# Resident Involvement

We encourage our tenants and leaseholders to get involved in shaping our services and work collaboratively to strengthen and improve local communities.

## What you can expect from us

To receive a resident involvement service where we:

- make sure we give accurate and useful information
- actively listen to residents' opinions
- invite tenants and leaseholders to inspect the housing service and provide feedback on potential changes
- give residents opportunities to get involved in decision-making
- involve tenants in monitoring the Council's performance
- form partnerships with other organisations to support our resident involvement offering
- help with advice, support and training for our focus groups to enable them to scrutinise our services
- support our focus groups which represents the views of all residents in Exeter City Council properties
- publish a tenants' magazine twice a year to keep people informed about current issues
- publish the Tenant Annual Report and Tenant Satisfaction Measures so that our tenants are aware of how the council is performing locally and nationally
- publish the focus groups achievements and Resident Engagement Impact & Feedback Report annually for the benefit of the wider community
- support our residents to undertake wellbeing activities such as coffee mornings, craft sessions, exercise classes and digital support
- remove barriers for participation so that all of our residents have a way to get involved.

## We will measure our success by:

- improving our performance on the Tenant Satisfaction Measures
- learning from what you tell us about our housing service by using your feedback from surveys, housing surgeries and focus groups to continually improve
- the number of involved residents in developing the services we provide and by providing you with a range of ways in which you can be involved
- the number of service improvements we have made based on your feedback
- the number of 'Housing' events
- the number of attendees at the Housing events

- having a diverse range of resident representatives on our focus groups, so that we reflect the communities of Exeter.