

# Tenant Engagement at Cobalt Housing

At Cobalt Housing, we value tenant engagement and recognise its importance in shaping our services and creating a thriving community. We strive to create a welcoming and inclusive environment where tenants can have a voice and contribute to decisions that directly impact their lives.





# Engagement Groups

## 1 Tenant Consultative Panel (TCP)

The TCP provides a platform for tenants to discuss service delivery, policies, and communication strategies, ensuring transparency and inclusivity. They are also the link between the other forums and the Board.

## 2 Repairs Forum

This forum ensures tenant voices are heard in decisions on repairs services, contributing to policy development and service standards.

## 3 Complaints Forum

This group reviews Cobalt's complaints policies and processes, providing feedback and contributing to service improvements.

## 4 Communal Living Forum

This forum focuses on decisions related to communal living and building safety, ensuring tenants are involved in safety-related decisions.

## 5 Anti-Social Behaviour (ASB) Forum

This forum integrates tenant perspectives into anti-social behaviour policies and practices.

# Additional Engagement options

## Myvoicematters – Engagement platform

This platform allows more informal engagement that is flexible. It's a place to talk to other tenants and our staff to help shape our services

## Youth Forum

This forum gives young future tenants a platform to influence policies and services relevant to their community and lives.



# Benefits of our Engagement model

## Direct Influence

Tenants can shape services and policies that impact their daily lives. They can also see the direct output of their suggestions.

## Insight and Learning

Gain a deeper understanding of how Cobalt and social housing organisations operate.

## Skills Development

Opportunities to develop communication, policy review, and community engagement skills. We also support attendance at relevant conferences/events for our 'involved' tenants.

# Expectations from Participants

1

## Active Involvement

Regular attendance and participation in meetings and discussions.

2

## Preparedness

Review documents where needed and provide informed feedback.

3

## Adherence to Standards

Uphold health and safety guidelines, equality policies, and engagement standards.

4

## Representation

Engage with a broad range of tenants to ensure diverse viewpoints are represented.



# Why Our Engagement Model Works



## Inclusive Structure

Our flexible engagement formats (in-person and virtual) ensure inclusive participation.



## Meaningful Impact

Tenant input is actively integrated into Cobalt's decision-making processes and the outcomes are shared.



## Continuous Improvement

Regular reviews of our framework to keep services aligned with tenant needs.



## Commitment to Diversity

We actively promote equality and inclusion in all aspects of engagement.





# Conclusion

At Cobalt Housing, tenant engagement is a key part of our commitment to providing excellent customer service, investing in quality homes, supporting communities to thrive and developing positive people. We really value the input of our tenants whether formally or informally and encourage participation in all our engagement activities.