



# Resident Involvement update

## Estate and Land Management

**Creating Great Places Where People Want to Live**

# Current model of resident involvement not fit for purpose



**continually improve** the way we engage and communicate with our residents



**review** our current model of resident involvement



**to research** best of breed resident involvement models



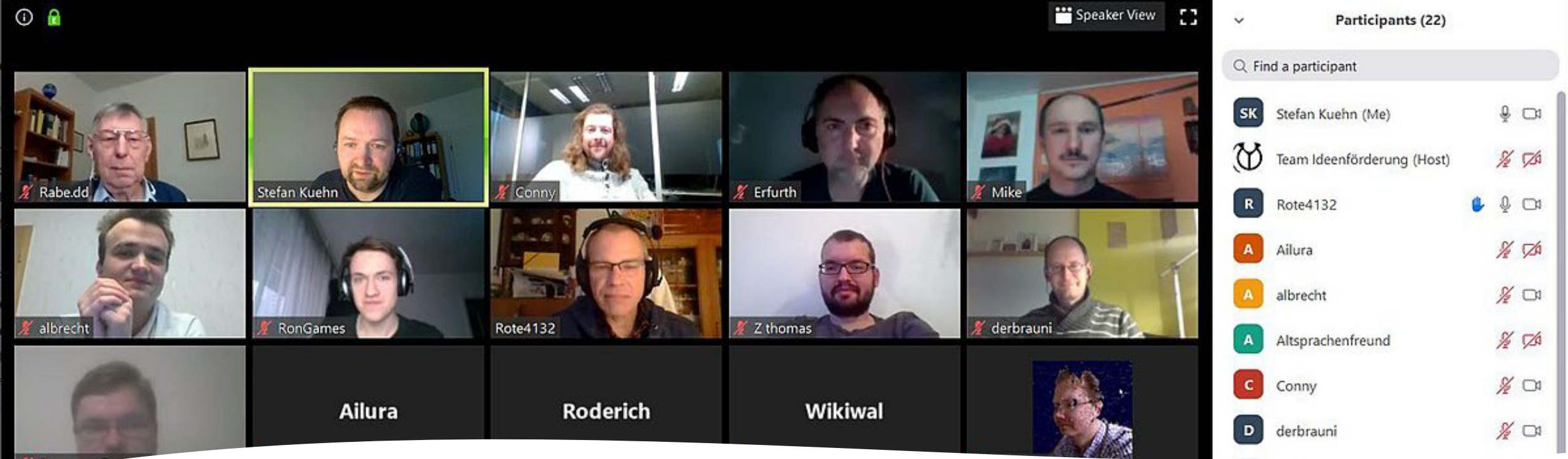
**to recommend** a new model of resident involvement which better meets the needs & wants of our customers, and which best suits the business.

# Position 14 months ago

- Face to face meetings with our strategic Tenant and Leaseholder Panel, Sheltered Housing Forum and Residents Groups
- Ad hoc consultation letters
- Digital newsletters
- Surveys

## Short Term

- We moved as many of our face to face meetings onto digital platforms
- Estate-based virtual coffee mornings
- Inspections via What's App and Facetime
- Housing Webinars





# What else?

Increased grants for recognised residents' groups

New video conferencing licence grant

New literature.

Rebranding : GET INVOLVED

Social media presence

More Thank Bricks and Mortar Estate Enhancement Scheme / growing projects

Digitizing key services



# Medium to long term

- Research
- Pilots
- Customer satisfaction survey
- Co-create group – residents / Officers / Members
- Capsticks



# In the Pipeline

- Qtr 3 recommendations to Select Committee
- Implementation
- Microsite
- Open Reach super-fast broadband across District
- New Housing IT system
- Support existing and future resident groups
- Provided training

# Questions

