Tenant Participation Strategy
2020-2023

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Empowering tenants

Tenant Participation remains at the heart of Apex and is central to ensuring that tenants can make a real difference and have their say in our day to day service delivery. We do this by putting tenants at the forefront of our service improvement and engagement opportunities.

This strategy has been developed in consultation with tenants, board members and staff.

The participation aspects of this strategy will focus on our relationship with tenants, but we will also continue to work closely with residents, community and voluntary agencies and elected representatives to develop thriving communities.

Through this strategy, Apex aims to empower tenants, promote good relations, ensure equality of opportunity, improve service delivery and support the development of sustainable communities.

As we move forward in an increasingly digital world, we will review the way we communicate with tenants to ensure that we continue to meet their needs.

This strategy demonstrates our commitment to empowering our tenants and communities, as well as complying with regulatory requirements and best practice.

Strategic themes and objectives

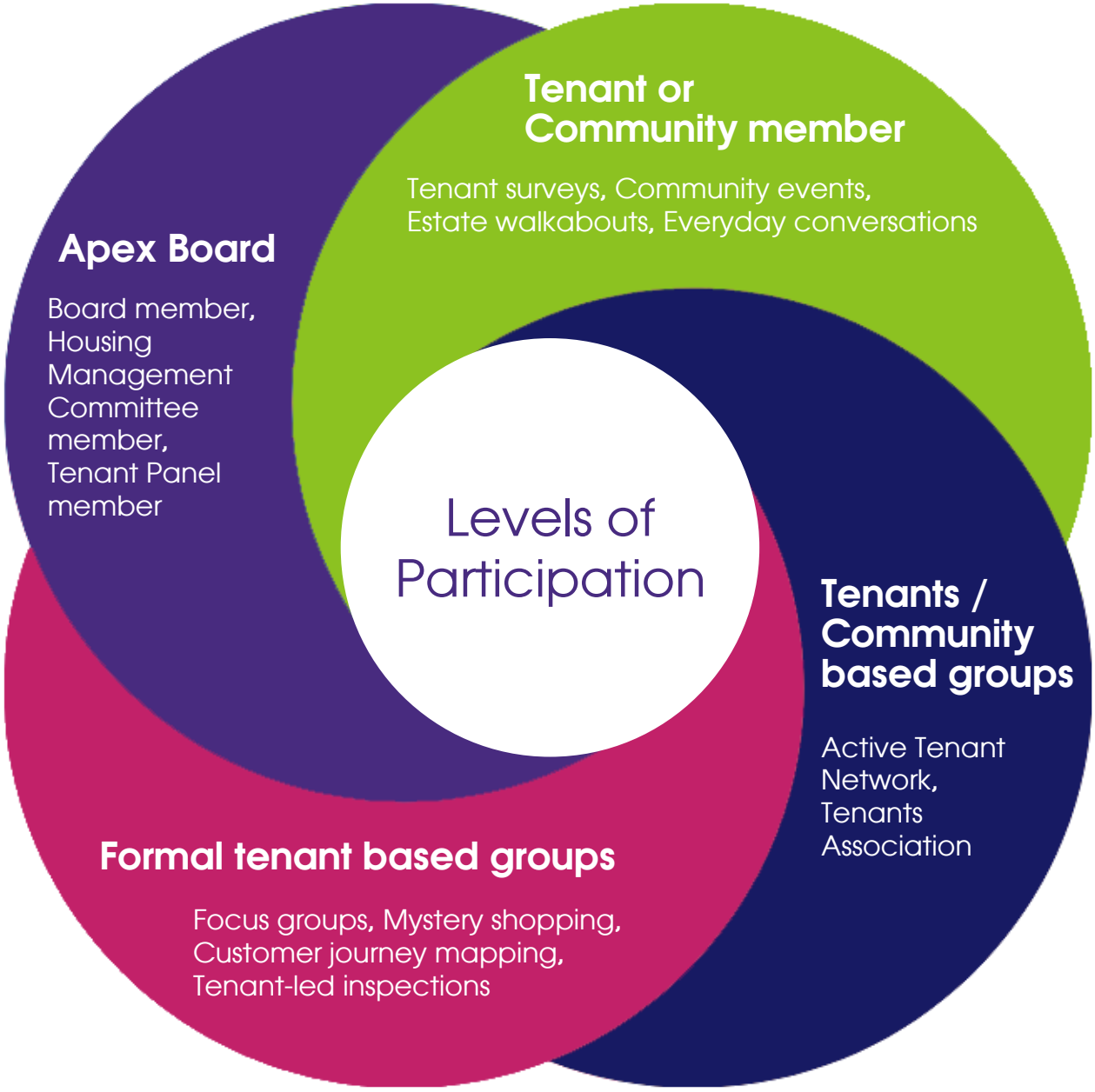
1 Empower tenants

- **1.1** Provide opportunities for tenants and residents to share their views and influence decisions
- **1.2** Enable tenants to scrutinise and monitor the services delivered by Apex
- **1.3** Keep people appropriately informed
- **1.4** Demonstrate good governance

2 Enable successful communities

- **2.1** Support tenants and residents to develop better communities

Ways to get involved



Supporting Participation

Apex offers support to tenants to enable them to participate:

- Providing appropriate information in a timely way;
- Providing resources to support participation and activities;
- Providing transport or paying expenses; and
- Supporting tenants to access training

Menu of options

Not all tenants will want to participate in the same way. In recognition of that, we offer a 'Menu of Options' so tenants can take part in a way that suits them best.

Become an 'Active Tenant'

In your local community

Be supported to organise local events and remain up-to-date through updates from the Tenant Participation Officer.

Alongside other Active Tenants

Join the 'Active Tenant Network' and attend meetings in Derry~Londonderry or Belfast every quarter to represent the views and interests of your community.

Focus Groups

Join others to discuss a specific service delivered by Apex and help recommend improvements.

Mystery Shopper

Contact Apex without revealing your identity and rate the service you receive. Training is provided.

Community Events

Attend events throughout the year to find out what's happening in your area e.g. fun days.

Surveys

Have your say on a range of service areas by completing our surveys.

Every day conversations

Your day to day conversations with front line staff will be captured and used to improve services.

Observer Tenant Editorial Group

Meet with other tenants twice a year to plan and review content for The Apex Observer community pages.

Customer Journey Mapping

Join other tenants to review how user friendly our policies and procedures are, helping to improve services.

Tenants and Residents Groups

Establish or join a local group to represent the interests of your community.

Estate Walkabouts

Join Apex staff on estate walkabouts to highlight areas for improvement.

Interested Tenant Register

Join your local register of tenants who are invited to participate in events and meetings in your area or at Apex.

Tenant-led Inspections

Help inspect a particular service to ensure it is of good quality and rate performance.

Tenant Panel

Join other tenants to meet with Apex Directors to discuss issues and identify areas for improvement.

Information and communication

We want to ensure that the information we provide to tenants is meaningful and kept up to date. We will do this through:

The Apex Observer

This is the main publication used to inform tenants, residents and stakeholders about service developments, changes and performance of services. It is produced twice a year in the summer and winter.

Tenant Manual

This is available to all tenants signing up for a new home and contains a range of information about being an Apex tenant. In it you will find useful information around tenancy matters, repairs and maintenance and useful contact details.

Annual Report

Every year, Apex produces an annual report detailing how we have performed over a variety of service areas. The information is based on data we submit to the Department for Communities and also highlights areas that are of interest to tenants such as new homes, repairs and rent levels.

Annual Celebration Event

An annual event is arranged to celebrate the work of tenants and staff and to showcase the great tenant participation work that has taken place throughout the year for both general needs and supported living tenants.

Website and Social Media

Apex's website and social media is regularly updated with news stories, upcoming events and tenant participation opportunities.

Monitoring and review

Progress on delivering the Tenant Participation Strategy and annual action plan is reported quarterly to our Housing Management Committee which is attended by senior managers, board members and two active tenants.

An annual tenant participation report is produced to celebrate the work of tenants and staff and to recognise their achievements throughout the year and this is reported to the Housing Management Committee and Active Tenant Network on an annual basis.

Resources and support

To ensure the successful delivery of the Tenant Participation Strategy, we will:

- Continue to develop modern and flexible communication methods, such as online services, to ensure information is accessible to all;
- Continue to provide a dedicated team to develop active tenant participation opportunities;
- Offer training opportunities to all those involved to develop their knowledge, skills and capacity; and
- Engage with the Department of Communities and Supporting Communities to ensure that good practice is promoted and enables us to deliver positive engagement and outcomes for tenants.

Apex Housing Association Ltd

REGISTERED OFFICE:
10 Butcher Street
Derry~Londonderry
BT48 6HL

BELFAST OFFICE:
6 Cromac Place
The Gasworks
Belfast
BT7 2JB

DUNGANNON OFFICE:
Unit 3A
Dungannon Enterprise Centre
2 Coalisland Road
Dungannon
BT71 6JT

Telephone: 028 7130 4800
Email: info@apex.org.uk
Online: www.apex.org.uk

This document is available in alternative formats on request

The Apex Voluntary Housing Group comprises:

Apex Housing Association Limited
Newington Housing Association Limited
Fairbuild Homes (NI) Limited