

Get ready for rollout

Together 
with **tenants**

About Together with Tenants

Together with Tenants is a sector-wide initiative focused on strengthening the relationship between residents and housing association landlords. Working with residents and our members – including our Tenant Advisory Panel and Member Steering Group – we've identified four actions we believe are key to achieving this:

- A new requirement in the Federation's Code of Governance for boards to be accountable to their residents.
- A new Together with Tenants Charter.
- Resident oversight and reporting of progress against the charter.
- Giving residents a stronger collective voice with the Regulator.

We consulted on the plan between February and April 2019, and published a revised plan in July 2019. The plan is being tested by our 132 early adopter organisations before a sector-wide rollout later this year.

So why is this work important and how can your organisation prepare?

Why this matters

- Housing associations already work hard to create positive relationships with residents – we want to build on this and go further.
- We need to respond to questions about whether we are as open as we could be and accountable to residents.
- While there is great work going on across the sector, Together with Tenants will help ensure residents can be confident of what to expect from their housing association landlord, regardless of where they live.
- We've spoken to hundreds of residents, housing associations and stakeholders. We know a commitment from the sector on how we will value the voice and experience of residents is an important step forward.
- The Social Housing Green Paper raised important questions about our relationship with residents. We expect these questions to be taken forward in the recently announced White Paper, and it is important we can demonstrate how the sector is taking action.

How to prepare for rollout

These are some of the questions your organisation should be considering ahead of the full rollout of the Together with Tenants plan this year.

- How might the plan complement existing work you do to improve your relationship with residents?
- Does your current culture lend itself to a more open and transparent approach to working with residents? How could we embed this?
- Do you already have a set of promises or commitments that are widely understood and informed by residents? How would these fit with the Together with Tenants Charter?
- How does your board currently understand and take account of the experience and views of residents? Does this need to be strengthened, particularly when they make decisions?
- Have you challenged yourselves to be as open and responsive as you can when communicating with residents? Do you genuinely involve residents in decisions that affect their homes and communities whenever you can?
- Do you have a mechanism in place to ensure residents can oversee and hold you to account on your progress against the charter commitments? Does this need to be reviewed or strengthened?
- How can you ensure that a broad diversity of residents have the opportunity to engage in this approach?

Learn from others

To help you prepare for rollout, we'll be sharing the early adopters' progress, including any opportunities, challenges and obstacles they identify over the coming months.

You can follow these updates via Federation News (sign up at www.housing.org.uk/email-updates) or on Twitter via [#TogetherWithTenants](https://twitter.com/TogetherWithTenants)

Get in touch

If you want to find out more about Together with Tenants and what it could mean for your organisation, please get in touch at **togetherwithtenants@housing.org.uk**

www.housing.org.uk/tenants

@natfednews via #TogetherWithTenants