

2023

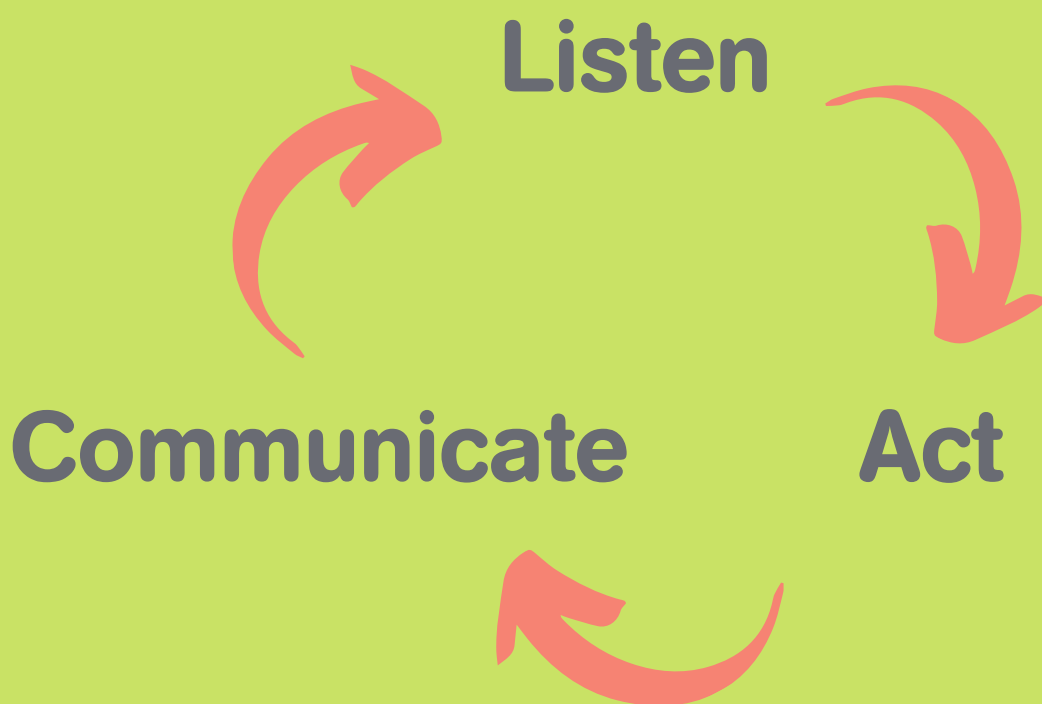
# STATEMENT OF TENANT ENGAGEMENT AT CADWYN



Cadwyn's Tenant Engagement Framework, 'Building a Better Future Together', (2019) aims to put tenant involvement at the heart of the organisation.



Incorporated into the framework are the 'three pillars' and they are for Cadwyn to:



# INTRODUCTION



# AIM OF THE FRAMEWORK

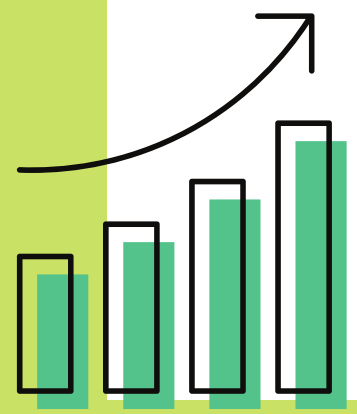
The aim of the framework is to enable Cadwyn tenants to have a say in how we operate as an organisation. We recognise that actively seeking tenants' views and involving them in service delivery leads to better services, enriched relationships and opportunities for active citizenship.

This framework explains how we will fulfil our duties to consult with contract holders (previously referred to as tenants), as outlined in the Renting Homes (Wales) Act (2016), specifically in relation to section 234 (Consultation Arrangements) and section 235 (Statement of Consultation Arrangements).

As outlined in the new legislation, we must ensure that contract holders are made aware of any changes we are planning to the way we manage their homes. We must also give contract holders a reasonable amount of time to give us their feedback on any proposed changes, before providing an update on the final plans agreed.



# MEASURING PROGRESS



At Cadwyn, the views of tenants are very much considered in all decision making across the organisation and there is a desire to strengthen this area of our work at Board level.

In 2021, we started a specific piece of research to gain a greater understanding of tenants who do not traditionally engage with the organisation; to review how we can improve our ability to enable them to influence strategic and operational performance.

This piece of research entitled, 'Redesigning Tenant Engagement at Cadwyn' will form the foundation of our upcoming strategy which will place tenants at the heart of service and business delivery through large-scale tenant insights provided by data, complaints, empirical testing and social media.

# We will achieve this by



Understanding the strengths and needs of our communities through our daily interactions



Placing tenants at the heart of Cadwyn through large-scale customer insights based on how people interact with us



Ensuring that engagement at Cadwyn is flexible, relevant, timely and accessible



Enabling scrutiny to remain strong, robust and influenced by the many and not the few



Creating thriving communities by enabling, facilitating and supporting our communities to become active citizens



Monitoring and reviewing the effectiveness of our tenant engagement strategy

We will be launching our new tenant engagement strategy in Spring 2023, and this will be shared with all stakeholders and made available via our social media platforms and website.

# HOW WE KEEP TENANTS INFORMED



We share information on our services through our social media (Facebook, Twitter and Instagram), our website, our annual tenant newsletter as well as our monthly e-newsletter.

Tenants can subscribe to our newsletter by visiting our website [cadwyn.co.uk](http://cadwyn.co.uk)

# HOW WE ENCOURAGE AND ENABLE OUR TENANTS TO HAVE A SAY:

Our tenants are asked how they wish to have their voice heard within our organisation and our engagement approaches are varied and targeted accordingly.

We send topic specific surveys via our monthly tenant newsletter, as well as targeting tenants who have accessed our services for information on how satisfied they were and how we could improve next time. This ranges from our housing management services to repairs and maintenance.

We also conduct tenant satisfaction surveys as per [Welsh Government guidance](#)

# HOW WE ENABLE OUR TENANTS TO GET INVOLVED:

We have a tenant-led scrutiny panel at Cadwyn who access large-scale data from our satisfaction survey and the views of wider tenants to conduct investigative scrutiny.

We also have a Staff and Tenant's Equality Group who come together monthly to initiate and coordinate projects within Cadwyn to promote equality and diversity within the organisation and build better external relationships with our wider communities. We are also in the process of setting up a Staff and Tenant Panel who will come together to discuss various matters including health and safety, anti-social behaviour, procurement, service charges and more.



For more information on how tenant consultation and engagement take place at Cadwyn, please contact us on 029 2049 8898 or email us at [info@cadwyn.co.uk](mailto:info@cadwyn.co.uk).