

Resident Engagement Policy.

Verda Living RP Limited

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1 Background

This policy sets out how Verda Living RP Limited (Verda Living) will involve residents in decisions about our strategic priorities, policies and delivery of services and empower them to scrutinise, be involved in and influence our activities. It describes our aims and outlines the approach we will take to specific aspects of resident involvement and empowerment. It also describes how we will be accountable to residents for our service delivery and performance.

Separate policies set out our approaches to:

- Customer service and choice (customer service policy)
- Complaints (complaints policy)

Verda Living understands and is supportive of national government's efforts to improve accountability of social landlords to their residents.

Verda Living recognises the importance of a positive and sustainable relationship with its residents. We also value the involvement of residents in shaping, delivering and monitoring our priorities and services, because it can result in mutually beneficial outcomes.

2 Policy aims and objectives

We aim to hear and respond to a strong customer voice within our organisation, address resident priorities in our policies and services, and be accountable to residents for our actions and their outcomes. We also aim to expand the involvement opportunities available as our organisation grows.

To ensure these aims are met we will:

- Develop a suite of opportunities for involvement for a diverse range of customers
- Review our involvement opportunities annually
- Report resident feedback and satisfaction at board level
- Develop insight into the profile of our residents and their diverse needs
- Consult with residents and consider their views and different needs when developing and reviewing operational policies or making significant decisions
- Publish timely performance information, resident satisfaction data and responses to consultation.

3 Opportunities for involvement

Verda Living is committed to ensuring that it offers a range of methods for residents to influence the services that we provide.

Verda Living is a new organisation that will have a small policy portfolio (Chatelain House) to start with. This means that there is insufficient critical mass for the immediate formation of resident groups. However, we will ensure that residents are provided with opportunities to input and scrutinise, whether directly or indirectly into the decision making process by:

- Seeking transactional feedback from all residents on key housing management activities e.g. sign up, routine repairs, delivery of planned maintenance, annual rent increase process

- Conducting an annual resident satisfaction survey, to include at least the mandatory Tenant Satisfaction Measures (“TSMs”)
- Communicating to all residents when we are reviewing operational policies, and inviting comment
- Periodically consulting with residents on how we present and provide performance information
- Communicating when we publish performance information, and inviting feedback
- Carrying out regular estate walkabouts, that are publicised in advance

We will allocate staff time and funding for capacity building relating to resident involvement.

As Verda Living grows, every 12 months we will seek, consider, and take account of resident feedback on opportunities for expression of collective and individual voice, and for involvement in governance and scrutiny that suit residents; and we will work with residents to create and embed resident groups. Clear terms of reference will be developed for these groups, and we will provide funding and access to staff, meeting space etc. to support their operation.

The development of these options will be undertaken alongside residents as the organisation grows, ensuring that the involvement methods that the residents of Verda Living properties want, will be available.

4 Complaints and other feedback

Verda Living has adopted a complaints procedure in line with the Housing Ombudsman Service Code of Practice, which is designed to be straightforward, accessible and effective in resolving issues and identifying areas for improvement. The Board will receive regular information about complaints and other feedback and consider any action required as a result.

5 Accountability

Verda Living will be accountable to residents for its activities by:

- Publishing an annual report on our housing management service performance including repair and maintenance budgets and management information specified in Resident Satisfaction Measures
- Making quarterly management performance information available online
- Making annual satisfaction information available online
- Creating a line of communication from resident panels into the board, once these are established
- Providing accessible information so residents can use landlord services, understand what to expect from their landlord (including regulatory requirements, safety and quality standards, rent and service charges, and responsibilities for maintenance), and hold their landlord to account.

6 Understanding and responding to the diverse needs of our residents

Verda Living will collect information about residents when letting properties and will periodically refresh this to ensure it remains up to date. Information collected will initially focus on protected characteristics

and any support needs. This information will be used to help Verda Living Limited to consider if we may need to vary approaches to service delivery.

We will cross reference this data with other information, such as on resident satisfaction, to better understand views and experiences of different groups.

When considering a new policy and/or significant changes to services Verda Living Limited will consider the potential impact on different groups of residents and ability to align with their needs. We will not make assumptions about needs based on data alone and will seek opportunities to discuss needs with distinct groups to ensure we understand what would best benefit different people.

Our approach to communication with residents e.g. medium, format, language, frequency will be informed by our knowledge of diverse needs.

We will periodically report to board and residents on the profile of our residents and their diverse needs and set out how these have been taken into account in our approaches to service delivery and communication.

In providing landlord services, employment, and procurement, Verda Living will treat all residents with fairness and respect. Verda Living will ensure its staff and agents understand and abide by the adopted Equality and Diversity Policy. Periodically, we will seek residents' views on whether they are treated with fairness and respect, in line with the RSM standard.

7 Local offers

As Verda Living grows, we will consult with residents in different local authority areas to establish whether there is appetite for local offers for service delivery. Where residents wish to see variation in our service offer at that time, we will work with residents to agree the scope of local offers, which will include arrangements for performance monitoring, reporting, scrutiny, and review.

8 Change of landlord or management arrangements

Verda Living will deliver some or all of its management services through contracts with other organisations. Where we propose to change who delivers management services, or the scope of services provided, we will consult with residents to establish their views and priorities around such a change. Consultation will take place prior to any invitation to tender, and again before drafting of contracts/structural arrangements and detailed discussion of service specification

Similarly, should Verda Living wish to sell tenanted homes to a different landlord, we will consult with residents to establish their views and priorities around such a change. Consultation will take place prior to exchange of contracts.

In both cases we will set out the proposals clearly, giving appropriate detail, and set out known or potential advantages and disadvantages to residents in the immediate and longer term. Information will be provided online and by letter, and face to face contact with affected residents will be sought.

Residents' views will be collated, reported to the board and taken into account in refining arrangements and taking the final decision. We will also publish a summary of views expressed and set out how we have taken account of these.

Should there be a proposal for a change of shareholder i.e. Verda Living Limited is to be sold with its corporate structure and management arrangements remaining otherwise intact we will notify residents so that they are aware of the process, areas where the change could impact them in time, and how their interests are being safeguarded.

9 Statutory Rights

Our residents do not have a statutory Right to Manage the homes they live in, nor to form Resident Management Organisations.

Should a group of residents express an interest in taking on management of their homes, we will discuss opportunities for them to exert influence including through development of a local offer for housing management.

10 Monitoring and compliance

We will monitor the delivery and outcomes of our customer involvement policy and report to operational staff, senior leadership team, the board, and our residents. Key performance indicators will be used to monitor and report performance, as well as complaints & complements received. This allows us to be accountable for our approach, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against the Resident Satisfaction Measures prescribed by the Regulator of Social Housing, as well as indicators developed for internal use by staff in conjunction with residents.

11 Annual Review

This policy is reviewed annually by the board of the Company.

Version	Date Approved	Date for Review	Updates
1.0	April 2025	April 2026	Creation of first version of policy