

Tenant involvement and empowerment policy – version 3

Date communicated for use:

16th December 2025

Date of next review:

December 2028

About this policy and who it is for

- 1.1 This policy is to be implemented by all colleagues with responsibilities for the housing management of accommodation where the tenancy or the licence is with us. That's whether owned or leased by Dimensions or managed on behalf of another landlord (registered social landlord or private).
- 1.2 This policy is a Dimensions Group policy. This means it applies to all its subsidiaries as listed in **Dimensions Policy Statements**. The document also contains details about, our regulators, equality, diversity and inclusion, data protection, and policy reviews.

The documents, forms and other policies mentioned in **bold** in this policy can be found on the Hub (Dimensions intranet).

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Policy statement (why we have this policy)

- 2.1 We will provide our tenants with a range of opportunities to get involved in:
 - the development of our housing-related policies and strategic priorities
 - decisions on delivery of housing-related services. This includes the setting of service standards

- the scrutiny of our performance, and recommending how to improve it
 - the management of their homes, where relevant
 - the management of repair and maintenance services – for example, commissioning, and the sharing of savings made
 - agreeing local offers for service delivery.
- 2.2 We will ensure that we always treat all tenants with fairness and respect. We will do our best to shape our engagement opportunities to ensure that all tenants can access them, and we will provide support wherever possible to enable their involvement.
- 2.3 We will be flexible and person-centred in the way we provide information and invite views and involvement, in an attempt to hear from and involve as diverse a group of tenants as is possible. Where tenants are not able to be meaningfully consulted or involved, due to their capacity, disability or preference, we will seek the views and involvement of families (or circles of support) and/or advocates who are able to represent the views and experiences of the people they represent, or comment in their best interests.

The impact of not following this policy

- 3.1 The involvement and empowerment of tenants to help shape the services they receive is both central to our values and a requirement of the Regulator of Social Housing.
- 3.2 Failure to adhere to this policy could result in a poor understanding of the experiences and needs of our tenants, and of prospective tenants, and consequently cause us to be scrutinised by:
- The Regulator of Social Housing (RSH)
 - The Housing Ombudsman
 - The Information Commissioner's Office (ICO).

Policy content

Involvement and empowerment

- 4.1 The **Transparency, Influence and Accountability Standard (Regulator of Social Housing, 2023)** requires us to 'be open with tenants and treat them with fairness and respect so that [they] can access services, raise complaints, influence decision making and hold their landlord to account.'

4.2 We will create opportunities for tenants to have meaningful involvement in shaping the Housing Services' priorities, policies, and practices by working with the Involvement and Engagement Team to:

- support a bi-monthly tenant meeting (held virtually), to which all tenants are welcomed
- organise at least one annual in-person tenant meeting, for which tenants will be provided with, and/or compensated for, transport to the event and the support they require to attend and participate
- ensure that there are opportunities for tenants to engage with the annual Working Together for Change programme, local "Listening Events" and "Everybody Counts" groups
- support the establishment of an annual Tenant Scrutiny Panel and project, chaired by a tenant, which looks in detail at a specific aspect of our Housing Service:
 - we will respond promptly and fully to all enquiries and information requests from the panel, and we will receive their recommendations, reporting back on action proposed and taken as a result
 - we will also publish the Tenant Scrutiny Panel report – making it available to tenants (in an accessible format), the Housing Team and wider stakeholders
- hold elections for, and providing support to, two tenant representatives will join the Dimensions Council, and be the link between the tenant meetings and the council
- provide relevant performance information in accessible formats to enable tenants to scrutinise our performance. This will be shared at tenant meetings as appropriate and within our annual Tenants' Report
- employ and train tenants as Quality Checkers with the specific remit to inspect and advise on the quality of Dimensions' houses.

4.3 The Regulatory Standard requires us to consult with tenants on the scope of local offers for service delivery. This includes:

- how we monitor our performance
- how we report it to tenants for their scrutiny, and
- the arrangements for period review.

However, Dimensions does not own or manage neighbourhoods. As a small-scale supported housing provider, our Regional Housing Advisers and Support Workers work together to ensure that all services to tenants are personalised. This includes tailoring arrangements for communication and the delivery of that information.

- 4.4 Where we propose a change in landlord for one or more tenants or a significant change in management arrangements, we will:
- consult with affected tenants in a fair, timely, appropriate, and effective manner, so, if it is helpful and appropriate to do so, we will involve the person's supporters, family or advocates to ensure that the information is provided in the most effective way for the person and is fully understood
 - set out the proposals clearly in an appropriate amount of detail and set out any actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term
 - demonstrate to affected tenants how we have taken the consultation into account when reaching our decision.
- 4.5 We will carry out an annual survey of all Dimensions tenants and feedback the results and our response using Tenant Meetings and the annual Tenants' Report.
- 4.6 We will consult with tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of our housing management service.
- 4.7 We will produce easy-read documents such as:
- tenancy agreements
 - meeting agendas
 - minutes
 - annual reports
 - translated policies

In addition to using an easy read format, we have produced the tenancy agreement in video format.

- Where required, we will also produce tenancy agreements in a person's first language where this is not English.

Understanding and responding to the diverse needs of tenants

- 5.1 We will always treat all tenants fairly and with respect.
- 5.2 As a provider of supported housing that specialises in services for people with a learning disability and or Autism, we orient all our services around each person's particular needs.

- 5.3 At all times, housing colleagues will demonstrate that they understand our tenants' different needs. This includes their needs in relation to the Protected Characteristics and any support needs.
- 5.4 We collect tenant data on the protected characteristics which we use to shape our services and engagement opportunities to ensure diverse representation.
- 5.5 Where we are not confident in the knowledge of support needs relating to a protected characteristic, we will seek external advice and support.

Customer service, choice, and complaints

- 6.1 Housing colleagues will provide choices, information, and communication appropriate to the diverse needs of our tenants as set out above.
- 6.2 We will provide tenants with accessible, relevant, and timely information about:
- how they can access services,
 - the standard of housing services they can expect (tenants are involved in production of our Tenants' Promises document which explains how they can be involved and how to access services)
 - how we are performing against those standards
 - the service choices available to them, including any additional costs that are relevant to specific choices
 - progress of any repairs work - we will give all repairs a priority rating and timescale for completion, and we will communicate about any programmed maintenance in writing or by phone
 - how they can communicate with us and provide feedback, via the annual Tenants' Survey, Repair Satisfaction Survey and via the tenant meetings, and how they will be made aware of action taken as a result of each
 - their responsibilities as a tenant and ours as their landlord, as detailed in the Tenancy Agreement which is available in multiple formats and is signed by each tenant, and
 - how they can be involved in tenant meetings, projects and/or the Tenant Scrutiny Panel.
- 6.3 The Housing Service fully commits to and will be compliant with the Dimensions **Complaints, concerns and compliments policy**. The policy applies to all aspects of the Housing Service and to all tenants.
- 6.4 Tenants can express a complaint in a number of ways, as described within the policy, on the [Have your say page](#) of the Dimensions website and

within the easy read version of the policy which is made available to all tenants. We also publish an easy read guide to making a complaint alongside an explanation of what we will do when we receive a complaint.

- 6.5 We set out clear service standards for responding to complaints, and to responding when a tenant is unhappy with the outcome of a complaint.
- 6.6 Dimensions will accept complaints made by advocates authorised to act on a tenant's behalf.
- 6.7 Colleagues will ensure that complaints are resolved promptly and completely, in line with the Housing Ombudsman's standards.
- 6.8 We will inform tenants how we use complaints to improve our service and will publish information about complaints each year. This will include their number and nature, and the outcome of the complaints.

Legislation and external guidance

This policy and related procedures consider the following legal requirements and regulatory codes, standards, and guidance:

- Data Protection Act 2018
- General Data protection regulations (UK-GDPR)
- Equality Act 2010
- [Transparency, Influence and Accountability Standard \(Regulator of Social Housing, 2023\)](#)
- [Tenant Involvement and Empowerment Standard](#) (GOV.UK)

Dimensions related guidance, procedures, forms, or flowcharts

- **How Dimensions supports you to make a complaint or raise a concern – easy read**
- **What to do if you are unhappy with your home (for Dimensions tenants) – easy read**
- **Tenants' Promises**

Ownership and approval

Policy owner	Amy Gaskin-Williams, Head of Involvement and Engagement
Policy Responsible Executive Lead	Rhoda Iranloye, Chief Quality, Governance and Lived Experience Officer
Approval level	Dimensions Board via the Quality and Practice Committee (QPC)
People and groups consulted	Housing Team Diversity Matters National Colleague Forum Policy Subgroup
Policy review period	Three yearly

Version control

Version number	Approved date	Communication date	Summary of changes
3	3rd November 2025 (QPC) 27th November 2025 (Board)	16th December 2025	Updated to latest Group policy standards. Change of policy ownership. The policy has been updated to reflect the current involvement opportunities within the Group (including but not limited to the Tenant Scrutiny Panel). 4.1. Change of most relevant involvement standard.