



# Resident Involvement Strategy 2025-2027

<b>Date of approval</b>	
<b>Responsible director</b>	Sarah Klueter, Director of Customer Experience
<b>Strategy monitoring body</b>	Customer Experience Committee
<b>Resident input into strategy date</b>	Resident workshop: 29 September 2023 Resident surveys: September - October 2023 and March – April 2025 Scrutiny Group: 24 April 2025 Customer Experience Committee: July 2023, November 2023 & May 2025
<b>Date for strategy review</b>	May 2027
<b>Linked strategies/policies</b>	<ul style="list-style-type: none"><li>• Our Plan 2023-2026</li><li>• Wyth Everyone Strategy</li><li>• Value for Money Strategy</li><li>• Brand and Communication Strategy</li><li>• Complaints Policy</li><li>• Involvement Expenses Guidance</li><li>• Community &amp; Neighbourhood Development Strategy</li></ul>
<b>Strategy and Legal Framework</b>	<ul style="list-style-type: none"><li>• <a href="#">Transparency, Influence and Accountability Standard</a></li><li>• <a href="#">Social Housing (Regulation) Act 2023</a></li><li>• <a href="#">Building Safety Act 2022</a></li><li>• <a href="#">Preparing a resident engagement strategy guidance from the Health &amp; Safety Executive, updated 21 September 2023</a></li><li>• <a href="#">The Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023</a></li><li>• <a href="#">Housing Ombudsman's Complaint Handling Code</a></li></ul>

## 1. Our Commitment to You

We believe that everyone should have a say in decisions that affect their home and community. This strategy is designed to give you meaningful opportunities to shape our services, hold us accountable, and ensure we listen to what matters most to you.

### 1.1 Who We Are

Wythenshawe Community Housing Group (WCHG) provides homes for nearly 30,000 people, making up approximately 37% of Wythenshawe's community. We are more than just a landlord—we are part of the community, with 40% of our team living in the areas we serve.

Our purpose is to:

- Provide good quality homes and services
- Play a leading role in creating safer, healthier communities

### 1.2 Why Resident Involvement Matters

We aim to:

- Provide you with genuine influence over our decisions.
- Ensure you can scrutinise our services and hold us accountable.
- Listen to diverse voices within our community, so we can provide services that meet everyone's needs.

## 2. How We Ensure Your Voice is Heard

We follow legal and regulatory frameworks to uphold the highest standards, including:

- [Social Housing \(Regulation\) Act 2023](#) and [Consumer Standards](#) – Strengthening the relationship between landlords and tenants.
- [Building Safety Act 2022](#) and [Higher Risk Buildings Regulation](#) – Ensuring greater rights and protections for safer homes.
- [Housing Ombudsman's Complaint Handling Code](#) – Promoting fair and transparent complaint resolution.
- [Health & Safety Executive Guidance](#) – Setting expectations for resident engagement with residents in taller buildings.

We are also guided by the [National Tenant Engagement Standards](#) developed by tenant engagement experts, Tpas, as well as the [National Housing Federation's Code of Governance](#) and the [Together with Tenants](#) framework, ensuring close collaboration between landlords and residents.



### 3. Ways You Can Get Involved

Here are the opportunities for you to make decisions, influence and scrutinise our strategies, policies and services.

#### 3.1 Influencing Decisions at the Top

- **Join the Board** – Shape WCHG's long-term plans.
- **Customer Experience Committee** – Make decisions about our policies and services.
- **Scrutiny Group** – Be part of a team of tenants assessing our performance and recommending improvements.
- **High-Rise Living Forum** – Discuss safety and key issues in taller buildings.
- **Task & Finish Groups** - Collaborate with our teams on specific projects and improvements.


#### 3.2 Checking Our Standards

- **Service Inspectors** – Check that homes ready for let and communal spaces meet our standards.
- **Procurement Advisors** – Collaborate with managers to buy goods and services with the best value for money for tenants.
- **Readers' Panel** – Review letters and leaflets for clarity.
- **Value for Money Group** – Help ensure rent and service charges are spent wisely.

#### 3.3 Shaping Your Community

- **Tenants and Residents Associations (TARAs)** – Meet with neighbours to discuss local concerns.
- **Community Voice Meetings** – Conversations with our team about what matters to you and your neighbours locally.
- **Summer Roadshows** – Face-to-face events for feedback and updates.
- **Garden City Homes Drop-ins & Forum** – Leaseholders and shared owners discuss concerns (drop-ins) and influence policies (forum).
- **Invite us to your Community Group** – Are you part of a mums 'n' tots group, your local mosque or church, or a Men's Shed group? Would it be easier if we came to you? If you'd like us to come chat and listen, let us know.

#### 3.4 Sorting an Issue

- **Make a complaint** – If we've got something wrong and it needs putting right, our complaints process is open to you. We also use our learning from complaints to improve things for the future.
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### 3.5 Quick and Easy Feedback

- **Online Surveys by email & text** – Provide feedback without attending meetings.
- **Comments & Praise** – We record your comments and praise to share with colleagues and learn from when reviewing how we do things.

### 4. Keeping You Informed

We will always update you on how your feedback influences our services through:

- **‘You Said, We’re Doing’ updates** – Showcasing improvements based on your feedback and how we’re learning from complaints.
- **Reports** – Published on our website and available in hard copies on request:
  - **Scrutiny Group service reviews** – Recommendations for improvement from tenants.
  - **Annual Report to Residents** – Clear performance updates.
  - **Annual Complaint & Service Improvement** – What we’ve learned from complaints and what we’re doing about it.
- **Regular newsletter & social media updates** – Keeping you in the loop.
- **Tenant Satisfaction Measures** – You can see whether our other tenants are satisfied and compare our performance to other landlords

### 5. Building Safety – Keeping You Safe

We manage ten high-rise buildings and are legally responsible for their safety.

#### 5.1 High-Rise Buildings We Manage

Wythenshawe Community Housing Group is the Principle Accountable Person (PAP) for:

- Bagnall Court – 62 apartments
- Benchill Court – 45 apartments
- Birch Tree Court – 85 apartments
- Brookway Court – 95 apartments
- Brownley Court – 46 apartments
- Edwards Court – 87 apartments
- Hollyhedge Court – 58 apartments
- Moorcot Court – 70 apartments
- West View Court – 72 apartments
- Cedar (Block B) at Village 135 – 50 apartments

#### 5.2 How We Keep You Involved in Building Safety

If you are a tenant or leaseholder in one of these buildings, we will:

- Notify you when safety-related work is happening and its purpose.
- Consult you on major changes, such as:

- evacuation plans
- door access systems
- policies affecting shared areas in your building
- Consult you when safety works will take place over more than one day and will limit access to any part of a building or otherwise cause a nuisance to you. We will consult you about:
  - the days and times when work is to take place, and
  - how to mitigate disruption to you from the works
- By 'consult you' on building safety matters, we mean that we will:
  - Send you a letter if you are directly affected
  - Put a notice on the building safety notice boards in your building
  - Add the information to the building safety pages of our website
  - Allow at least 3 weeks for consultation
  - Keep records of the feedback we receive
  - Consider any concerns raised

### 5.3 Safety Information about your Building

Building Safety guides are available to all residents aged over 16 living in our high-rise buildings. They are also available on our website and include:

- What we're doing to keep you safe.
- What you can do to enhance your own safety.
- How you can be involved in building safety decisions.
- How you can update your household building safety information.
- How to report any safety concerns.

## 6. What we Want to Achieve

By November 2026, we aim to:

- **Engage more diverse voices** – Including younger tenants and leaseholders.
- **Expand involvement opportunities** – Offering task & finish groups and more digital consultation as well as in-person events.
- **Enhance transparency** – Providing clearer updates and easy-to-read information.
- **Strengthen safety engagement** – Ensuring high-rise residents feel informed and secure.
- **Maximise the impact of your feedback** – Demonstrating the exact changes we make.
- **Promote Civic Centre engagement opportunities** - Promoting opportunities to influence decisions about the regeneration of Wythenshawe Town Centre.

- **Maintain or improve satisfaction** – Surveying tenants, shared owners and leaseholders to find out if you are satisfied with our services and whether you think we listen to you and act.

## 7. Monitoring and Review

### 7.1 How We Measure Progress

The **Customer Experience Committee** will review progress and outcomes at their regular meetings.

The effectiveness of this strategy will be reviewed annually, considering:

- What this strategy intends to achieve.
- Relevant consumer standards.
- Building safety requirements for engagement.
- How we compare to other housing providers.

### 7.2 How We Keep Residents Informed

We will communicate the impact of resident involvement through:

- Our website, social media, and reports published on our website and in hard copy.
- Face-to-face meetings and events, including the Summer Roadshow.
- Benchmarking our performance to help you compare how satisfied tenants of other housing providers are.
- Consulting residents on the best ways to involve them in governance and service scrutiny ahead of our next strategy update in May 2027.

## 8. Let's Work Together!

This strategy is about you - your voice, your home, your community. Whether you want to be deeply involved or simply share a quick thought, we want to hear from you.

We hold a 3-week consultation every time we update this strategy (at least once every two years) and promote it on our website. If you missed the consultation, you can share your ideas for the next update at any time.

Want to get involved? Visit [www.wchg.org.uk/our-services/get-involved/](http://www.wchg.org.uk/our-services/get-involved/) or contact our Resident Involvement Team.