

OUR TENANT EXPERIENCE STRATEGY



PUTTING YOU FIRST

At Encircle Housing, we put you first and understand how important it is to involve you in a meaningful way. We also recognise that many of you are supported by families, carers, appointees, and other professionals, and this document is written for them too, as partners in supporting your life and experiences.

In this document, we explain how we listen to you, how we make sure you have a voice in decisions, and how we provide tenancy support.

We want you to have real choice and a genuine say in decisions about your home, shared spaces, housing services, and the activities that help you maintain your tenancy.

Your experience with us begins when you first enquire about a home and continues throughout your tenancy. We work closely with you, and those who support you, to provide joined-up housing support.

Together, we make sure you are involved in shaping the services you receive and feel confident that your voice is heard.

OUR APPROACH IS:



Listening,
learning
and sharing



Having
your say



Our
services



Tenancy
support

HOW WE CAN HELP YOU

We make sure you have a real voice in how we provide housing services, repairs, home improvements, and tenancy support activities.

We aim to build a good landlord relationship with you, so you feel comfortable contacting us whenever you need housing support.

We provide opportunities for you to get involved in your home and your community.

We work to improve shared spaces so they are welcoming places where you can socialise and relax.

We make sure our communication is clear, inclusive, and easy to understand

We share your feedback across our teams and with our Board so we can continue to learn and improve our services.

OUR APPROACH

Listening, learning and sharing

Contacting us

We provide a range of ways for you to communicate with us, including emails, phone calls, texts, and online messages and videos. You can also speak to us directly through WhatsApp groups, video meetings, and face-to-face reviews and home visits.

Information

We make sure our communication is clear, open, and easy to understand. You can receive information from us through letters, Our Voice newsletter, posters, online updates, our website, and easy-read materials.

Changes and decisions

We keep you informed if there any changes or decisions that affect you and your home. You can take part in discussions about your home and the services you receive and share your feedback.

Home improvements

We involve you in planned improvements to your home, such as painting your home, new kitchens and bathrooms. We offer choices for shared areas, such as paint colours, kitchens and bathrooms from our approved range.

Improving how we work

We are continuing to improve our systems and technology so we can better record and monitor feedback, communicate more effectively with you and those who support you, and provide more ways for you to stay informed and involved.



We want you to feel heard, listened to, and kept up to date.

Having your say

Surveys

You can complete different surveys to share your experience and help us to improve our services, including Move-in Surveys, Repairs Surveys, bi-annual Tenant Satisfaction Surveys, and End of Tenancy Surveys.

Sharing your views

You can share your views about our housing, repairs, maintenance services, or improvement works in a variety of ways. This includes when we visit you, through our website, by email, over the phone, or via video call. We also welcome your ideas on how we can improve our services and policies.

Making a complaint or giving a compliment

You can make a complaint or give us a compliment either via our website, email or phone.

Improving our services

We believe the best way to improve our services is by involving you when you have experienced them first-hand. That is why we ask for your views after you have used our services, whether this is about the information we provided, how involved you felt, or how we could make things better.

How your views help

We show how your feedback has helped us to improve our services and the difference this has made. Your views help us shape the way we work and make our services better for everyone.

We provide a range of ways for you to share your views and help us to improve our services so we are **delivering the right services for you.**

WAYS TENANTS ARE GETTING INVOLVED IN OUR SERVICES

Tenants from around the country will be helping us in lots of ways:

- ☒ Taking part on a tenant panel
- ☒ Taking part in a tenant group to give your views about a subject
- ☒ Helping with interviews
- ☒ Supporting events
- ☒ Attending events
- ☒ Taking part in people's stories
- ☒ Helping create information for other tenants
- ☒ Assisting with our social media

We provide housing support to **help you maintain your home** and **feel confident** throughout your tenancy.

Our services



Finding the right home

We work with you to find the right home and environment. You may want to move into your new home in one day, or if you need more time, we can where possible arrange it to suit your needs.

Settling in visits

We want to ensure that you have settled into your new home. We carry out six-week and three-month visits to find out how you are doing and answer any questions or queries.

Working with or on behalf of you

We can work with you or on behalf of you to resolve housing matters, safeguarding issues or concerns and benefit claims.

Regular visits

We visit regularly to discuss housing matters and any concerns you may have. We make sure to visit you throughout the year to stay connected and provide housing support.

Tenant Talks

Our Tenant Talks are informal conversations that take place in your home, often around an activity you enjoy, or topics related to your tenancy support. Sometimes these focus on a particular theme, such as your home, repairs, safety, or tenancy support.

Tenancy support calls

We carry out care provider calls, to discuss your tenancy support. This is also an opportunity to address any issues, maintenance, or repair requirements.

You Said, We Did

We use a "You Said, We Did" poster to show the feedback, questions, or concerns you have raised, along with our response and any actions we have taken. You will receive a copy, and we can go through it together to discuss any updates or next steps.

Your tenancy

We work closely with you to help you understand your tenancy, including your rights and responsibilities. We also provide support to help you maintain and sustain your home.

Your bills

Supporting you to understand household bills and explore the best tariffs where possible

Safety and security

We make sure your home is safe and secure. We carry out the tests for fire safety checks, gas, electricity, water, and asbestos tests.

Anti-social behaviour, hate crime and domestic abuse

We work with you, or on your behalf, to address any issues of anti-social behaviour, hate crime, or domestic abuse. When needed, we will involve legal experts to ensure the right legal action is taken to protect you and your home.

Adaptations

We can support you with adaptations by checking the work that is needed and ensuring you have choice where possible.

Fire safety inspections

Where possible, we involve you in visits, such as fire safety inspections, so you can see how we keep your home safe.

Using technology

We also increasingly using real-time data from environmental monitors to help improve the comfort of your home, such as the quality of the air in your home.

Tenancy support

Activities

You can join a range of tenancy support events at home or in your local community. These activities are friendly and inclusive, giving you the chance to meet others and try something new. Taking part can help you feel more connected and engaged.

Outdoor projects

Gardening and outdoor projects are a great way to enjoy fresh air and stay active. You can take part at your own pace, with no experience needed. These activities can be relaxing and rewarding while bringing people together.

Improving your shared spaces

We welcome your ideas on how to improve shared spaces in your community. You can get involved in small projects or help shape future plans. Your input helps create a more welcoming environment for everyone.

Being healthy

Taking part in activities can support both your physical and mental wellbeing. There are opportunities to stay active, relax, and learn new ways to stay healthy. Small steps can make a positive difference.

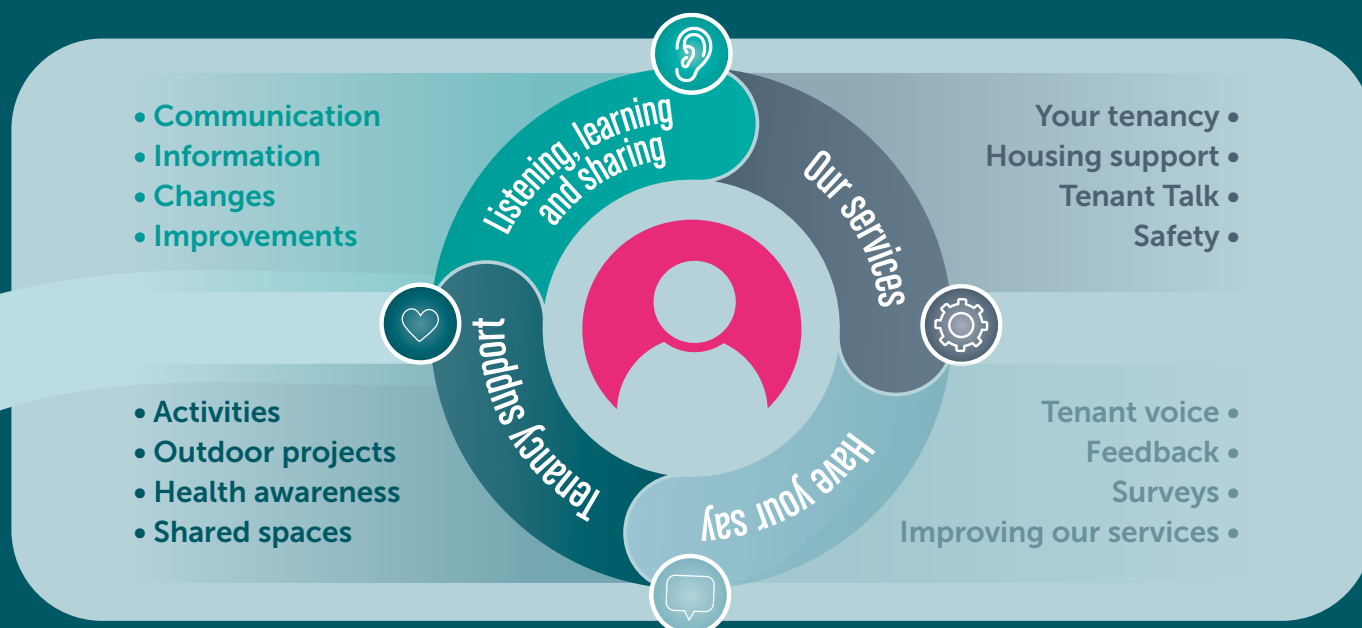
National and local initiatives

You can also join national and local initiatives that promote inclusion and community connection. These may include events, campaigns, or partnership projects. It helps create a positive and supportive community for everyone. Even small steps can improve your overall wellbeing.



A safe and comfortable home supports your health and wellbeing. Feeling connected to others can **improve your confidence and overall happiness.**

OUR TENANT EXPERIENCE APPROACH



Monitoring and review

Sharing feedback

We encourage you to share their feedback, whether it's a compliment or a concern. Your input helps us understand what is working well and where we can improve.

How we communicate

We ask tenants for their feedback on how we communicate and share the results with everyone. This helps us understand what is working well and where we need to improve.

Keeping our Board updated

We keep our Board informed about how you are involved and any improvements made to services. This ensures your voice is heard at the highest level of decision-making.

Our Voice Newsletter

We will continue to ask for your feedback on topics for the Our Voice newsletter, so we can make sure it stays interesting, relevant, and useful to you.

Your feedback is making a difference

We show how your feedback leads to real actions through "You Said, We Did" updates.

Our Website

Our website includes a tenant section where you can find helpful information about your tenancy, your home, repairs, how to make a complaint, and support for your tenancy. We regularly review and update this section to ensure it includes everything you need and reflects what matters most to you during your tenancy with us.

Reviewing tenant survey results

We carefully review tenant survey results to find out what we are doing well and the areas for improvement. This helps us plan services that better meet your needs.



CONTACT US

For more information about Encircle Housing:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

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