



Tenant involvement strategy summary



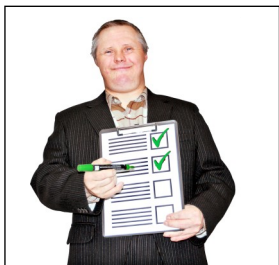
What is a strategy?

A strategy is a long-term plan. It includes goals, objectives and priorities.



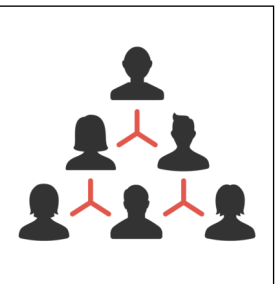
Why do we need a Tenant involvement strategy?

Having a strategy means our tenants can see what we are planning to involve tenants in our work.



What are objectives?

The strategy explains what we are planning to do to involve our tenants and how we are going to achieve them in the next 5 years. We call these objectives.



1. Getting tenants are involved in any work to look at and improve the services we provide.
2. Involve a wide range of tenants in lots of different ways both face to face and online.
3. Ensuring we follow the rules and standards set by the Regulator of Social Housing.
4. Give our tenants information about how well we are doing and provide opportunities for tenants to look at the way we work.



We are committed to putting tenants at the heart of everything we do.

If you want more information about this strategy please contact us at getinvolved@glh.org.uk



Tenant involvement strategy glossary



What is a glossary?

A glossary is a word list that explains what some complicated words mean.

Benchmarking - to measure and compare the quality of something against something that is similar

Customer insight - the knowledge we have of our tenants

Compliance - to follow or behave in line with a rule such as the law or a policy

Consumer Standards - a list of rules set so that tenants and landlords know what is expected of them.

Empowerment - to gain confidence and power to do what you want or to control what happens to you

Governance - the way that GLH is managed and makes decisions

Implementation plan - a plan to outline how we are going to achieve our strategy

Influence - to have a say or power over something

Individuality - what makes people different from others

National Housing Federation - an association for social housing providers

Objectives - a list of plans and goals

Participation - to take part and be involved in an activity