



## Tenant Community Engagement Strategy 2019-21 Summary

Our Tenant and Community Engagement Strategy sets out how we will engage meaningfully with tenants and community members, as we work collaboratively in strategic decision making and shaping services.

The strategy, which was co-produced with tenants and staff, provides a framework for engagement over the next two years.

We want to do more to listen to our tenants, so we will continue to use our established methods of engagement, such as our Tenant Panel and our scrutiny events, as well as introducing our new digital offer, including online survey communities and digital story telling. By increasing our methods of engagement, we hope to connect with a more diverse range of people, resulting in more meaningful feedback and improved services.

In the strategy you'll be able to read more about our principles of engagement, which include being open, transparent and inclusive, and our priority outcomes, such as increasing diversity, collaborating with communities and sharing positive practice.

[Read our Tenant and Community Engagement Strategy in full here...](#)