Passage Housing Services

Passage Housing Services: Resident Engagement Policy

Summary
This policy outlines how Passage Housing Services (PHS) ensures residents can influence and scrutinise their landlord's strategies, policies, and services, and how they are supported to do so.

Introduction
PHS is committed to delivering high-quality supported accommodation in partnership with Passage 2000 for people experiencing homelessness. Resident engagement is central to providing safe, supportive, and responsive services that promote positive outcomes and empower our residents.

Definitions
The term 'Residents' includes tenants, licensees, and other individuals living in PHS-managed accommodation, regardless of legal occupancy status.

Principles
We aim to:

- Listen to and act on resident feedback
- Promote inclusion and reduce barriers
- Support involvement in service design and review
- Build trust and transparency
- Uphold Equality, Diversity and Inclusion

Scope
Applies to all individuals living in Passage Housing Services accommodation.

Methods of Engagement
We use various inclusive methods:

- One-to-one support and tenancy meetings
- Group discussions and residents' meetings
- Surveys and feedback forms
- Co-production workshops
- Involvement in recruitment, policy review, and governance
- Engagement with Board members

Supporting Effective Engagement

Staff are trained to facilitate respectful, trauma-informed conversations. Support such as peer involvement or advocacy is provided where appropriate.

Monitoring and Review

Engagement activities are regularly monitored. Feedback informs service improvements and is reported to the Board. Annual reports summarise actions taken.

Equality, Diversity and Inclusion

We actively seek to engage underrepresented voices, including those facing language, mental health, or other barriers.

Link to Tenant Satisfaction Measures

Supports compliance with the Regulator of Social Housing's TSMs, including:

- TSM 1: Overall satisfaction
- TSM 3: Keeping residents informed
- TSM 4: Listening and acting on views
- TSM 5: Handling complaints
- TSM 6–12: Engagement around safe homes, repairs, and neighbourhood management

PHS conducts TSMs annually and uses feedback for continuous improvement.