

Tenant Action Plan towards Tenant Involvement & Empowerment Strategy

Key Activities 2019

- Implement Tenant Voids & Repairs Inspectors programme
- Advertise & Promote Neighbourhood Ambassadors
- Neighbourhood Ambassadors to review service standards
- Implement programme for existing Neighbourhood Ambassadors to scrutinise our services
- Arrange regular meetings with Community groups
- Set up training programme for involved tenants
- Recruit two Tenant Representative for Housing Committee
- STAR survey to be sent out to cross section of tenants
- Love where you live weeks across the district

Key Activities 2020

Review 2019 engagement & performance

Promote Performance

Agree local offers for service delivery

'Love where you live ' weeks across the district

Promote results of 2019 activities

Consider tenant forums to discuss specific services

Key Activities 2021

Consider new and emerging pathways for tenant involvement and empowerment