

RESIDENTS CHARTER OF PRINCIPLES

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The purpose of this charter is to help foster good relationships between landlord and residents of the London Borough of Croydon following the issues at Regina Road and must be in read conjunction with the findings of the ARK Report and Recommendations.

1. To treat residents with respect

How Does It Look Like(HDILL):

- Residents voices must be heard
- Incorporate the “It`s Not Okay” guide – designed by See the Person Campaign and Chartered Institute of Housing(CIH) in informing the work being done to improve relationships-
<https://www.cih.org/publications/its-not-okay-a-guide-to-tackling-stigma-in-social-housing>
- Considerate of residents’ availability when booking appointment, consider language when communicating with residents.
- Residents views to be obtained on changes to service delivery and other services that impact on residents’ lives and well-being.
- Proper consultation (not fait accompli) before decisions are made

2. To facilitate the complaints process whilst mitigating situations that lead to Tenant complaints

HDILL :

- An easy-to-navigate process
- A dedicated Housing Department Complaints process to be introduced
- Recognise residents’ rights in accordance with Human Rights Legislation for Housing and Homes

3. Be Transparent and make performance data readily available, including advertise it on the Council Website.

HDILL :

- Reports must be jargon free and easily understood
- Be honest & upfront about variations or amendments to service

4. Provide a safe and clean environment that residents will be proud to live in

HDILL :

- Timely estate cleansing
- Well maintained grounds on estates

- Well maintained Homes

5. Give resident a voice and encourage meaningful decision-making activities

HDILL :

- Focus groups, regular surgeries, etc
- Variety and improved communication systems(both digital and non-digital)
- Recruit to Tenant Involvement Groups
- Encourage Creation of Residents Associations