
Tenant Engagement Strategy



February 2026 | This policy relates to Elmbridge Borough Council Residential Properties



Elmbridge
Borough Council

Contents

1. Introduction.....	3
2. Scope	3
3. Aims of this Strategy.....	3
4. How we will engage with tenants.....	4
5. Actions we will take	5
6. Monitoring progress and measuring success	5

1. Introduction

This Tenant Engagement Strategy sets out Elmbridge Borough Council's approach to engaging with tenants living in our residential properties. It aims to foster strong relationships, ensure tenants' voices influence service delivery, and comply with statutory requirements under the Social Housing Regulation Act 2023 and the Regulator of Social Housing's Consumer Standards (effective April 2024). These standards require landlords to treat tenants with fairness and respect, provide clear information, and enable tenants to hold their landlord to account.

Our objective is to create meaningful opportunities for tenants to share feedback, influence decisions, and monitor performance, in line with the Transparency, Influence and Accountability Standard

2. Scope

This strategy applies to all tenants of Elmbridge Borough Council homes. It sets out how tenants can influence services delivered by the council and its managing agent, ensuring compliance with the Consumer Standards and the Housing Ombudsman's Complaint Handling Code (statutory from April 2024).

3. Aims of this Strategy

This strategy outlines our key intentions and goals, helping us start, focus on priorities, and remain flexible to meet tenants' needs.

A proactive tenant engagement strategy aligns with the new consumer standards, which emphasise a tenant-focused approach. From April 2024, the Regulator of Social Housing's Transparency, Influence, and Accountability Standard required landlords to:

- Treat tenants with fairness and respect.
- Actively listen to their views.
- Incorporate their feedback into decision-making.

By meeting these obligations, we will build trust, improve service quality, and demonstrate accountability.

This tenant-focused approach ensures our services meet the needs and expectations of our tenants, improving service quality and tenant satisfaction.

4. How we will engage with tenants

Our priorities are to:

1. Collect important tenant and household information, to deliver tailored services and support, working with the managing agent to achieve this.
2. Ensure every tenant knows who we are and how we deliver services through the managing agent.
3. Make sure that tenants can provide feedback or suggestions for improvement.
4. Engage tenants on our complaints policy and procedures in line with the Housing Ombudsman's Complaint Handling Code.
5. Seek tenant input on improving services provided by us and our managing agent.
6. Establish a Housing Service Monitoring Group which will meet annually. The purpose of this group is to review operational performance and support the collation of the annual report. This group will also serve as a key point of engagement for gathering tenant feedback and providing valuable insights for any scrutiny or service improvements required. Where necessary, members of the Housing Service Monitoring Group may formally call additional meetings between scheduled sessions to consider specific incidents or review performance concern, subject to agreement from the wider group.
7. Inform tenants about opportunities to join the Housing Service Monitoring Group.
8. Promote inclusion and open, transparent, two-way communication with tenants through the managing agent or directly with us.
9. Offer suitable support to help tenants engage with us, including transport to meetings, online access, and translation services.

We will collect tenant information lawfully and transparently, in accordance with UK GDPR and the Data Protection Act 2018, ensuring consent and safeguarding personal data.

5. Actions we will take

We will:

- Meet with tenants during scheduled maintenance or improvement work to gather their opinions on our services, the managing agent's services, their neighbourhood, and their household needs.
- Regularly review complaints and compliments to continuously improve and embed a culture of learning with the managing agent.
- Share findings from complaints and compliments in our Tenant Annual Report.
- Provide easy access communication and information for tenants through email, face to face engagement, our website and written communication.
- Host an annual tenant engagement event to gather feedback and maintain open communication.
- Ensure equal access to engagement, using our specialist internal support teams as well as external support partners.
- Participate in relevant tenant engagement activities throughout the year with our managing agent.
- Share performance updates and actions with tenants in our Annual Report, including the outcome and actions from the Tenant Satisfaction Measures.
- Work with partners and Registered Providers in neighbourhoods where we have homes. This allows us to act on tenant feedback and create more opportunities for engagement.

6. Monitoring progress and measuring success

We'll measure success through tenant satisfaction surveys, feedback from engagement events, and tracking the resolution of complaints and service requests.

Regular reviews and transparent updates, including in the Annual Report, will ensure we track progress and make improvements based on tenant needs.

This strategy will be reviewed every three years or sooner if required due to legislative changes or operational needs.