

Together with Tenants – becoming an adopter

Together with Tenants aims to strengthen the relationship between residents and their landlords. We have been working with residents, our independent Tenant Advisory Panel, our Member Steering Group and our members to understand what change is needed. Through this we have developed [a four-point plan](#), including a charter that sets out in clear terms what residents can and should expect from their landlord.

Over the last 12 months, 130 early adopter organisations have been working with their residents to test out this charter – reviewing their processes and structures, and refocusing the culture of their organisations.

Now, our ambition is for all housing associations to support our Together with Tenants plan, and adopt the charter.

We have gathered feedback from our early adopters on resources that will support and inspire the wider sector to join them in adopting the charter, which has informed how we'll support new adopters.

When your organisation is ready to adopt the Together with Tenants charter, please email us via togetherwithtenants@housing.org.uk

How we'll support adopters

By signing up as a Together with Tenants adopter, you'll benefit from:

- **Networks:** We'll provide opportunities for adopters to share challenges, advice and practice as you work through the plan. Whether your organisation is starting from scratch, or already has a well-developed model of resident oversight, you'll have the opportunity to engage with others.
- **Guidance:** We'll publish regular briefings and updates covering the most common challenges experienced by early adopters, as well as ideas for how to go further with the plan and content produced by and for residents.
- **Learning opportunities:** We'll arrange and facilitate opportunities for adopters to reflect on your progress and consider the

future of resident and landlord relationships. We'll create space for adopters to learn from each other, from residents, and from other sectors.

- **Recognition:** We'll provide a Together with Tenants adopter badge for you to use on your website and email signature, to demonstrate your organisation's commitment to building a stronger relationship with residents.

What we expect from adopters

Being a Together with Tenants adopter is a commitment to:

- Establish meaningful resident engagement in decision making.
- Work collaboratively with residents to design mechanisms for oversight.
- Support residents to hold your organisation to account.
- Be open to the challenges that all of this brings.

Adopting the charter means putting the charter commitments into practice, and working with residents to ensure they have a strong role in overseeing the implementation of the charter, with a direct link to your board. Practically, this means:

- Taking the charter to your board.
- Holding some form of consultation with your residents about the charter.
- Holding some form of consultation with your colleagues about the charter.

Once you have done this, and have agreed a way forward, we would like adopters to publicise their adopter commitments, on your website and other relevant channels. We'd also encourage you to publicise how residents will oversee the commitments you have made, as well as regular updates. You could do this through key performance indicator reporting, or via new governance structures or communication methods.

Finally, we are inviting adopters to commit to a learning journey. You can do this by joining a peer network, signing up to our learning opportunities, establishing a new partnership group, or another method that works for you.

Implementing Together with Tenants, and being true to the intent behind it, will require effort and energy. You'll be supported on your journey by hundreds of other housing associations and residents, committed to delivering real, lasting change for our sector.