

**Appendix A – Together with Tenants Charter**

Commitment	Description	Ideas for the 'what' and 'how'
Every tenant and resident has the right to be treated with respect.	All tenants have the right to be treated with respect in all of their interactions with their landlord.	<ul style="list-style-type: none"> <li>Organisational values and ways of working agreed locally between tenants and residents and landlords.</li> <li>Clear standards setting out what tenants and residents can expect when they interact with their landlord.</li> </ul>
Every tenant and resident has the right to a decent, safe home, and a good quality service.	All tenants have the right to live in a home that is demonstrably decent and safe and to receive high-quality services from their landlord.	<ul style="list-style-type: none"> <li>Decent Homes Standard.</li> <li>Repairs and maintenance standard.</li> <li>Void standard.</li> <li>Asset investment and management strategy.</li> <li>Information on fire safety and procedures.</li> <li>KPIs as agreed locally.</li> </ul>
Every tenant and resident has the right to be listened to and have their view heard on decisions that affect their community, home and the services they receive.	All tenants and residents have the right to be listened to, even if they have not engaged in the way suggested by their landlord, both individually and collectively, and for their concerns to be meaningfully responded to.	<ul style="list-style-type: none"> <li>Sector support for a national tenant voice.</li> <li>Robust mechanisms to provide assurance that all tenants and residents can communicate with their landlord, including outside of 'official' channels.</li> <li>Service standards (developed with and tested by tenants and residents) on interaction and response, with regular reporting against the standard,</li> <li>Effective scrutiny, oversight and board arrangements – providing regular feedback to tenants about how their views have been taken into account.</li> </ul>
Every tenant and resident has the right to know how the organisation is run, how decisions are made and how they can get involved.	All tenants and residents have access to clear information about the governance and leadership of their landlord, decision-making processes at all levels of the organisation and how they can get involved.	<ul style="list-style-type: none"> <li>Tenant and resident involvement strategy.</li> <li>Information on decision-making processes, key decisions that have been made (summary in regular reports/annual report), information on key staff roles and board members.</li> </ul>
Collectively, tenants and residents have the right to influence decisions that affect	All tenants and residents have the right to influence decisions that affect their communities, homes and	<ul style="list-style-type: none"> <li>Tenant and resident involvement strategy.</li> <li>Tenant-facing policies, such as repairs and maintenance and complaints, are developed</li> </ul>

<p>their community, home and the services they receive.</p>	<p>services, and landlords proactively provide a wide range of opportunities for tenants to exert influence.</p>	<p>in partnership with tenants and residents and regularly reviewed.</p> <ul style="list-style-type: none"> <li>• Mechanisms for tenant and resident involvement and scrutiny are varied, flexible and actively encouraged, and it is clear how tenants and residents can get involved through formal and informal routes.</li> </ul>
<p>Every tenant and resident will have simple, clear and accessible routes for raising issues and making complaints and seeking redress.</p>	<p>The routes for raising issues and making complaints are simple, clear and accessible, and tenants and residents have a good understanding of how they work and what happens next.</p>	<ul style="list-style-type: none"> <li>• Information clearly available on the website, in any communications, and in tenancy/leasehold agreements.</li> <li>• Clear and effective complaints policies developed with and tested by tenants and residents.</li> <li>• Service standard on complaints (developed with and tested by tenants and residents), with regular reporting against the standard.</li> <li>• Clear escalation process (ombudsman and regulator).</li> </ul>
<p>Every tenant and resident will receive support and advice when things go wrong or their expectations aren't met.</p>	<p>Support and advice when things go wrong is freely available to tenants and residents, and landlords engage proactively and transparently with independent routes for mediation and redress.</p>	<ul style="list-style-type: none"> <li>• Information clearly available on the website, in any communications, and in tenancy/leasehold agreements.</li> <li>• Complaints policy and service standards.</li> <li>• Clear escalation routes.</li> <li>• Clear signposting to external/independent routes.</li> </ul>
<p>Every tenant and resident will have access to the information they need to make informed decisions and hold their landlord to account.</p>	<p>Landlords commit to openness and transparency – developing a standard set of information they will provide based on what is important to tenants and residents in ways that reflect their preferences. This may include information on performance, finances, staff structure, decision-making, governance.</p>	<ul style="list-style-type: none"> <li>• Transparency commitment – what landlords will share with tenants and residents and how (i.e. not just putting it on website) – could include relevant policies, organisational and financial information.</li> </ul>