



**Tenant
Involvement**
South Cambridgeshire
District Council



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District Council

South Cambridgeshire District Council Resident Involvement Strategy

Your Voice Counts

Making the housing service more responsive to tenants.

- We want to ensure that you, our tenants and leaseholders, have a voice in your housing service.
- We want to share information and get feedback from you in a way that suits you.
- We are providing a range of opportunities for tenants and leaseholders to be involved in your housing service.

The Resident Involvement Strategy sets out how we will do this. It applies to everyone in South Cambridgeshire who lives in a council home, including tenants, sheltered housing tenants, and leaseholders.

The Strategy looks to introduce a new Housing Engagement Board comprising of tenants, councillors, and the Head of Housing to oversee and scrutinise the performance of your housing service.

As well as a new Housing Engagement Board, we are proposing to hold local quarterly meetings in three areas of the district, for any tenant or leaseholder to attend. We are also adding digital communications so that information is shared regularly with you.

**Tenant consultation closes at
1pm on 30 August 2020**

Housing Engagement Board



5 tenants and
1 leaseholder



Head of
Housing



3 District
Councillors

Elected tenant representatives would meet quarterly with the Lead Member for Housing, two other councillors, and the Head of Housing.

Together they will discuss, scrutinise, and recommend how the service is managed. They will also continually review how well it performs for tenants and leaseholders.

They would ask questions such as:



What type of complaints and issues are tenants raising?

Are contractors like Mears offering value for money?

What are tenants' priorities when it comes to housing services?

Are the housing polices fair to everyone?



Which tenants will be on the board?

Elections for representatives will begin in November 2020, when we will ask all tenants if they wish to stand for election. We will run candidate workshops in February. Ballots will be sent to tenants' and leaseholders households in March 2021. The new board will be announced in May 2021.

Have your say about the new Resident Involvement framework at www.scamb.gov.uk/Tenant-Consultation or write to Resident Involvement, South Cambridgeshire Hall, Cambourne, Cambridge CB23 6EA.



New ways of working with tenants

Representing tenants, your voice in housing decisions

Tenants deserve to have timely information about the housing service. You should be able to influence and help improve it.

We have been working with a group of tenants to make changes that will give tenants a voice in their housing service. Together we have developed a new framework – a new way of working. It will replace the existing Tenant Participation Group, Sheltered Housing forums, and Leaseholder forums.

Tenants have a seat at the decision table

We are setting up a new Housing Engagement Board made up of 10 people.



- Six elected tenant representatives (one will be leaseholder)
- Three District Councillors
- Head of Housing, Peter Campbell

This new board will review, discuss, and make recommendations about how the housing service is managed so that it is fair for all tenants.

Meetings closer to home

Quarterly local area meetings will give you the opportunity to hear news and to ask your questions directly to your tenant representative and the housing team. We would also like to know whether having the meetings online might be helpful to you?



More timely information

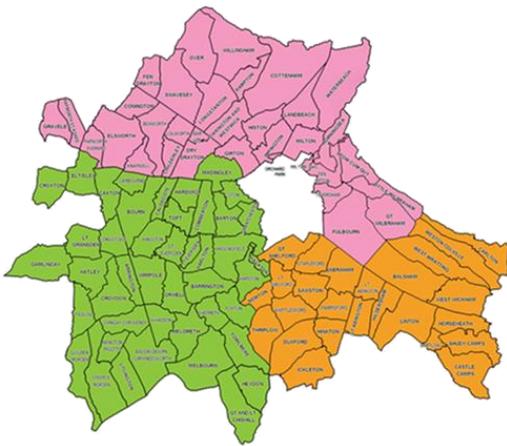
We will give tenants regular updates and information about housing services and the means to comment, question or contact us. We will still have a printed tenant magazine but using digital methods we can provide more timely information. When we say digital, we mean using email, social media, the Council's website or the new My South Cambs service.



Area Housing Forums

Meetings closer to home

We are looking to set up three Area Housing Forums, in the north, east and west of the district. Housing representatives that sit on the Housing Engagement Board would chair the quarterly meeting in their local area. The Housing Engagement Board would set the topics of discussion to make sure the most important issues were raised, and tenants are asked their opinions. The meetings will inform tenants about new proposals, policy or service updates.



Tenants will also be able to ask questions either about the housing service in general or discuss their own housing issue.

The local area meetings would replace the current tenant meetings: Tenant Participation Group, Sheltered Housing forums, and Leaseholder forums.

There will be sheltered tenant meetings regularly held in local communal rooms (when it is safe to do).

More timely information



We send out a printed tenant magazine twice a year. It provides an annual report and other information about your housing service. These will still be delivered to you. Additionally, new framework includes new ways to communicate to tenants such as email, Facebook, the Council webpages, and the My South Cambs customer portal. This will make it easier to update tenants more regularly.

Contact us: resident.involvement@scambs.gov.uk

Like our page: [Facebook.com/InSouthCambs](https://www.facebook.com/InSouthCambs)