



**Tenant
Involvement Strategy**
2025-28

Introduction

At Hilldale, we're committed to involving our tenants.

That's why we've created this three-year strategy with our Tenant Voice Panel, to ensure it considers every way we can reach out, involve you, listen to you and truly hear your views.

We provide high quality homes to help people that need extra support to live independently. That's more than 1,000 customers.

Your voices are vital. You're in the best position to tell us what it feels like to live in a Hilldale home and receive the services we provide.

We wouldn't exist without our tenants and so your feedback is essential in our aim to become the best specialised supported housing association – for you.



Our Promise

We promise to not just listen but truly hear our tenants and involve you in the decisions that affect you.



Honesty

We do what we say we will do.

We never mislead.

We acknowledge mistakes, fix them, and learn from them.



Empathetic

We care about Hilldale, our tenants and colleagues.

We take time to understand people's individual needs.

We want to share and celebrate changes in people's lives.



Accountable

We do not hide from our responsibilities as individuals, a team or as a business.

We build trusted relationships.

We offer value for money.



Respectful

We treat everyone with respect and dignity.

We value and actively encourage diversity.

We put tenants and communities at the heart of all we do.

We want to look after our planet.



Teamwork

We are one team.

We share goals, ambitions, and targets.

We are committed to strong leadership.

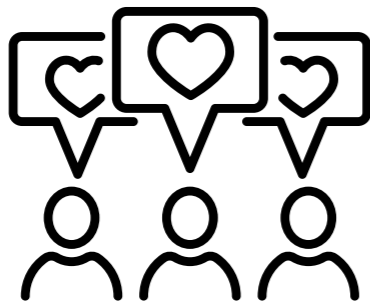
We live by our values, our tenants are at the heart of what we do

Our Priorities:



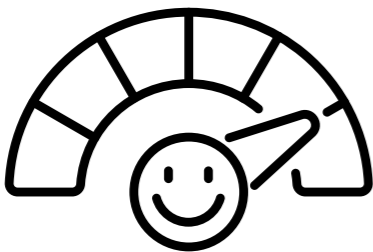
Communication

Inform and listen to our tenants



Involvement

Involve tenants in the decision that affect them



Satisfaction

Value tenant feedback and improve services

Communication



Inform and listen to our tenants

We really value speaking to and listening to our tenants so we can get to know you and your views. We also know you like to keep in touch with us and tell us what you think.

What we will do:

- Communicate with you and your appointee in the way that's best for you
- Make sure there's an easy way for everyone to contact us
- Use the information you give us to provide the best possible services
- Tell you about the improvements we've made, as well as the success stories of tenants
- Tell you how we've considered your feedback in the decisions that affect you

How we will do it:

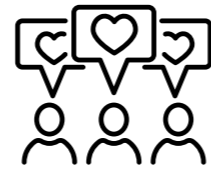
- Regularly visit you to make sure you know about our services, to provide updates and listen to you
- Ensure you can easily tell us when things have gone wrong
- Write to you to tell you how we use your feedback, offering easy read formats
- Regularly collect information about you, so we communicate in the best way for you
- Give updates on our website, social media, in our tenant newsletters and annual tenant report

How we will measure success:



- Ensure we're working to the standards of our regulator and other bodies, as well as the Housing Ombudsman Complaint Handling Code.
- Improve the following tenant satisfaction measures:
 - > Tenants are informed about the things that matter to them.
 - > Tenants feel they are treated fairly and with respect.

Involvement



Involve tenants in the decisions that affect them

To constantly improve, we need to truly understand how it feels to be a Hilldale tenant, so we want to increase the opportunities for you to be involved in the decisions that affect you.

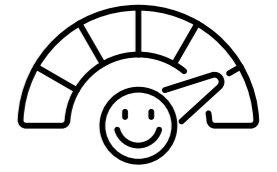
What we will do:

- Make sure everyone has a chance to feed back, feels listened to and involved
- Be answerable to the Customer Committee and Tenant Voice Panel and make sure they feel confident with how they operate
- Our Board will always listen to tenant feedback when decisions are being made

How we will do it:

- Make sure we record all feedback
- Give you opportunities to tell us about the services you receive
- Host regular updates so you can talk to members of our different teams
- Our Leadership Team will visit tenants to get direct feedback
- Our Board will work with our Customer Committee and Tenant Voice Panel to monitor Hilldale and inspect how we're performing
- Use feedback and lessons learnt to deliver service improvements

Satisfaction



Value tenant feedback to improve services

To help us improve, we really want people to tell us when we get it wrong, as well as when we do well. That's why we're committed to making sure you can give us feedback and measure how happy you are with the services you receive.

What we will do:

- Increase the number of tenants taking part in all our surveys, including the tenant satisfaction measures survey
- Improve our services, so more people are happy with them
- Reduce the number of complaints, get better at how we handle them and share our learning with you

How we will do it:

- Consider new ways to engage with tenants
- Ask tenants for feedback straight after they use our services
- Use satisfaction feedback to create plans to improve our services
- Monitor complaints to spot any trends and make improvements to the service

How we will measure success:



Improve the following tenant satisfaction measures:

- How we handle anti-social behaviour
- How we deal with complaints

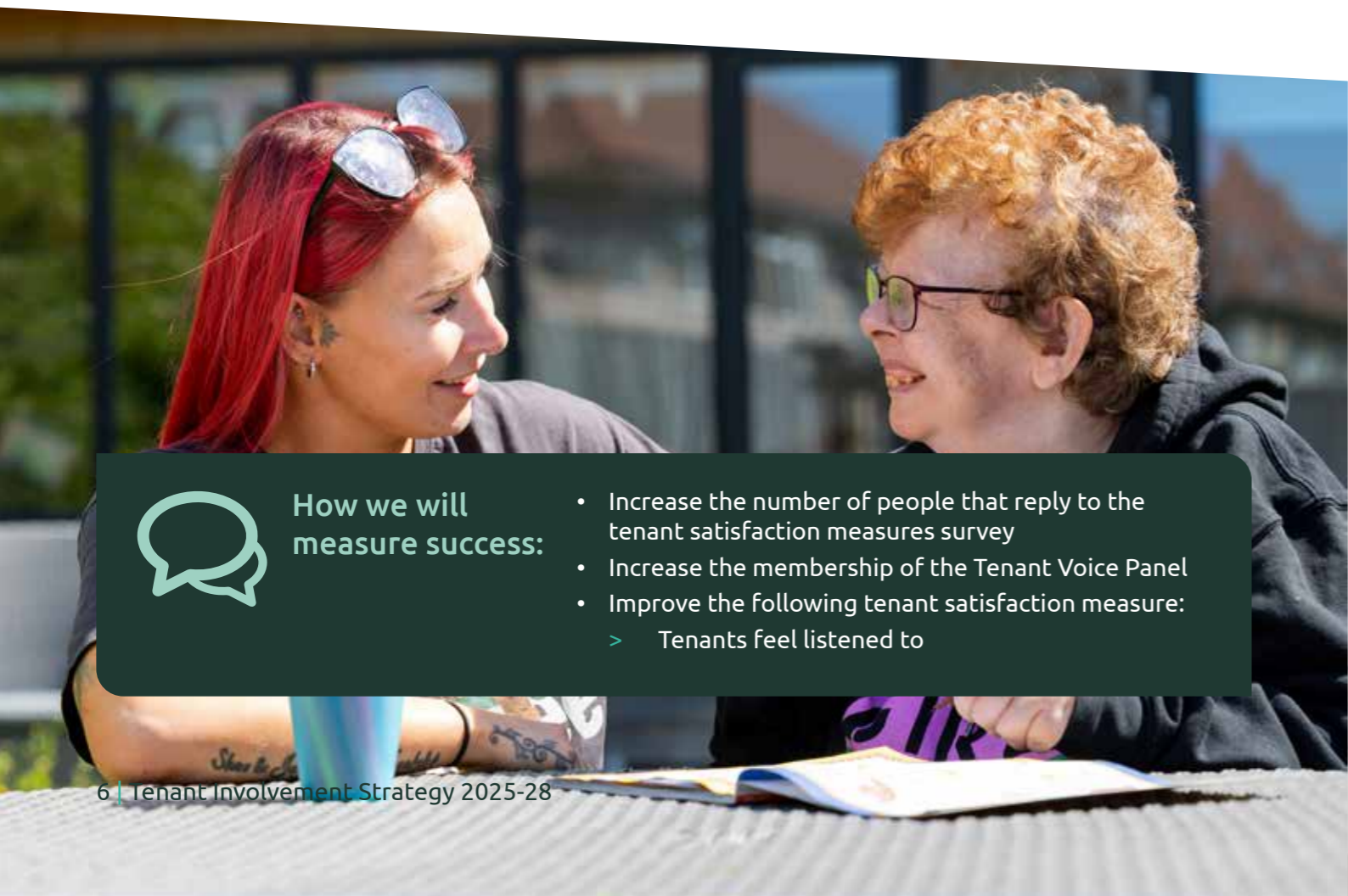
As well as satisfaction with:

- Repairs and planned maintenance
- How we look after communal areas



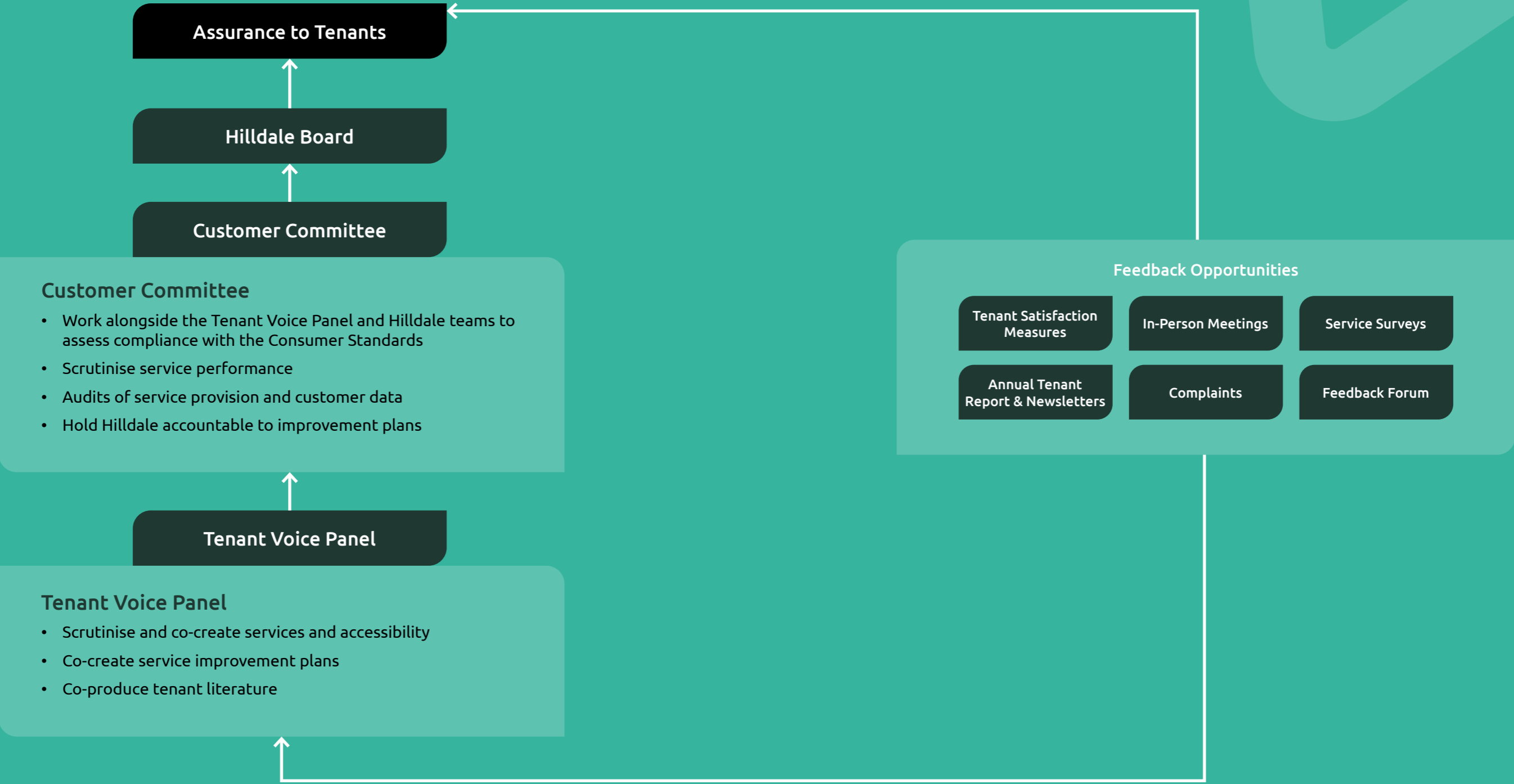
How we will measure success:

- Increase the number of people that reply to the tenant satisfaction measures survey
- Increase the membership of the Tenant Voice Panel
- Improve the following tenant satisfaction measure:
 - > Tenants feel listened to



Tenant Involvement

Our model for involvement



Supporting our Tenant Involvement

We want to make getting involved with Hilldale as easy as possible for everyone.

That's why we offer our tenants:

- Payment for reasonable out-of-pocket expenses such as travel, car parking and overnight stays
- Online meetings and meetings at tenants' homes, at times to meet different needs
- A translation service
- Support to access funding for equipment to attend online meetings
- Venues for in-person meetings that anyone can access
- Training and support for the Customer Committee and Tenant Voice Panel





HILLDALE 
housing association

How to get involved

There are loads of ways to get involved and have your say! You can ask your housing officer or contact us using any of the ways to get in touch below.

Telephone: 01257 367374

WhatsApp: 07721198090

Email: hello@hilldale.org.uk

Website: hilldale.org.uk/my-home/get-involved