



We want to make sure customers are at the heart of decision making at EHA. Our Tenant Engagement Policy and Strategy, which directs our work, outlines our commitment to listen actively to customers views, and act where we can.

'*Tenant engagement*' is the act of using tenant insight and input to improve services, and making them more efficient. Engaging with, and involving tenants happens across four main, interlinking levels.

There are four levels our tenants can be engaged with us – from accessing the information they need, up to leading the business by being on our Board (see below). In between this, there's our Tenant Opinion Panel and our Scrutiny Audit Panel, and the opportunity to join small one-off 'Taskforces' – more on these groups later.

Hearing your voice

We aim to involve our tenants at the start of developing changes and new services.

We use a tool to look at the impact the change or service has on our tenants and the influence they have, so we don't miss the opportunity to ask our tenants what they think. Where something affects our tenants directly and there is opportunity to influence (i.e. not a legal requirement), we will seek opinions and use them to inform our work.

If it's something that affects our tenants but is a change directed by the government or a legal change, we will make sure to keep tenants informed; usually via Viewpoint, or by direct communication where necessary.

How can I be involved?

We aim to offer ways to be involved across all four levels of engagement:

Eden Housing Association – Tenants' Handbook

Chapter 4: Engagement 'to have your voice heard by your landlord'

Information

We know that many of our tenants prefer to be kept up to date, and have access to relevant information, rather than to be involved.

Viewpoint is our primary way of sharing information out tenants need, as well as information they might find useful. We circulate our tenants' Newsletter, Viewpoint every other month.

[Viewpoint](#) is interactive, so within the newsletter, you will find quick links to websites, emails and relevant staff for added convenience. If you have any feedback on Viewpoint or have ideas for articles, please email myviews@edenha.org.uk.

You can also find us on Facebook and Twitter under @EdenHousingUK

Consultation

Tenant Opinion Panel

EHA's Tenant Opinion is our growing community of tenants who want to tell us what they think, around services they are interested in. We send opportunities to give opinions via online surveys, then use the feedback to shape or update our services.



Sometimes, TOP's opinions are used to update policies and services, and members may be invited to join a Taskforce to work with us on more in-depth service reviews.

If you'd like to join our ever-growing panel of service changers, join our Facebook group [HERE](#). Our tenant only group is called [EHA Tenant Opinion Panel](#). Or email your details to myviews@edenha.org.uk.

Participation

Scrutiny Taskforce

Where work needs to be done to improve a service, we will work with tenants to develop a plan to make positive changes.

We contact tenants to join a small group: a 'Taskforce' to work with us over a short period of time, in ways which suit them, to carry out a review. All reviews result in a report and recommendations, which goes to staff and our Board to action.

All areas are selected by our Scrutiny Audit Panel. The group reviews relevant performance and satisfaction information, to look for trends. They highlight where they want us to improve for the benefit of all tenants, staff then form a 'Taskforce' of tenants to carry out the review.

All recommendations which are approved by our [Board](#) are then actioned by staff. Progress with each recommendation is monitored by Scrutiny Audit Panel and Audit and Risk Committee (a sub-committee of our Board) on a quarterly basis.

Management

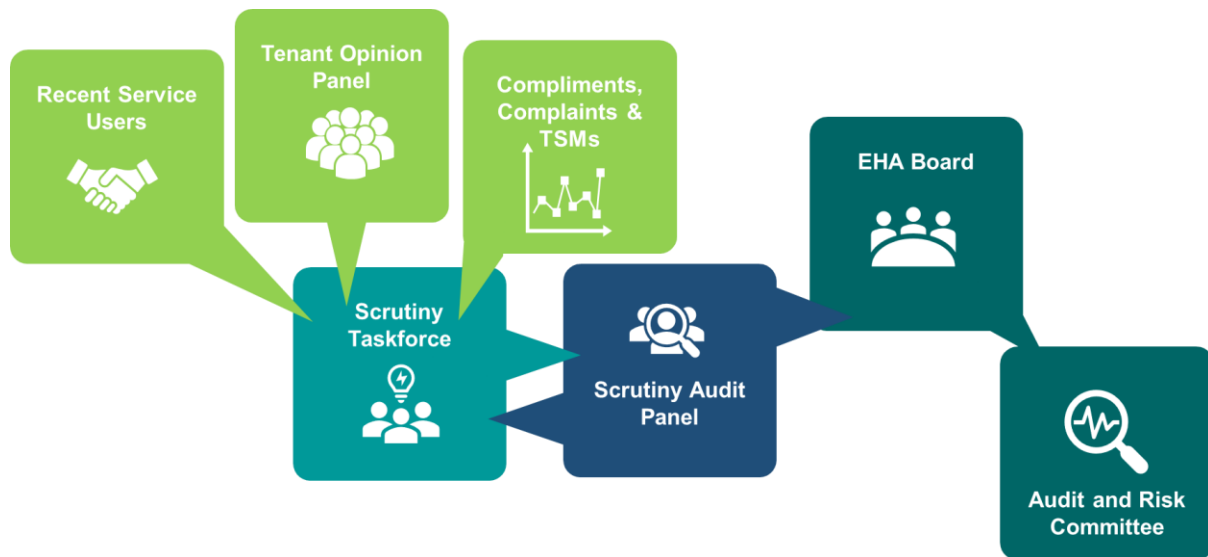
Scrutiny Audit Panel

To make sure our scrutiny process is tenant led, our 'Scrutiny Audit Panel' (SAP) meet every other month to review [performance information](#), [complaints data](#), and [Tenant Satisfaction Measures](#). Where our performance or tenant satisfaction is lower than we'd like, SAP will review in more depth, and propose future areas for review.

You can see where different engagement options work together in the diagram below; all groups working together to drive improvement at EHA:

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Chapter 4: Engagement 'to have your voice heard by your landlord'



When an area for review has been identified, engagement staff put together a plan to form a new 'Task Force'. SAP reviews the plan, and their suggestions are included where necessary before we begin.

Once complete, SAP review the final Taskforce report, using a 'Scrutiny Audit Checklist', which checks the review meets certain standards/ measures. These measures are based around the new [proposed Consumer Standards](#), by the Regulator for Social Housing.

These include:

- **Diverse Needs** - Check that EHA has understood and taken appropriate action to meet tenants' engagement needs, to allow them fair access to scrutinising services.
- **Equitable** - check that final recommendations are equitable for tenants.
- **Engagement with tenants** - Check that EHA has taken tenants' views into account through report recommendations.
- **Information provided** – Check scrutineers have been given clear and timely information around what to expect from their landlord, to allow them to hold their landlord to account.

If you're interested in finding out more or want to join SAP, contact our Engagement and Insight Team on 01768 861435 or email myviews@edenha.org.uk.

Tenant Board Membership

Eden Housing Association is managed by our [Board](#), who make sure the Association operates effectively in line with EHA's Corporate plan objectives, and its legal and moral obligations to tenants.

We welcome tenants to join, as these members have additional insight as a customer of the Association’s services, allowing them to consider a tenant’s perspective more accurately. If you are interested in joining our Board, and would like an informal discussion around the role, please contact sarah.boustead@edenha.org.uk.



EHA Fund

Led by our Scrutiny panel, we recently launched our new fund, exclusively for EHA tenants – the Eden Housing Association Training Bursary and Neighbourhood Fund.

EHA tenant can apply for up to £50 on behalf of a group they’re involved with, to fund refreshments for their local play group or plants for their gardening group, for example.

The bursary fund provides £50 towards training, which can be used towards fees, resources, transport etc towards some training you’d like to do.

If you’d like to find out more, call our Engagement and Insight Team on 01768 861435 or email your funding idea to myviews@edenha.org.uk.