

Together with tenants



plan

Together with Tenants aims to create a stronger relationship between housing associations and residents.

We have been working with residents, our independent Tenant Advisory Panel, our Member Steering Group and our members and others to understand what change is needed.

Through this we have developed a four-point plan for change:

- 1. A new requirement in the National Housing Federation Code of Governance for boards to be accountable to residents** – this will help ensure all organisations value the voice and experience of residents, and use their insight to inform decision making.
- 2. A new Together with Tenants charter** – this will ensure all residents know what they can expect from their housing association landlord, regardless of where they live, the type of home they live in, or who their landlord is.
- 3. Resident oversight and reporting of progress against the charter** – this will give residents a stronger role in holding their landlord to account, and boards would be expected to take action where required.
- 4. Giving residents a stronger collective voice with the regulator** – issues that are uncovered by resident oversight and reporting could be referred to the regulator, so that action is taken where appropriate to protect residents' rights and interests.

Our ambition is for all housing associations to support this plan and adopt the Together with Tenants charter.

You can find out more via housing.org.uk/tenants

**NATIONAL
HOUSING
FEDERATION**

Together with tenants charter

The Together with Tenants charter aims to strengthen the relationship between residents and housing association landlords.

Housing associations that adopt the charter commit to:



Relationships – Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.



Communication – Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.



Voice and influence – Views from residents will be sought and valued and this information will be used to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.



Accountability – Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.



Quality – Residents can expect their homes to be good quality, well maintained, safe and well managed.



When things go wrong – Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

To find out more about Together with Tenants, visit housing.org.uk/tenants

**NATIONAL
HOUSING
FEDERATION**