for Social housing Residents white paper 2020.

2. PRINCIPLES OF RESIDENT ENGAGEMENT

- **Inclusivity:** Ensure that all residents, regardless of background or circumstance, have equal access and opportunity to participate in decision-making processes.
- **Transparency:** Provide clear information about decisions, processes, and outcomes to foster trust and open communication between residents and J49 housing
- **Empowerment:** Empower residents to actively contribute their ideas, opinions, and expertise to shape policies, programs, and services.
- **Respect:** Create a respectful and supportive environment where residents' voices are heard and their contributions are valued.
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3.OBJECTIVES

- **Enhance Quality of Life:** Engage residents to identify and address issues that impact their quality of life within the housing community.
- **Collaborative Decision-Making:** Involve residents in decisions related to property management, maintenance, and community development.
- **Build Social Cohesion:** Foster a sense of belonging and community by encouraging residents to connect, share, and collaborate with one another.
- **Capacity Building:** Provide opportunities for residents to develop skills, knowledge, and leadership abilities through engagement activities.



4. STRATEGY AND ACTIVITIES

- **Community Building, Projects and Events:** J49 always works in a community context. Therefore regular community events, workshops, and social gatherings will help foster a sense of belonging and encourage interaction among residents. These are of course optional but available to all residents.
- **Consultation and Feedback:** J49 will be implementing mechanisms for residents to provide feedback on housing services, maintenance, and policies. This could involve surveys, focus groups, suggestion boxes, or online platforms. J49 will have a dedicated website but also housing app for residents. The app has been developed with feedback and admin interactions to help meet residents needs whilst analysing information to meet resident special needs and requirements.
- **Participation in Decision-Making:** J49 has in its' structure several ways for residents to be involved in decision making. They are the LMG (local management groups, consisting of J49, residents, user groups and community groups in the building as well as the freeholder church or community organisation). This forum will participate in decision-making processes that affect their living conditions, such as maintenance schedules, capital improvements, and policy changes. It also has board opportunities for residents and will elect board reps in various developments where appropriate.
- **Residents Associations:** J49 would support the formation and operation of resident associations or resident councils where necessary, giving residents a formal platform to voice their concerns and advocate for their needs.
- **Information Dissemination:** J49 is committed to ensuring that residents have access to clear and timely information about housing policies, regulations, maintenance schedules, and other relevant matters. This can be done by the app, website and housing liaison manager.
- **Education and Training:** J49 will open up the opportunity for providing residents with educational opportunities, such as workshops on budgeting, job readiness, and life skills, to enhance their quality of life and self-sufficiency. This will happen through partners such as 'Hatch Local', a new start up focused on networking, job creation and empowerment.
- **Complaint Resolution:** J49 have policies that cover efficient processes for addressing resident complaints and concerns, ensuring timely resolution and follow-up.

- **Accessibility and Inclusivity:** J49 has partners and community organisations already engaged that can provide activities and communication methods that are accessible to all residents, including those with disabilities, language barriers, or other special needs.

- **Collaboration with Local Organisations:** J49 has already developed a structure to help local organisations and groups in a community collaborate and interact. They are called 'Local Partnership Groups.' They will help bring together local community organisations, nonprofits, charities and agencies, along with local authorities to enhance the range of services available to residents and promote a holistic approach to well-being.

J49 recognises the importance as a social housing provider to tailor their resident engagement policies to the unique characteristics of their communities, considering factors such as demographics, culture, and local challenges. J49 is aware that an effective resident engagement policy can lead to improved living conditions, increased resident satisfaction, and a stronger sense of community within social housing developments.

5. IMPLEMENTATION AND ACCOUNTABILITY

- **Designated structure:** J49 will use its' management and staff members responsible for facilitating resident engagement activities and ensuring effective communication between residents and J49.

- **Evaluation:** J49 using its' digital tech and relational network, regularly assess the effectiveness of engagement efforts, gather feedback from residents, and adjust strategies as needed. It will work on a low housing manager to resident ratio so that will further enhance personal engagement with residents.

- **Reporting:** J49 will provide transparent reports on engagement activities, outcomes, and resident feedback to demonstrate accountability through existing structures.

6. RESOURCES AND SUPPORT

- **Funding:** J49 has in its' financial strategy set aside resources to support resident engagement initiatives, including training, events, and administrative support.
- **Capacity Building:** J49 will provide training and resources to staff and residents to enhance their ability to engage effectively.
- **Local Partnerships Groups:** J49 has set up a structure already (see above) to help collaborate with community organisations, local governments, charities, churches and non-profits to share expertise and resources in building a vibrant community.

7. Conclusion

This policy reflects J49's commitment to resident engagement as a cornerstone of creating vibrant, inclusive, and supportive social housing communities. By empowering residents to contribute their insights and perspectives, we aim to collectively enhance the well-being of our residents and strengthen our housing programs.



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