



Consultation Plan

Name of Document	Tenant Engagement Strategy 2022 - 2027
Topic	<p>This consultation plan has been written for the consultation of the draft Tenant Engagement Strategy 2022 - 2027.</p> <p>As a registered provider of social housing, Dover District Council must comply with the regulatory framework developed by the Regulator for Social Housing. This framework has three economic standards (applicable to housing associations only) and four consumer standards.</p> <p>The standard reflecting the role of resident involvement is the Tenant Involvement and Empowerment (Consumer) Standard and covers:</p> <ul style="list-style-type: none"> • Customer Service, Choice and Complaints • Involvement and Empowerment • Understanding and Responding to Diverse Needs of Tenants <p>The provisions in the Social Housing White Paper, A Charter for Social Housing Residents also emphasizes that tenants should expect to have their voices heard.</p> <p>The draft Tenant Engagement Strategy 2022-2027 (appendix 1) sets out how the housing service will strengthen relationships, give an effective voice to our tenants and leaseholders and increase the opportunities they have to work with us. It has been developed in collaboration with tenant and leaseholder representatives and is intended to help Dover District Council develop stronger, more inclusive, and active tenant engagement activities in the future.</p>

Period	Considerable consultation has already taken place with tenants and leaseholders in the development of the strategy and it is proposed therefore that formal consultation be for a shorter 4-week period between Monday 10 October and Monday 7 November 2022.
Promotion and Publicity	<ul style="list-style-type: none"> • Alerts on the Council website and Housing web pages • Views of all tenants and leaseholders have already been sought regarding the priorities and menu of opportunities section of the strategy in the summer edition of the tenant news magazine a copy of this and an online survey will be available on our website during the consultation period. • Keep Me Posted bulletin service to subscribers
List of Consultees	<ul style="list-style-type: none"> • We will consult with the current Council tenants and leaseholders. • Wider consultation with internal departments.
Methodology	<p>Consultees will be informed of the consultation in the following ways:</p> <ul style="list-style-type: none"> • The tenant newsletter sent to households in July 2022 advised all tenants and leaseholders of the development of the strategy and sought their views. • By Keep Me Posted bulletin service • Via advertisements / notifications on our website. <p>How will consultees be able to take part in the consultation?</p> <ul style="list-style-type: none"> • Consultees will be asked to review the content of the strategy, and complete a short survey • Links to the survey and information on how the survey can be completed will be provided on our webpages
Data analysis	<ul style="list-style-type: none"> • Once the survey has closed, we will review the feedback and data and if required, we will make amendments to the strategy.
Feedback	<ul style="list-style-type: none"> • A compilation of feedback received together with any Officer / Member feedback (where applicable) will be reported back with the final version of the Strategy. • The report will be published on our website. Information will also be provided in the Autumn newsletter.
Costs	<p>We will endeavour to keep the costs to a minimum:</p> <ul style="list-style-type: none"> • Consultation work with tenants and leaseholders will be undertaken in-house. • Electronic communication will be our default position and preferred source of communication, however where a consultee has indicated their preference for a paper version of the survey, we will provide this. • Postage & printing – the tenant newsletter is sent twice yearly and information will be included in this mailout to save cost.