



Resident Engagement Guidance

Resident and People Focused Guidance



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Responsible officer	Housing Services Manager
Effective date	20/10/2026
Next review date	20/10/2028
Associated documents	Confidentiality Policy Resident Association's Constitution Safeguarding Residents Suggestions, Concerns & Complaints Policy Support Needs and Risk Assessment Policy
Document version	V.1.2



1. Introduction

At Retail Trust, we understand the importance of the Estates we provide as the homes and communities our residents choose to live in. Our mission and purpose is to generate Hope, Health and Happiness for retired retail workers and residents whose families have or still work in retail. This document reflects our focus on the importance of our residents' voice in our communities.

Staff will support residents to express their views in meetings or to staff and managers directly. Resident engagement events and activities will be advertised in advance and in suitable print.

The Estates will ensure residents have a number of opportunities to get engaged and influence how the estate and services are delivered.

Residents are encouraged to contact reception or housing support at any point via a variety of options which include:

- In person at our staff offices Mon to Fri 9am to 5pm
- Phone to reception and Housing Support landlines Mon to Fri 9 to 5pm
- Digital options through email and Housing Proactive units

Estates might also provide regular face to face forums through Housing Support Drop-In sessions or Estate Manager surgeries.

2. Resident Meetings

- Each estate will invite all residents to a resident only meeting as per the guidance in appendix 1
- Residents will have the opportunity to submit questions in advance if they are unable to attend, a meeting record will be shared with all residents, following the meeting.
- Residents will receive updates on Resident Meetings actions through You Said We Did feedback. This will include actions completed, actions in progress, update on any actions placed on hold and reasoning for any we are unable to complete.
- Throughout meetings all participants will be encouraged to be open and honest about their experiences, however staff still retain their duties of care around confidentiality and safeguarding.

3. Residents Committees

- Residents living on each estate may choose to follow the Residents Association Constitution and create their own committee. Residents voted onto a committee will meet regularly and feedback to the Estate Manager any issues of general concern across the estate and to residents living there as a whole.
- Residents approved to the committee will elect a chair and secretary; they will ensure a record of their meetings and actions are kept and are shared with the wider residents of the estate. They will hold regular meetings some of which must be open forums to all residents.
- The committee will be resident led; however reasonable administrative support will be provided as requested.

4. Digital and technology enablement

- The Estates will provide and maintain Housing Proactive screens in properties. Staff will contact residents directly or collectively via written, image or video messages or documents to ensure a range of communication.
- Invitations, meeting notes and newsletters can all be shared via the screens.

- iii. The screens each have a contact landlord icon – where residents can send either a recorded voice message or written typed message to the onsite support team 24 hours a day and staff will respond between 9am and 5pm Monday to Friday.

5. Newsletters

- i. Each estate will create a monthly newsletter. This will include invitations to meetings and activities/ events. It will also include updates from estate staff to residents on what is happening around the estate.
- ii. Newsletters will be shared to the Housing Proactive screens and on communal noticeboards.
- iii. Where there is an assessed need, alternative newsletter formats will be provided.

6. Tenant Satisfaction Measures

- i. We will undertake an annual survey of resident's views following the regulatory guidance questions. The responses to these surveys will remain anonymous and will be collated and reviewed at each estate. An annual work plan will be created from this to identify outcomes and measure improvements.
- ii. Additional surveys will also be considered for more specific feedback and engagement, as per the estates annual work plan. These will be more bespoke to the individual nature of each estate and allowing them to be more tailored to the resident's collective needs.

7. Making changes

- i. Estates will ensure reasonable steps are taken to engage residents in any significant changes to their homes and facilities.
- ii. Estates will consider impact to residents directly affected and will seek their thoughts and solutions where necessary giving reasonable opportunity for objection and suggestion of alternatives.

8 Resident engagement and inclusion report

- i. Each estate will create an annual work plan to track improvements to estates and how resident's feedback has been dealt with and improved services.
- ii. These work plans will feed into an annual summary report that will be published. This will summarise the activities, events and opportunities the landlord has given residents to give feedback on and shape the estate in which they live.

9. Activities and events

- i. Our estates are more than just accommodation and housing related services. We work to support residents to build homes and create communities. We will work to ensure a programme of varied and engaging activities and events.
- ii. We will encourage residents to put on their own resident led activities and will offer reasonable support and guidance to their efforts. Residents are welcome to offer their knowledge, skills and time to put on events/ activities and may work with onsite staff to build social committees.

10. Suggestions, Concerns and Complaints Policy and Procedures

- i. Residents who feel any issues are not being dealt with, through any of the above mechanisms, also have open access to the Suggestion, Concerns and Complaints reporting forms, supplied in communal areas and on tenancy sign up, in paper copy.
- ii. These forms can be provided on request and made available electronically too, complaints don't have to be made using these forms.

11. Financial support

- i. Estate Managers will consider the following when setting and agreeing annual budgets & reviewing current budgets;
 - Resident engagement activities and upcoming big events
 - Resident requests and feedback
 - Infrastructure capital expenditure and operation expenditure

12. Appendices

Appendix 1: Supported Living Residents Meetings procedures

Appendix 2: Annual Resident Engagement and Inclusion plan.

Appendix 1: Supported Living Residents Meetings procedures

Purpose and goal of meetings

For Estate staff to give feedback and updates on actions of last meeting and other significant updates/proposals.

For residents to have an open forum to share any suggestions, comments or concerns they may have and for the meetings to be an open and inclusive form.

Opportunity for Estate Managers to be aware of and plan preventative interventions of common issues that may arise affecting the estates.

Scope of meetings

Meetings are open to all residents but guests (family/friends) are not allowed to attend, it is a private meeting.

Estate Managers will always chair the meetings, when possible, and a member of the Exec team will attend twice a year.

Meetings will not deal with the outcomes of specific complaints, these will be referred into the suggestions, concerns and complaints procedures.

Frequency of meetings

Meetings will be booked in advance annually and advertised to residents in newsletters,

There will be 4 meetings a year, around 3 months apart.

Planning and structuring meetings

Estate staff will take all reasonable steps to ensure inclusivity and engagement which can include planning the environment and making beverages available.

Timings

The time of the meeting, and length, will be advertised and shared in advance.

Conduct in meetings

Participants should agree to terms for the meetings – these could include;

- Respect of one another and the chairperson.
- Respect of others right to confidentiality
- Not talking over another person and not raising voices etc

Records of meetings

A record of the meeting will be taken including the key discussions/ themes and actions to be taken. This will include a 'You Said, We Did' section.

These will be shared with residents ideally within 2 weeks.

Appendix 2: Annual Resident Engagement and Inclusion plan.

Source	Aim	Action	Allocation	Time	Outcome