

## Resident Engagement Policy

Policy ref: Resident Engagement  
Policy author/policy holder: RE Team Leader  
R4reviewed date: Oct 2016

Approved by: Board/RISG  
Date approved: Oct 2015  
Date of next review: Oct 2019

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### 1:: Purpose

At Knightstone Housing our resident engagement purpose is to put our residents at the heart of everything we do, giving them the opportunity to have their say and listening to what they tell us. We are committed to engaging with our residents to help improve and shape the services they receive in a variety of different ways.

### 2:: Scope

A Knightstone resident is anyone living in a Knightstone owned home. This includes residents, homeowners and service users.

### 3:: About this policy

We are committed to providing excellent customer service and getting services right first time. Our aim is to support and encourage resident engagement throughout all areas of our business.

We will keep residents informed of the decisions we make and promote new activities and resident engagement opportunities. We welcome the skills and experience residents can bring and we will encourage their contribution to the running of the organisation through a variety of channels.

We will:

- Put our residents at the heart of everything we do, giving them the opportunity to have their say and listening to what they tell us
- Show residents how we have listened
- Ensure all staff are committed to the benefits of resident engagement and are supported to deliver it
- Ensure as many of our residents as possible can interact with us by offering accessible opportunities to all and can reflect the diversity of our communities
- Ensure we provide a robust, imaginative approach to engagement that enables residents to engage with us in a variety of ways including interactive, online engagement
- Provide training and support to residents who want to get online
- Show what a difference engagement has made by using the information provided to help us shape our services and policies

- Regularly review how residents can engage
- Comply with the law and relevant guidance and keep up to date with new regulatory requirements
- We will promote all opportunities for engagement on our website so any resident can opt-in to engage at any time, in a way that works for them

#### 4:: Service standards, monitoring and review

Regular updates regarding Resident Engagement are reported to Knightstone Board, including agreed performance information.

We will measure and report on the effectiveness of Resident Engagement each quarter and at the end of each fiscal year.

#### 5:: Legal considerations

Resident Engagement within the Knightstone Housing Group seeks to achieve compliance with the Homes & Communities Agency Regulatory Framework for Social Housing 2012.

#### 6:: Equality and Diversity

Resident Engagement uses the customer insight information that has been provided by residents to help improve, develop and target the service to meet the needs of our diverse customers and communities.

#### 7:: Linked/associated policies and other references

- Value for Money Statement
- Compliments and Complaints Policy
- Volunteer toolkit
- Equality and Diversity Policy and strategy
- Homes and Communities Agency – Regulatory Framework for Social Housing 2012
- Resident Engagement Expenses Policy and Guidance