



Together with Tenants charter

1 Relationships – housing associations will treat all tenants and residents with respect in all their interactions. Relationships between tenants, residents and housing associations will be based on openness, honesty and transparency.

2 Communication – tenants and residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.

3 Voice and influence – views from tenants and residents will be sought and valued and this information will be used to inform decisions. Every individual tenant and resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.

4 Accountability – collectively, tenants and residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect their homes and services and the quality of the homes and services they provide.

5 Quality – tenants and residents can expect their homes to be good quality, well maintained, safe and well managed.

6 When things go wrong – tenants and residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Tenants and residents will receive timely advice and support when things go wrong.

