

T3 Residential Limited

Resident Engagement Policy

1 Introduction

- 1.1 T3 Residential Limited (“**T3 Residential**”) is committed to empowering residents to influence decisions about the services that they receive. By promoting resident involvement, we aim to enhance the quality of our services. To achieve this, T3 Residential will create meaningful opportunities that encourage resident involvement and empowerment.

2 Legal and Regulatory Responsibilities (not exhaustive)

- 2.1 This policy is aligned with the following legislative and regulatory requirements:
- Regulator of Social Housing’s Transparency, Influence and Accountability Standard.

3 Purpose and Scope

- 3.1 The purpose of this policy is to set out what residents can expect from T3 Residential in relation to their involvement, and how we will involve and consult with residents in the governance and scrutiny of our services.
- 3.2 Our properties will be managed by a third party in line with this policy.
- 3.3 We will consult residents every three years on this policy and the best ways of involving them. This policy covers all residents of T3 Residential’s homes.

4 Supporting Resident Involvement

- 4.1 To support the requirement for transparency, influence and accountability, T3 Residential will:
- Give residents a wide range of meaningful opportunities to influence and scrutinise our strategies, policies and services, including in relation to the immediate neighbourhood;
 - Support the formation and activities of resident panels or appropriate equivalent approaches;
 - Provide accessible support that meets the diverse needs of our residents so they can engage in opportunities as set out above;
 - Provide clear information on how residents can access services;
 - Provide clear information on the responsibilities of residents and T3 Residential regarding the service;
 - Provide timely and relevant performance information to support effective scrutiny by our customers. This will include the publication of an annual report which will include information on service performance, repairs and maintenance expenditure, and information on any changes to services provided; and
 - Comply with the requirements of Tenant Satisfaction Measures (“**TSMs**”).
- 4.2 We shall consult with residents on the scope of local offers for service delivery. This shall include how performance will be reported on and scrutinised by residents, with arrangements to review methods every three years.
- 4.3 Where we are proposing a significant change in the management arrangements, we shall consult with affected residents in a fair, timely, appropriate and effective manner. We shall set out the proposals clearly and in an appropriate amount of detail.

- 4.4 Residents will be able to be involved in influencing our work via:
- Being a member of a resident panel or equivalent group depending on the approaches we adopt;
 - Making a complaint via the complaints process (see Complaints Policy); and
 - Completing the resident perception survey, in accordance with TSMs.

5 **Understanding Resident's Needs**

- 5.1 T3 Residential understands that its residents may have a range of needs and will provide options to support all residents to get involved. We will seek to understand the needs of new and prospective residents through the provision of data collection at point of letting.
- 5.2 In addition to customer data at point of letting we will also understand the needs of our residents through key data sets including the Census and the English Housing Survey.
- 5.3 We will apply the information we know about our tenants and act on what they tell us to adapt our service, as required. This includes (but is not limited to) the following:
- An interpreter/signer;
 - Providing communications in a range of formats;
 - Assisting with travel costs for those involved in panels; and
 - Changing our approach on a service level in response to specific needs (for example, re prioritising a repair).

6 **Providing Information About Landlord Services**

- 6.1 In conjunction with our residents, we will produce a service offer which outlines what tenants can expect from us and how we perform against those expectations. We will utilise information from the TSMs so tenants can hold us to account for the services that we deliver.
- 6.2 We will also provide performance information to tenants who are involved in our engagement structure and will do so in collaboration with them, providing the information that they see would best compliment their role.
- 6.3 We will collect and report TSM information as required.

7 **Policy Review**

- 7.1 The board is responsible for maintaining, implementing, monitoring, and evaluating this policy to ensure it remains current.
- 7.2 The policy will be reviewed every two years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation or regulation. This process ensures the policy continues to be appropriate, adequate and effective.
- 7.3 In addition to the internal biennial review, we will also consult with tenants about their views on this policy every three years.
- 7.4 Our managing agent will be consulted when this policy is reviewed.

8 **Background Documents**

- 8.1 This policy should be read in accordance with the following policy documents:
- Complaints Policy;
 - Resident Fire Safety Engagement Policy and Procedure; and

- Equality, Diversity and Inclusion Policy.

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Current version	Data approved	Date for Review	Document Owner	Date change log updated
1.0	December 2025	December 2026	Linnzie Wallace	n/a