

Menu of Options

Our **menu of options** for resident engagement ensures that our customers have a wide range of opportunities to influence and be involved in the:

- formulation of housing related service policies
- making of decisions about how housing related services are delivered, including the setting of service standards
- scrutiny of our performance and the making of recommendations to us about how performance might be improved
- management of their homes, where applicable

1. Scrutiny & co-regulation

Customer Experience Panel (CEP)

This panel will provide opportunities for customers to scrutinise key areas of Brent Housing Management Service work through our [Customer Experience Panel \(CEP\)](#). This CEP will scrutinise our performance, champion customers views and help us set local priorities. This will be a new panel made up of residents recruited through a recruitment exercise. They will undertake at least 4 reviews per year with support from the Community Engagement & Partnerships Manager.

Contractor Review Group

The Contractor Review Group function will provide customers with an opportunity to scrutinise repairs and maintenance services in a meaningful way. Outputs from this group will feed into the CEP. Residents have already been recruited to these roles. The terms of reference for this group will be reviewed which will include a clearly defined term of office for resident representatives to ensure that new residents have the opportunity to take part.

2. Rating the services Brent Housing Management provides

We will regularly use a **postal or telephone questionnaire** to ask about your overall satisfaction with our services.

We will carry out **Point of Service Questionnaires**: targeting residents who have had a service from us (e.g. a repair) they will be asked to give us feedback on the service you received.

We will explore developing a point of service and satisfaction feedback using voice calling technology. We will seek to trial the use of an Interactive Voice Response (IVR) service.

3. Improving my neighbourhood

Neighbourhood Inspections:

Residents will have the opportunity to engage with us regarding services we provide on their estate. We will arrange for them to join their housing officers and others in the local community to identify how their neighbourhood can be improved. We also welcome councillors and key contractors to attend these. Action plans will be developed with residents and followed up with 'You Said, We did' communications.

Section 20 Plus

We have extended the scope of the Section 20 consultation process to **tenants** to enable them to have the same rights to feedback on their views as **leaseholders**. We also use the Section 20 Process Plus to consult with customers on wider local improvements where appropriate. These will include but are not limited to initiatives that will:

- improve the efficiency of a block or building
- address environmental issues
- address anti-social behaviour
- improve community cohesion or sustainability

The Section 20 Plus Process will extend beyond the consultation period to ensure **Tenants** and **Leaseholders** are engaged through the life cycle of the planned improvements

Block & Street Champion

We will continue to support existing "Block/Street Champions" who will support us to help identify and work on local issues to successfully deliver our local service priorities. They will work closely with the housing officers to report any issues and also identify any improvements required.

Support for Community Groups/Resident Associations

We will support community groups, [residents groups](#) and social enterprises working in the areas where we have properties and can provide training, including signposting to training organisations and other support to help them become self-sufficient. We will recognise constituted residents' groups which operate in areas where our residents live and involve a number of our residents, including providing an annual grant to constituted resident groups.

Neighbourhood Network Group

The Neighbourhood Network Event is a group of residents made up of the Chair or Vice-Chair of all registered associations or Tenant Management Organisations and block/street champions. The group will comment on service standards and performance reports and act as a key consultee for any changes to estate/communal services.

Tenant Management Organisations

We will continue to support and monitor [Tenant Management Organisations](#) to ensure that their governance arrangements are robust and that all residents have the opportunity to have their say in the local management of their estate.

Local Conversations

From time to time we will hold one-off events to address a local issue; if we need to promote a service in a particular area; or if we need to consult with residents on a specific topic. This will be done in a number of different ways including postal or telephone surveys, local surgeries, SMS messaging, door knocking, engaging with community activists etc.

Community Fund

A discretionary fund will be made available to constituted community groups to further their aims and local objectives.

Residents will be able to take advantage of our [Community Fund](#) to set up their own Action Group. These can be groups founded to resolve a specific issue and are typically disbanded once they've done so. Such groups can be an effective form of engagement for residents wanting to get something changed / fixed, but not wanting to commit to more regular involvement.

Social Value Funding

We will work with our residents through their community groups and local conversations to identify projects and activities that will be delivered by contractors as part of their social value commitments.

4. Shaping future services

We will undertake general customer research to support the development of our service.

Short ad hoc surveys from time to time to help us understand residents' views on a particular topic. We will also organise Customer Journey Mapping as part of service reviews or the development of new services.

Talkback

We will continue to engage with customers through structured forums under the current [Talkback](#) structure as part of our co-regulation function. We will seek to extend this approach to local areas where the needs arise. Talkback will take place quarterly and all residents will be invited to attend.

Brent Connect Forums

We will encourage residents to attend [Brent Connects Forums](#) and also contribute to agenda items and discussions.

Annual report

An annual impact assessment report will be undertaken each year highlighting all resident engagement and involvement activity throughout the year.