

# TENANT VOICE CHARTER



This Charter builds on the commitments in our Tenant Voice Strategy and follows the guidance of the Regulator for Social Housing, which sets out how landlords should involve their tenants. The Charter shows how St Leger Homes of Doncaster will engage with our tenants, how we will make it possible for them to become involved and how we will support them in their journey of involvement.

Our vision is that you are well informed and involved, give you the knowledge and confidence to have your say, and show how you can influence the services we provide. To achieve this, St Leger Homes of Doncaster commit to the following:

## What to expect from us

1. Provide a clearly defined and agreed role for tenants in the governance arrangements of the organisation

2. Have an appropriate and agreed scrutiny model and process in place

3. Ensure tenants are meaningfully engaged in the organisations Engagement Strategy to make sure it delivers clear impact and value

4. Provide tenants with training and support to become involved and have their say.

## How will we do this

Our Tenant Voice Model has been published which shows the ways in which you will be informed, involved in, consulted on and collaborated with to have your voice heard and your views expressed in whichever way suits you.

We have an established Tenant Scrutiny Panel to allow tenants to scrutinise our services and make recommendations for further service improvements to meet the needs of our tenants.

Our Tenant Voice Strategy (2022-26) is in place and includes an action plan which is monitored and reviewed by the One Voice Forum, a group of tenants who enable St Leger Homes to keep up to date with the changing views, needs, desires and aspirations of its tenants.

Our Customer Involvement Team can support and provide training to meet your needs.

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## What to expect from us

5. Ensure all information provided to tenants is clear and understandable

6. Community and Wider Engagement

7. Develop our menu of engagement opportunities to reflect our tenant profile, responding to the different needs in relation to equality strands and additional support

8. Ensure we create an environment of mutual respect between the organisation and its tenants

## How will we do this

All information is available through our website, social media and Houseproud magazine. Members of the Get Involved Group have the opportunity to check publications before they're published

Our Customer Involvement Team provide support for those who want to use their local communal halls to develop a TARA (Tenants and Residents Association), or a Tenant Club to support the neighbourhoods where they live.

We are widening our menu of engagement to enable tenants to get involved in a way that suits them whether that's in person, digitally or completing a survey etc.

There are different Involvement Groups that you can take part in, including:

- Disability Involvement Group
- LGBTQ+ Involvement Group
- Ethnic Minority Involvement Group
- Religion Involvement Group

We have a set of service standards to ensure you are receiving the best possible customer care.

We have a process for dealing with and learning from complaints.

We have achieved Customer Service Excellence accreditation which will enable us to provide the best customer experience.

ACCREDITED  
2022-2025



LANDLORD