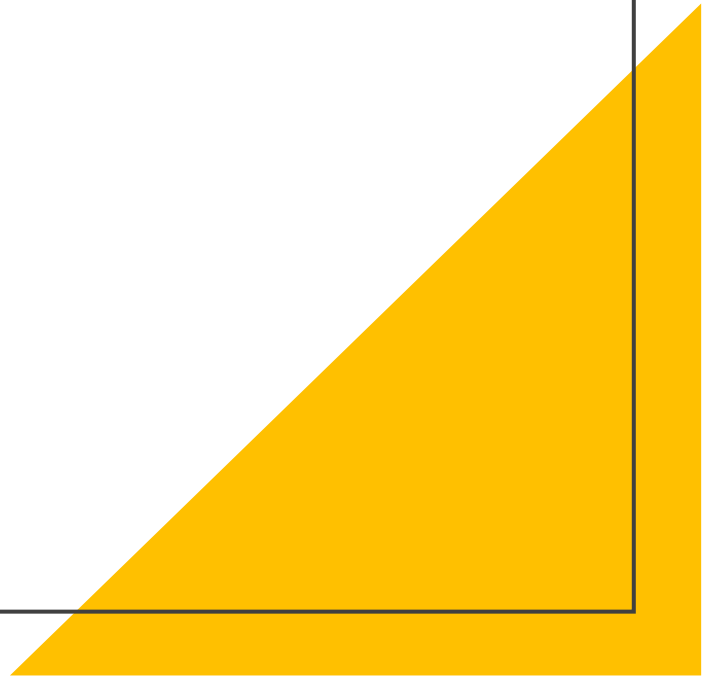




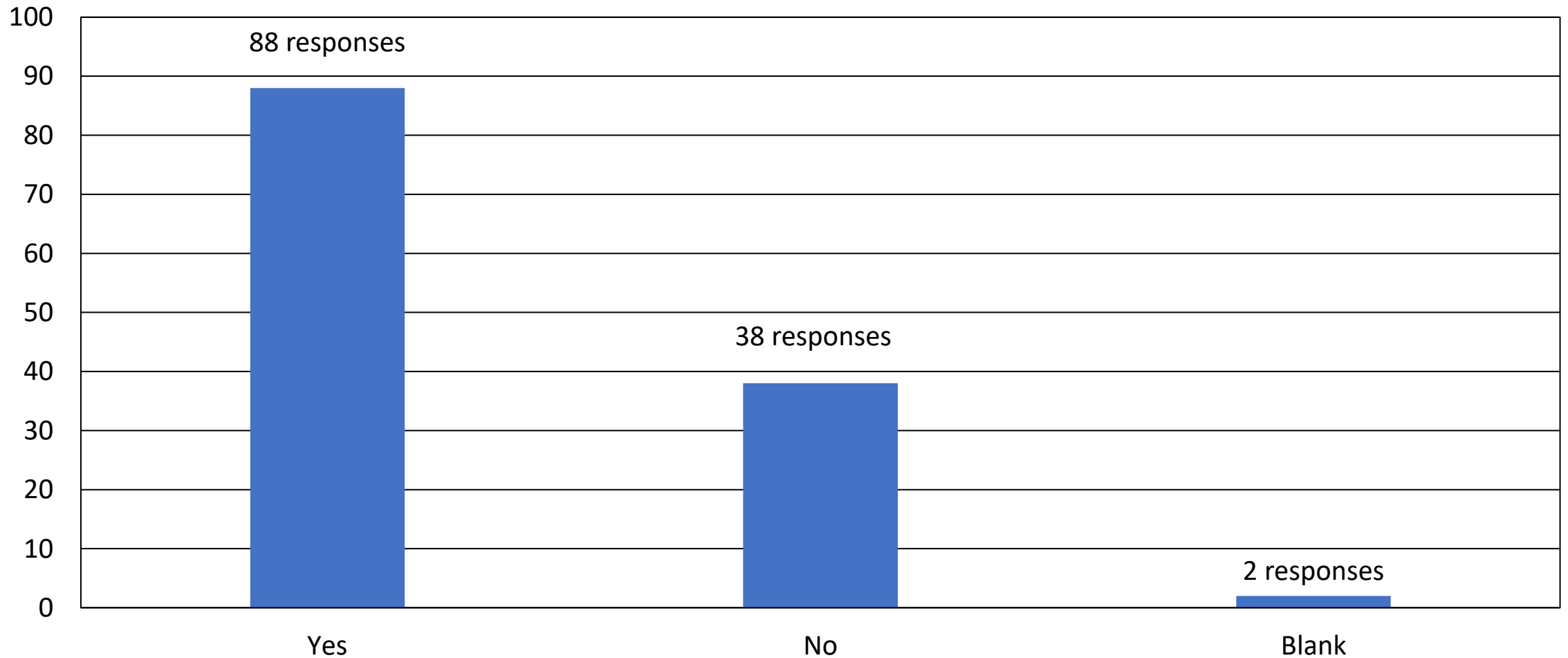
# Brent

## Tenant and Leaseholder Engagement Strategy

Consultation responses – June 2024



**After reading this strategy, is it clear how the council plans to listen to and work with tenants and leaseholders? [If no please explain]**



**Summary of comments provided from responders who said ‘no’ to the question: *After reading this strategy, is it clear how the council plans to listen to and work with tenants and leaseholders?***



More practical information for how this will be implemented (give examples of where you have made change)



Council might listen but companies contracted by the Council do not

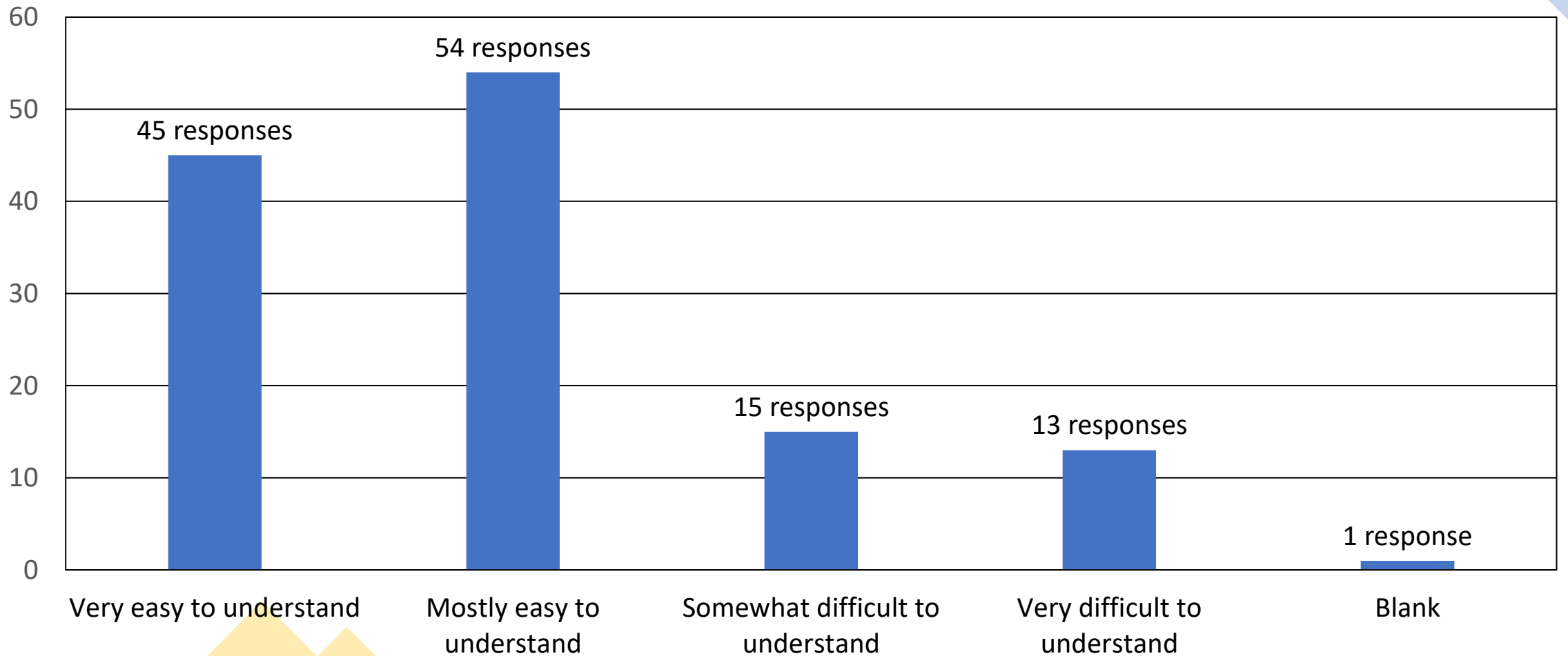


English is my second language



Lack of trust and confidence in the Council to deliver the commitments in the strategy “actions speak louder than words”

## Overall, how easy was it to understand the information in the strategy?



## Summary of comments provided for the following question ‘Do you have any suggestion on how the language could be improved?’



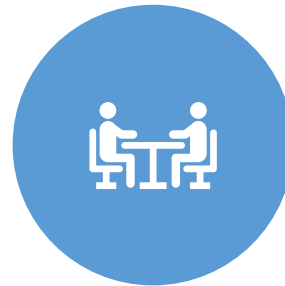
- Use more plain and simple words so everyone can understand it (too stiff, official, corporate) ditch the buzzwords and jargon



- Adapt for residents where English is not their first language and include options for all languages

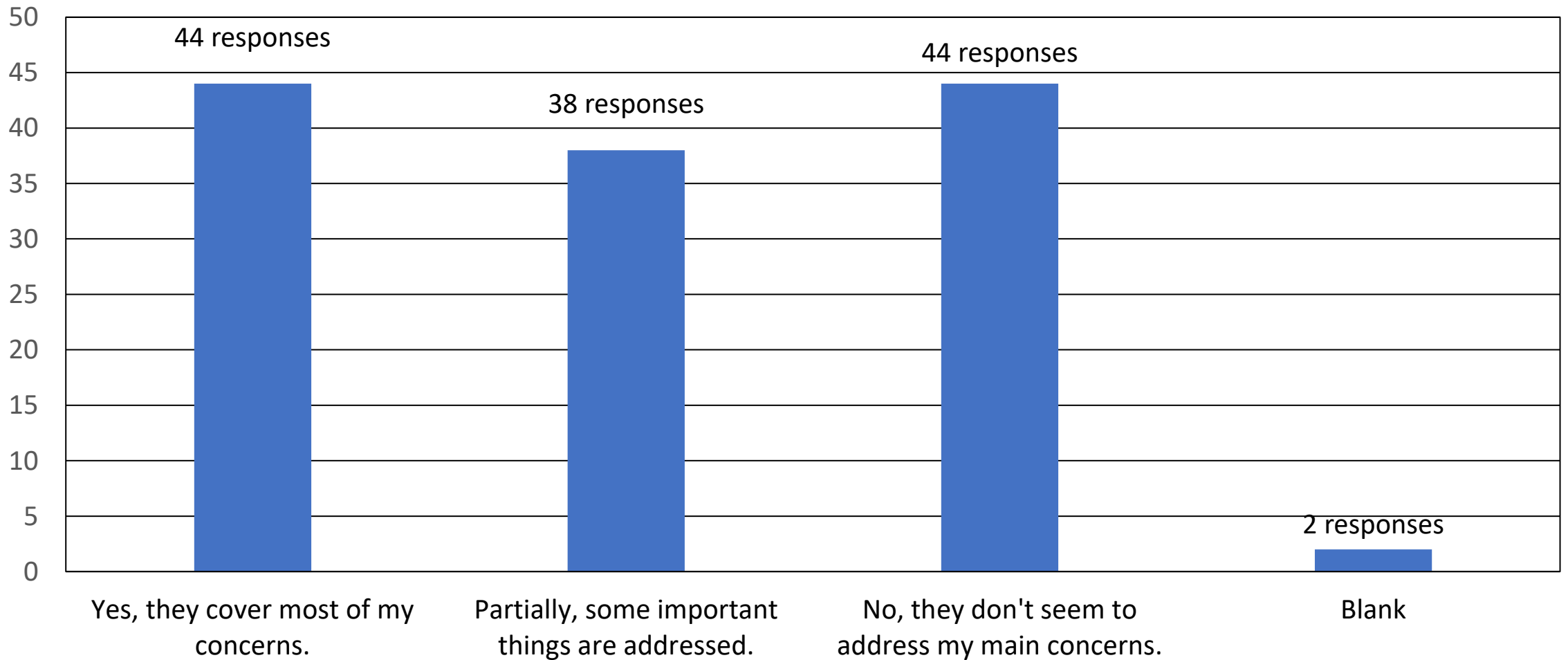


- There is too much to read in the document some of it is boring



- Give examples of what the strategy really means e.g. where feedback has been captured and changes made

## Do the commitments address the things that matter most to you as a tenant or leaseholder? If no please explain.



# Summary of comments provided from responders who said 'no' to the question: Do the commitments address the things that matter most to you as a tenant or leaseholder?



Being overcrowded and concerns about properties being empty for long periods or underoccupied



Security on existing estate including requests for more CCTV, door entry systems



Service charges and rent are difficult to afford



Repairs are outstanding for a long time and people are waiting for planned maintenance e.g. kitchens to be replaced

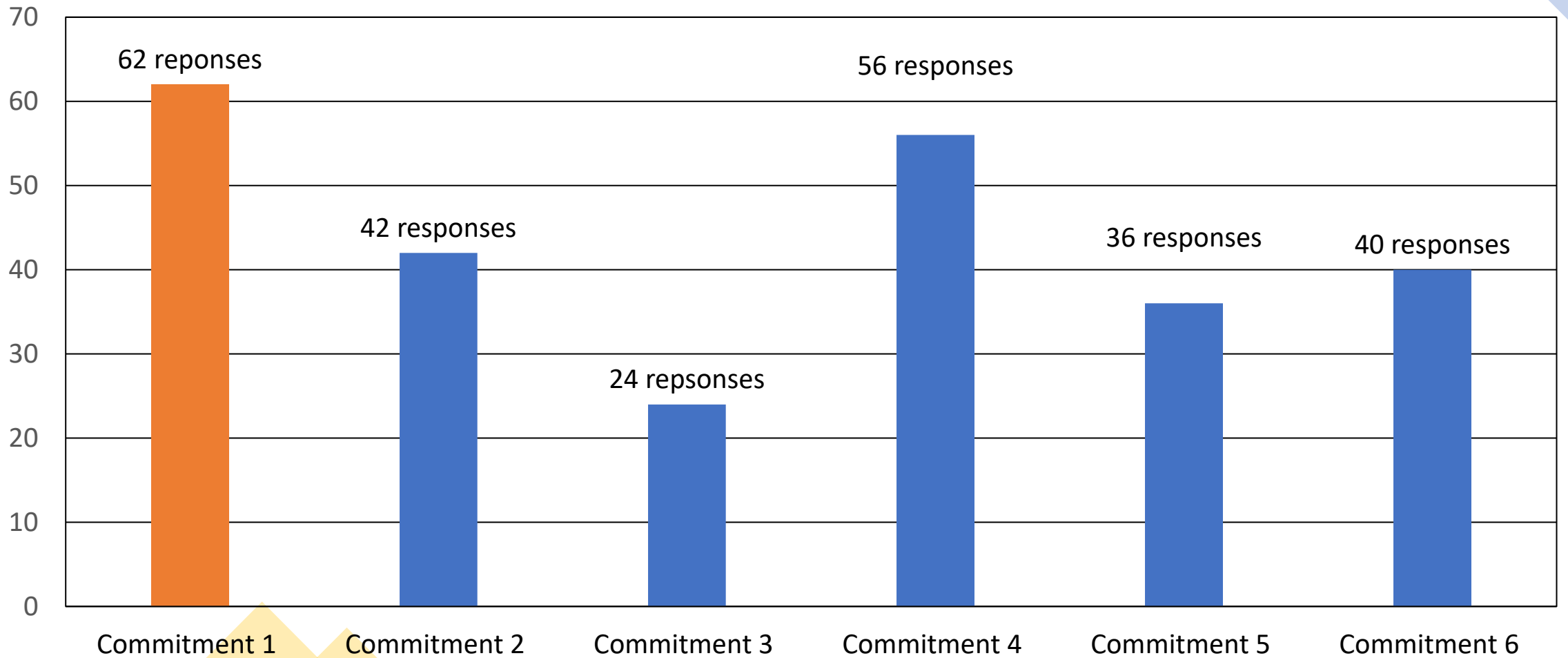


Anti-social behaviour and noise nuisance not dealt with



Keeping estates clean and preventing litter

## Which of the Council's commitments do you think is the most important for improving your housing experience?





# Commitments in order tenants and leaseholders feel are most important to improving the housing service



The Council has a culture that respects tenant & leaseholder engagement and draws on individual's experiences to make positive change.



Tenants & Leaseholders are supported to make positive contributions to their local community



Tenants and Leaseholders influence decisions in the housing service and feel they have choice.



Tenants & Leaseholders feel informed and empowered to access information, scrutinise services and review the performance of the Council's housing management service.

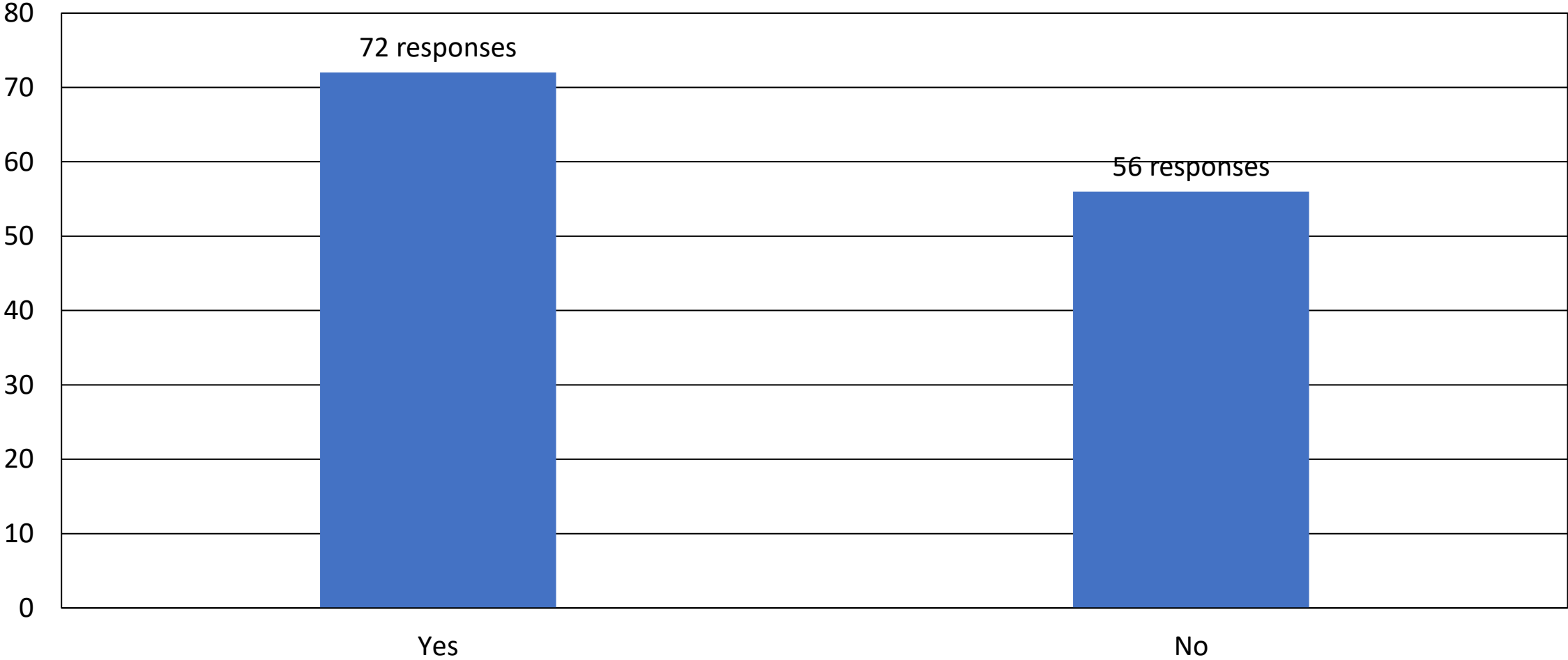


The Council embraces all forms of feedback as a tool for learning and making change



The Council is proactive in challenging potential stigma experienced by tenants living in social housing and promotes the Council's wider commitment to equality and diversity.

**Are there any important issues or concerns that you feel the strategy doesn't cover?**



## Issues or concerns that the strategy doesn't cover



Crime, noise and anti-social behaviour – general safety for people who live on estates and in blocks



Monitoring what staff are doing and making sure they're done in a professional way e.g. monthly checks. Reassurance staff and contractors will turn up when they say they will and not having to wait to report issues for something to happen



Rent costs, service charges, management fees (leasehold) and affordability & being clear where rent is being spent



Making sure the needs of disabled tenants and leaseholders are also considered in engagement including those with neurodiversity

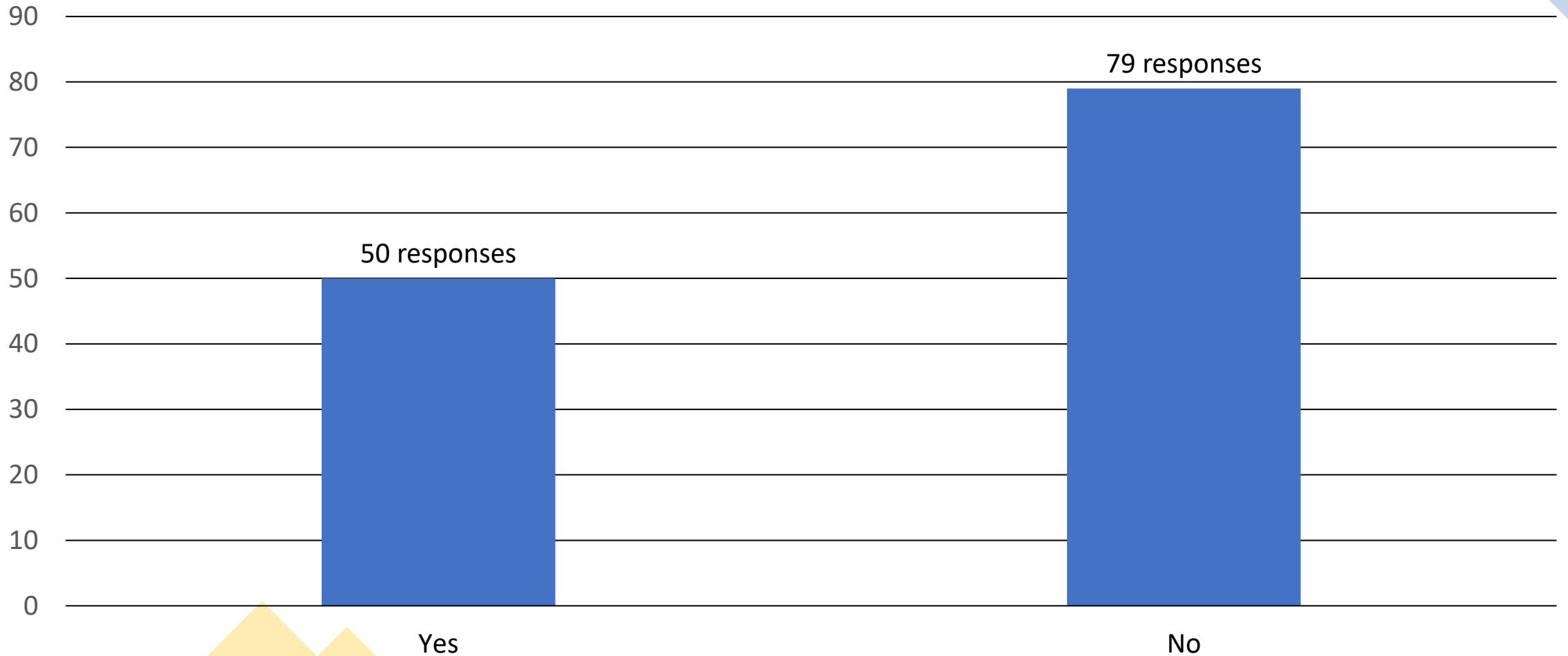


Investing in homes and communal areas e.g. replacing kitchens and bathrooms, maintaining gardens and repainting areas



Help for older people with things they can't manage e.g. garden

## Are there any barriers that might make it difficult for you to participate in some engagement activities?



# Summary of comments provided for the following question 'Do you have any suggestion on how the language could be improved?'



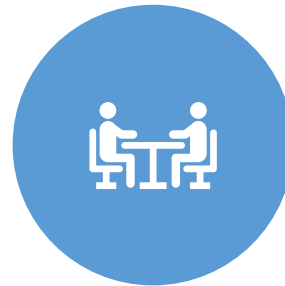
Childcare



Often working so can't attend things during the day



Disability/ Health



Not feeling like its worth it (feedback or issues reported have previously been ignored) / no trust it will make a difference

# How will we use your feedback to this consultation?

## **Our response:**

- Update the strategy to make it plain English and remove all jargon – **Complete**
- Publish or share outcomes from all consultations and engagement activities run by the service and include what impact has been made (**introduce from June 2024**)
- Publish information on how tenants and leaseholders can get involved (**target July 2024**)
- Include upcoming consultation and engagement activity on the website that has been planned for this year (including updating the Council's anti-social behaviour policy and current repairs re-procurement consultation (**target August 2024**))
- Produce a specific policy on reasonable adjustments so tenants and leaseholders feel able to have a say regardless of their circumstances (**target October 2024**)