Investing in Involvement

Tenants Leading Change

- An Investment not a Cost
- National Tenant Organisations working with University of Birmingham
- funded by Department of Communities & Local Government
- Investing in Involvement
- sponsored by 10 landlords

Tenants Leading Change programme

- An Investment not a Cost
- building the business case:
  - increased satisfaction
  - improved services
  - cost savings
  - other less tangible outcomes

TLC

An investment not a cost

- investing in tenant involvement can produce financial, service, social and community benefits

- the housing sector needs to be doing much more to identify and publicise the business and other benefits that derive from involvement

TLC

Substantial potential business benefits

- **cost savings** – £6.45 million in 20 landlords
- £29 per property; £118 million if similar cost savings across entire sector
- improvements to **tenant satisfaction**
- **service benefits** local involvement, scrutiny/inspections, governance
- communications
- social dividend, community, mutual support, tackling isolation, young people
- confidence, self-esteem, employability
- inspiring and educating staff

Investing in Involvement

- a commonly accepted basic framework to identify benefits
- Investing in Involvement Statements

TLC
Tenants
Leading Change

Investing in Involvement
An accessible framework
for identifying the benefits
of tenant involvement

Investing in Involvement Statements

- a statement of resources used
- a statement of outcomes achieved
- producing statements on an annual basis
- 2 to 3 sides of A4 attractively presented
- agreeing statements with "stakeholders"

Investing in Involvement Statements

- pilots – the sponsors by April
- second batch by September
- launch on and off from summer onwards

- now more than ever – a reason to clearly set out the reasons for involving tenants
- we really need those who believe in tenant involvement to blow their trumpet!

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