

2019 Tenant Charter

This is our draft charter for the coming year, we have developed this based on feedback from the annual tenant survey and our existing strategies. Please let us know if you have any feedback on the charter or if we are missing something important to you.

TOPIC	COMMITMENT
Neighbourhood and Community	Review the information we provide to tenants about anti-social behaviour
	Hold further targeted community events based on survey feedback
	Work with partners to investigate ways we can help tenants to improve their health and wellbeing
Tenancy	Promote the new downsizing scheme and support at least five tenants to downsize to smaller homes
	Introduce a new digital and accessible Tenant Handbook
	Upgrade MyTenancy to provide tenants with better access to their tenancy online
Tenant Involvement and Empowerment	Support the Performance Panel to complete the review of green spaces management and at least one further review of our services
	Provide cultural awareness and equality and diversity sessions for staff and tenants (carried over from previous year).
Home	Review our improvement scheme strategy to ensure we can improve the homes that need it the most within our dedicated budget
	Continue to acquire new homes (target of 30 per year)
Value for Money	Develop a new value for money action plan in consultation with tenants

