

# Resident Engagement Framework 2021-2023



# Engaging with Brent Council Tenants and Leaseholders

It is important to us through our actions and how we interact with you, you can see that we are a good landlord.

This engagement framework explains how we will work with you to genuinely listen so your views inform the decisions we make and services we deliver.



# Three levels of engagement



## Level One

Communication  
and learning  
from experiences

## Level Two

Delivering local  
priorities and  
new ways of  
working

## Level Three

Holding Brent  
to account and  
building trust

# Level One: Communication and learning from your experiences

This level is focused on keeping you updated on what we are doing and using the feedback we receive daily to continuously make changes and improvements. We will deliver this through:

- Regular Newsletters (paper based and online), social media posts and videos
- More accessible content across all channels
- Regular Estate walkabouts with officers at all levels in the organisation
- Using complaints and satisfaction surveys to capture feedback
- Spotlight sessions with Senior Management and on specific topics so all residents can come together to share their thoughts

*"Not enough newsletters"*

*"You cant assume things on the website have been read – more communication"*

*"Be more forthcoming with information"*



# Level Two: Delivering local priorities & new ways of working

What matters on each estate is different. This level is about delivering more local improvements and really hearing what individual estates want from us as a landlord. We will deliver this through:

- Investing more into Resident Associations including access to funding and ensuring officers regularly attend meetings when invited
- Support events that create a sense of community on Brent Council Estates
- Delivering estate improvements agreed in partnership with residents
- Running focus groups where you can share ideas on specific topics like repairs and review processes

*"Events being held at the Council office means lots of people can't attend – more local events please!"*

*"Feels like the Council is distancing itself from engagement"*





# Level three: Holding Brent to account and building trust

Trust is built on knowing people will do what they say they will. That's why level three focuses on giving tenants and leaseholders forums where they can hold us to account and form part of the Brent Housing Managements governance process. We will deliver this through:

- Dedicated residents committee to oversee our delivery against this framework and act as a critical friend
- Publishing performance and finance data and opening up opportunities for residents to submit questions
- Establishing a strategic leasehold forum
- Facilitating resident led scrutiny including mystery shopping

*"There needs to be more monitoring of what is happening"*

*"Be good to see where and on what money is being spent"*

