

Together

with **tenants**

Plan

Together with Tenants aims to create a stronger relationship between housing associations and residents.

We have been working with residents, our independent Tenant Advisory Panel, our Member Steering Group and our members and others to understand what change is needed. Through this we have developed a four-point plan for change:

- 1. A new requirement in the National Housing Federation Code of Governance for boards to be accountable to residents** – this will help ensure all organisations value the voice and experience of residents, and use their insight to inform decision making.
- 2. A new Together with Tenants charter** – this will ensure all residents know what they can expect from their housing association landlord, regardless of where they live, the type of home they live in, or who their landlord is.
- 3. Resident oversight and reporting of progress against the charter** – this will give residents a stronger role in holding their landlord to account, and boards would be expected to take action where required.
- 4. Giving residents a stronger collective voice with the regulator** – issues that are uncovered by resident oversight and reporting could be referred to the regulator, so that action is taken where appropriate to protect residents' rights and interests.