

Habitare Homes Limited: Resident Involvement and Empowerment Policy

Version:	3.0
Author:	Man GPM UK Limited
Policy Owner:	Board
Date adopted:	March 2026
Date of next review:	March 2028
Approved by:	Board

1 Introduction

- 1.1 Resident involvement is the process which enables landlords to work in partnership with their residents. This Policy sets out the framework to enable residents to influence the decisions of Habitare Homes Limited ("Habitare"). This enhances accountability, builds better relationships and ensures that services are shaped by the people who use them.
- 1.2 Habitare is committed to involving residents to help us improve the quality of the services we deliver. In order to do this, Habitare has developed opportunities, working with our Managing Agents, to enable resident involvement and empowerment at every level of the organisation.
- 1.3 The purpose of this Policy is to set out what to expect from resident involvement in Habitare and how we will involve and consult with residents in the governance and scrutiny of our services. This Policy ensures that residents have a voice from their living room to the boardroom, in line with best practice across the social housing sector.

2 Scope

- 2.1 This Policy applies to all residents living in homes owned or managed by Habitare, including tenants, shared owners, leaseholders and licensees. It also applies to all staff whether employed directly by Habitare, a partner, contractor, Managing Agent, or any other individual who acts on behalf of Habitare in delivering housing-related services.

3 Purpose

- 3.1 The purpose of this Policy is to:

- 3.1.1 Set out how Habitare will treat all residents with fairness and respect in line with the Transparency, Influence and Accountability Standard.
- 3.1.2 Ensure residents are given a wide range of meaningful opportunities to influence and scrutinise Habitare's strategies, policies and services.
- 3.1.3 Provide a framework for how Habitare will take residents' views into account in decision-making and demonstrate how those views have been considered.
- 3.1.4 Ensure that communication with residents is clear, accessible, relevant, timely and appropriate to the diverse needs of residents.
- 3.1.5 Provide residents with performance information to support effective scrutiny of Habitare's service delivery.
- 3.1.6 Ensure complaints are addressed fairly, effectively and promptly.
- 3.1.7 Promote a culture of continuous improvement driven by resident feedback and insight.

4 Definitions

- 4.1 "Board" – the Board of Directors of Habitare.
- 4.2 "Managing Agent" – a housing association or property management company appointed by Habitare to manage properties and deliver housing services on its behalf.
- 4.3 "Resident" – any tenant, shared owner, leaseholder or licensee of a home owned or managed by Habitare.
- 4.4 "Resident Panel" – a formally constituted group of residents who work with Habitare and/or its Managing Agents to influence and scrutinise services and strategic priorities.
- 4.5 "Tenant Satisfaction Measures (TSMs)" – a set of performance measures defined by the Regulator of Social Housing that registered providers must collect and publish annually to allow residents to scrutinise their landlord's performance.

5 Legal and Regulatory Requirements

- 5.1 Habitare is a for-profit registered provider of social housing in England, regulated by the Regulator of Social Housing (RSH). This Policy has been developed to ensure compliance with the following legal and regulatory requirements:
- 5.2 Social Housing (Regulation) Act 2023
The Social Housing (Regulation) Act 2023 significantly expanded the RSH's consumer regulation powers. It removed the previous 'serious detriment' test, meaning the RSH can now use its monitoring and enforcement powers in relation to the consumer standards without needing to demonstrate actual or potential serious

detriment to tenants. This Act underpins the proactive inspection regime that Habitare must be prepared for.

5.3 RSH Consumer Standards (April 2024)

The RSH introduced four new Consumer Standards with effect from 1 April 2024, replacing the previous Tenant Involvement and Empowerment Standard. This Policy is primarily aligned with the Transparency, Influence and Accountability Standard (TIAS), which has six required outcomes:

- 5.3.1 Fairness and respect – Habitare must treat residents and prospective residents with fairness and respect.
- 5.3.2 Diverse needs – Habitare must take action to deliver fair and equitable outcomes for residents, taking account of protected characteristics, language barriers and additional support needs.
- 5.3.3 Engagement with tenants – Habitare must take residents' views into account in decision-making about how landlord services are delivered and communicate how those views have been considered.
- 5.3.4 Information about landlord services – Habitare must communicate with residents and provide information so residents can use landlord services, understand what to expect, and hold their landlord to account.
- 5.3.5 Performance information – Habitare must collect and provide information to support effective scrutiny by residents of their landlord's performance.
- 5.3.6 Complaints – Habitare must ensure complaints are addressed fairly, effectively, and promptly.

6 Supporting Resident Involvement and Engagement

6.1 To support resident involvement and empowerment activities, Habitare will:

- 6.1.1 Through our Managing Agents give residents a wide range of opportunities to influence and scrutinise strategies, policies and services delivered in their community.
- 6.1.2 Support the formation and activities of Resident Panels or equivalent groups with our Managing Agents, and respond in a constructive and timely manner to them.
- 6.1.3
- 6.1.4 Ensure our Managing Agents provide support that meets the diverse needs of residents so they can engage with involvement opportunities, for example training and employment advice.
- 6.1.5 Ensure our Managing Agents follow Habitare's policies and offer support to residents that wish to exercise their Right to Manage, Right to Transfer or other housing management functions, where appropriate.

- 6.1.6 Our Managing Agents will regularly consider, working with residents to improve and tailor its approach to delivering landlord services including resident engagement, and implement changes as appropriate.
- 6.1.7 .
- 6.1.8 Publish clear signposting on our website to guide residents to their Managing Agent so our residents can access services and advice regarding the service and maintenance of their homes.

6.

7 Information and Transparency

- 7.1 In line with the Transparency, Influence and Accountability Standard, through our Managing Agents, Habitare will provide residents with information about:
 - 7.1.1 Available landlord services, how to access those services, and the standards of service residents can expect.
 - 7.1.2 Standards of safety and quality residents can expect homes and communal areas to meet.
 - 7.1.3 Rents and service charges that are payable by residents.
 - 7.1.4 Responsibilities of Habitare and the resident for maintaining homes, communal areas, shared spaces and neighbourhoods.
 - 7.1.5 Residents' rights in respect of Habitare's legal obligations and relevant regulatory requirements, including the requirement to provide a home that meets the Decent Homes Standard, compliance with health and safety legislation, rights conferred by tenancy agreements, and the rights of disabled residents to reasonable adjustments.
 - 7.1.6
- 7.2 Habitare will ensure that its housing and neighbourhood policies are fair, reasonable, accessible and transparent. Where relevant, policies will set out decision-making criteria and appeals processes.

8 Performance Information and Tenant Satisfaction Measures

- 8.1 Habitare will meet the RSH's requirements in relation to the Tenant Satisfaction Measures (TSMs). This includes:
 - 8.1.1 Collecting and processing TSM information as specified by the RSH within the required timeframe.
 - 8.1.2 Annually publishing performance against the TSMs in a manner that is timely, clear and easily accessed by residents.
 - 8.1.3 Annually submitting TSM information to the RSH in the required form and timeframe.

8.1.4 Ensuring that TSM information is an accurate, reliable, valid and transparent reflection of Habitare's performance.

8.2 Habitare will also provide residents with information about:

8.2.1 How Habitare is performing in delivering landlord services and what actions it will take to improve performance where required.

8.2.2 How residents' views have been taken into account to improve landlord services, information and communication.

9 Current Involvement Activities

9.1 Habitare offers a menu of different levels of involvement to recognise that residents have diverse circumstances and availability. Residents can be involved in influencing our work via:

9.1.1 Being a member of a Managing Agents Resident Panel or equivalent group

9.1.2 Participating in Managing Agents service improvement groups or focus groups on specific topics.

9.1.3 Completing the annual feedback survey and transactional satisfaction surveys.

9.1.4 Providing feedback via Managing Agents digital engagement platforms, telephone or face-to-face interactions.

9.1.5 Making a complaint via the complaints process.

9.1.7

9.2 Residents may be invited to join a local Resident Panel or equivalent group during the sign-up process. In addition, Habitare will seek their feedback through our annual social impact survey and ongoing transactional surveys following the delivery of services.

9.3

10 Demonstrating Impact

10.1 Habitare recognises that it is essential not only to listen to residents but to demonstrate how their feedback has influenced services and decision-making. Habitare will:

10.1.1

10.1.2 Publish "You Said, We Did" updates to show how resident feedback has shaped services.

10.1.3 Report to the Board on how resident views have been incorporated into strategic and operational decisions.

- 10.1.4 Where Habitare is unable to act upon feedback, provide clear rationale as to why not and offer alternative solutions.

11 Policy Management

11.1 The Board of Directors of Habitare has overall responsibility for this Policy.

11.2 This Policy will be reviewed every two years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives, complies with regulatory requirements and takes account of good practice developments.

11.3 This Policy will be reviewed with our Managing Agents annually to review the effectiveness of our approach to resident involvement and any learning identified.

11.4

12 Background Documents

12.1 This Policy should be read in conjunction with the legal and regulatory documents listed below:

- The Regulator of Social Housing Consumer Standards (April 2024):
 - Safety and Quality Standard
 - Transparency, Influence and Accountability Standard
 - Neighbourhood and Community Standard
 - Tenancy Standard
- Social Housing (Regulation) Act 2023
- Housing Ombudsman Complaint Handling Code
- Tenant Satisfaction Measures: Technical Requirements

12.2 And the following Habitare strategies and policies:

- Aids and Adaptations Policy
- Complaints Policy
- Data Protection and Privacy Policy
- Equality and Diversity Policy

Version Control

Date	Amendment	Version
------	-----------	---------

March 2024	Policy refresh and alignment with RSH Consumer Standards April 2024	V2.0
March 2026	Comprehensive update: full alignment with Transparency, Influence and Accountability Standard; incorporation of Social Housing (Regulation) Act 2023 requirements; addition of TSM obligations; new sections on Information/Transparency and Demonstrating Impact	V3.0