

Zen Housing Limited: Resident Involvement Policy

Version:	4.0
Author:	Zen Living Management Limited
Policy Owner:	Board
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Approved by:	Board

1 | Introduction

- 1.1. This policy applies to Zen Housing Limited, Zen Housing 2 Limited and Zen Rented Limited (together “**Zen**”). Zen is committed to enabling residents to influence decisions about the services that they receive. This will help us to improve the quality of the services that we deliver. In order to do this, Zen has developed opportunities and support to enable resident involvement and empowerment.

2 | Policy Purpose and Scope

- 2.1. The purpose of this policy is to set out what residents can expect from Zen in relation to resident involvement and how we will involve and consult with residents in the governance and scrutiny of our services. We will consult residents every three years on this policy and the best ways of involving them. This policy covers all residents of Zen and will be jointly implemented with our managing agents.

3 | Legal and Regulatory Requirements

- 3.1. The regulator of social housing’s (“**RSH**”) Transparency, Influence and Accountability Standard applies to tenants within social housing (which includes less than 100% owned shared ownership leaseholders). The Standard requires that tenants are given a wide range of opportunities to influence and be involved in the decision making of their landlord, that they are treated with fairness and respect, receive information about landlord services and performance and that their diverse needs are met.

4 | Supporting Resident Involvement

- 4.1. To support the requirement for transparency, influence and accountability, Zen will:



- Support the formation and activities of resident panels, associations or equivalent groups;
- Provide timely and relevant performance information to support effective scrutiny by our customers. This will include the publication of an annual report which will include information on service performance, repair and maintenance expenditure, and information on any changes to services provided;
- Provide clear information on how residents can access services and the responsibilities of residents and Zen regarding the service.
- Collect and publish tenant satisfaction measures as required by RSH

4.2. We shall consult with residents on the scope of local offers for service delivery. This shall include how performance will be reported on and scrutinised by customers, with arrangements to review methods every three years.

4.3. Where we are proposing a significant change in the management arrangements, we shall consult with affected residents in a fair, timely, appropriate and effective manner. We shall set out the proposals clearly and in an appropriate amount of detail.

5 | Current Involvement Activities

5.1. Residents will be able to be involved in influencing our work via:

- Making a complaint via the complaints process
- Completing the tenant satisfaction survey

5.2. Once Zen has sufficient scale, residents will be given the option to be involved in a resident panel or equivalent group.

6 | Customer Support

6.1. Zen understands that its residents may have a range of needs and will provide options to support all residents to get involved, including:

- The use of an interpreter/signer where required
- Providing communications in a range of formats
- Assisting with travel costs for those involved in panels

7 | Policy Management

7.1. The board have overall responsibility for this policy.

7.2. This policy will be reviewed annually – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and to take account of good practice developments. In addition to the annual review, we will also consult with residents every three years.

- 7.3. Our properties will be managed by a third party in line with this policy. Managing agents will be consulted when this policy is reviewed.

8 | Background Documents

- 8.1. This policy should be read in conjunction with the Regulator of Social Housing's Tenant Involvement and Empowerment Standard and the following policies:
- Service Standards
 - Complaints Policy
 - Equalities and Diversity Policy
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