



WILLOW TREE

HOUSING PARTNERSHIP

Resident Engagement Policy

Version:	v3
Responsibility for the Policy	Housing Service Operations Lead
Date approved by Executive	July 2025
Date reviewed by RSP & Tenant Consultation	September 2025
Date approved by Board (if applicable)	
Date due for review:	

1. Statement of Intent

Willow Tree Housing Partnership (WTHP) recognises the value of meaningful resident engagement. It is a key component in fulfilling WTHP's Mission Statement, improving services and aligning these to residents' needs. It is also central to creating a way of operating that fosters transparency in decision-making and providing genuine influence for residents.

2. Policy Objectives

WTHP has four policy aims in respect of resident engagement:

2.1 Residents will have a range of opportunities to engage with WTHP at all levels of the business.

WTHP will have clear and accessible methods of resident engagement and will embed these throughout our operations. These will be promoted and delivered through a variety of methods, matching the varied communication needs of our residents.

WTHP will encourage new ways of engaging with our communities and will offer support to encourage residents willing to try different methods of engagement.

Methods of resident engagement may include:

- Holding regular resident group meetings open to all residents to discuss issues relating to WTHP
- Email consultation and surveys
- Encouraging resident Board Members
- Holding neighbourhood walkabouts where appropriate and/or residents' meetings where requested
- Producing a newsletter for tenants at least 3 times a year
- Producing an annual report to residents in an easy to read format
- Running co-production events on specific services or projects
- Supporting Residents' Associations
- Supporting a proactive Resident Scrutiny Panel
- Providing opportunities for shared owners and leaseholders to engage
- Publishing Tenant Satisfaction Measures and performance data regularly on the WTHP website

2.2 WTHP will ensure that resident engagement is meaningful

WTHP recognises that our residents play a significant role in the decision making process, and that the decision made by a landlord has an impact on their homes and lives.

WTHP will facilitate residents to input into the development, monitoring and scrutiny of key service delivery areas and will measure the effects and improvements on our approach. WTHP will achieve this through the Residents Scrutiny Panel and by using co-production events.

WTHP will also take advantage of feedback through customer satisfaction surveys, online feedback, complaints and compliments.

2.3 WTHP will enable and resource resident engagement

WTHP will set aside a budget to resource resident engagement on an annual basis.

2.4 Engagement on major projects

WTHP will ensure that where major changes to the way services are delivered, or when undertaking large projects that impact residents there are effective methods of consultation to involve residents or groups of residents.

In addition, WTHP will consult with residents in accordance with legislation and regulation, for example the Landlord and Tenant Act 1985 (Section 20).

Performance Standards

WTHP will produce an annual resident engagement strategy along with information on resident engagement activity carried out and planned, on an annual basis.

Customer satisfaction will be measured by Tenant Satisfaction Measures and the use of transactional satisfaction survey data, with the outcome of these surveys published on the WTHP website and reported to the Board.

Reference Documents

External

- RSH [Transparency, Influence and Accountability Standard](#)

Internal

- Resident Engagement Strategy
- Resident Engagement Action Plan

When setting policy, the Willow Tree Housing Partnership will ensure a golden thread of best practice runs through all aspects of its operations in respect of equality, diversity and inclusion. It will seek to minimise adverse environmental impacts arising as a consequence of its work. This approach and all policies will be reviewed on their anniversary date or as new guidance or legislation is introduced, whichever occurs sooner.