

Residents Involvement Strategy

Residents are asked to self-identify where they are unable to evacuate without support from the building if required.

The building Safety Booklet has a QR code on the last page to do this and in the lobby area, failing this the resident can directly notify the building safety officer or neighbourhood officer.

The flats where there is an issue for the resident to self-evacuate is noted within the secure information box for the fire service.

A copy of the Building Safety Booklet can be downloaded in this section.

There is a building safety information display board for further fire safety information with direct names and contacts for the building safety team.

Building Safety Manager - Victoria Finn 07525 905048

Building Safety Officer - Tom Porter 07525 905042

Neighbourhood Office - Gordon Livingstone 07580 869248



Resident Involvement Strategy

2024 – 2026

Date of approval	27 November 2023
Sponsor	Paul Seymour, Executive Director of Customers & Communities
Owner	Sarah Kluefer, Assistant Director of Customer Experience
Strategy monitoring body	Customer Experience Committee
Resident input into strategy	Resident workshop: 29 September 2023 Resident survey: September - October 2023 Customer Experience Committee: July 2023 & November 2023
Date for strategy review	November 2026
Linked strategies/policies	<ul style="list-style-type: none"> • Our Plan 2023-2026 • Wyth Everyone Strategy • Value for Money Strategy • Brand and Communication Strategy • Complaints, Compliments and Comments Policy • Involvement Expenses Guidance • Community & Neighbourhood Development Strategy
Statutory and Legal Framework	<ul style="list-style-type: none"> • Tenant Involvement and Empowerment Standard and draft Transparency, Influence and Accountability Standard • Charter for Social Housing Residents: Social Housing White Paper • Together with Tenants • Social Housing (Regulation) Act 2023 • Building Safety Act 2022 • Preparing a resident engagement strategy guidance from the Health & Safety Executive, updated 21 September 2023 • Housing Ombudsman's Complaint Handling Code
Version/date	V.2 October 2023



Why? The purpose of this strategy is **to drive organisational improvement** to better meet diverse needs of our tenants and leaseholders.

How? By providing customers with a wide range of meaningful opportunities to **make decisions, influence** and **scrutinise** our strategies, policies and services.

1. Introduction

- 1.1 Wythenshawe Community Housing Group (WCHG) is the largest Manchester-based housing association. We are responsible for 13,700 properties providing a home to almost 30,000 people – some 37% of the Wythenshawe community.
- 1.2 Our purpose is to provide good quality homes and services to our tenants and leaseholders and to play a leading role in creating safer, healthier communities.

Regulatory context

- 1.3 As a registered provider of social housing, our Board co-regulates in partnership with the Regulator of Social Housing to ensure WCHG meets the [Regulatory Standards](#), including the emerging Consumer Standards and fully complies with the [Social Housing \(Regulation\) Bill 2023](#).
- 1.4 The four emerging Consumer Standards and Code of Practice, alongside the [Charter for Social Housing Residents: Social Housing White Paper](#) and the National Housing



Federation's (NHF) [Together with Tenants](#) set out the case for landlords to further strengthen the relationship between residents and landlords.

- 1.5 The [Building Safety Act 2022](#) gives residents more rights, powers and protections so that homes across the country are safer. We note that in September 2022, the Health & Safety Executive provided [specific guidance](#) on what landlords need to include in their resident engagement strategy.
- 1.6 This strategy aims to position WCHG to be able to meet the evolving requirements of the regulatory environment.

Strategic context

- 1.7 The strategy supports the delivery of the following Corporate Plan measures:
 - Metric: TSM (TP01) – how satisfied or dissatisfied are you with the services provided by WCHG
 - Metric: TSM (TP05) – listens to views and acts upon them

Review approach

- 1.8 We would like to thank the involved customers who have worked on the development of this strategy. This has included a workshop with 37 of our involved customers in September 2023, as well as consultation with our Resident Panels and Customer Experience Committee.
- 1.9 Thanks also go to our non-involved customers who took the time to make comments - both as part of the Tenant Satisfaction Measures Survey in Summer 2023 and the Resident Involvement Survey in Autumn 2023.
- 1.10 We commissioned England's leading tenant engagement specialists, [Tpas](#), to conduct a review our approach to customer engagement. The findings of the report, alongside engagement with involved tenants and non-involved customers, form the basis of this strategy.