

Tenant Engagement - Jenny Muir

How can tenants get involved in the conversation? What does good engagement look like?

- Lots of landlords still don't comply with the basics – would be a good starting point – education of landlords – need for LANI and tenant support groups – information is key
- Expectations from landlord and tenant – need to know what the other needs/requires. Two way communication. Mutual understanding.
- Where communication fails – option to engage with enforcers.
- Know how to complain and where to complain to.
- Forum comes from different places – could be something for tenants of HMOs to get together – to lobby/persuade the landlord – participation of people who live together – but need for assistance from others.
- Not easy to inform tenants – access to information.
- Regulation – regulator – balance of parties.
- Trust of both parties.
- Be seen as an equal – good communication – get to know your rights.
- Meaningful engagement – innovative ways – different methods to engage.
- One size fits all doesn't always work – different tenants need different things – don't all want the same thing- some don't want to commit.
- Lack of confidence amongst students.
- Better success in engaging with landlords.
- Good landlords have nothing to worry about – tenants have no confidence that they will be listened to.
- Would like to reach a stage where tenants are given all the information they require.
- Lack of enforcement.
- Early intervention – school curriculum.