



Resident Engagement Strategy 2026-2029.



January 2026
Version 1



Executive Summary

Milton Keynes City Council is committed to delivering resident engagement that aligns with the expectations of our residents and the Consumer Standards and the Social Housing (Regulation) Act 2023. While we have not yet been formally assessed or graded under the new regulatory framework, we recognise the importance of preparing for future inspection and ensuring our services meet the standards expected.

Strategic Objectives

Our approach is grounded in listening, learning, and acting on resident feedback. Through annual reviews, regular and meaningful contact, strengthened governance, and inclusive engagement, we aim to demonstrate meaningful progress and readiness for future regulatory assessment.

This strategy sets out a significant part of our approach to achieve the highest possible score a (Regulatory C1 grade). It allows us to build strong foundations in transparency, accountability, and resident influence. We understand that reaching this standard will require consistency, collaboration, and continuous improvement—and we are committed to working in partnership with our residents to get there.

Purpose

This Resident Engagement Strategy outlines how we will collaborate with residents living in council homes from 2026 to 2029. It sets a clear approach for listening to residents, involving them in decisions, and improving the services they receive. The strategy reflects our commitment to building trust, delivering better services, and creating stronger, more inclusive communities.

Vision and approach

The strategy is informed by national best practice, resident feedback, and the work of our Resident Engagement Project Board, made up of residents living in council homes and colleagues. It reflects our ambition to embed a culture of openness, accountability, and co-production.

This strategy aims to ensure that every resident has the opportunity to influence decisions, contribute to improvements, and feel confident that their voice matters.

Our priorities

Priority 1: Building Trust

Our Aim

To build and maintain trust between the Council's Housing Service and residents by being open, honest, and responsive.

What we'll do:

- Offer more ways to get involved: from quick feedback to resident panels, so everyone can have a voice.
- Communicate clearly and regularly: sharing updates, especially during service issues.
- Listen and act on concerns: making it easier to raise issues and showing how we're learning from them.
- Co-create a Tenant Charter: setting out clear promises and expectations between the Councils Housing Service and residents.
- Host open forums and 'Big Conversation's – to hear what matters most to you.
- Set up the Residents Oversight Committee (resident-led Scrutiny Group) – to review complaints, policies, and performance. The panel will meet quarterly with representatives from the landlord's board to share insights and influence decision-making. This group will be responsible for supporting operational target setting and monitoring.
- Share 'You Said, We Did' updates – so residents can see how their feedback makes a difference.
- Publish Tenant Satisfaction Measures (TSM) results, action plans, and benchmarking data.

How we'll know it's working

- More residents actively involved – growing to 50 meaningfully engaged residents by June 2026, with continued growth to 2028.
- Tenant Charter launched by April 2027 and used across services.
- Resident Oversight Committee in place by March 2026, with published outcomes from April 2027 onwards.
- Residents participate in the governance of the housing services and are able to feedback to landlord board.
- More residents say they trust the Council's Housing Service and feel listened to, measured through the Tenant Satisfaction Measures.
- Better representation from diverse communities in engagement activities.
- Fewer repeat complaints and more satisfaction with how issues are managed.

Priority 2: My Repairs

Our aim

To improve the experience with repairs and moving into a council home by providing clear communication, delivering work to standard and involving you in shaping the services that matter most.

What we'll do

- Involve residents: Work with residents to set clear service standards and ensure these are communicated clearly.
- Improve communication: Keep residents updated on repair appointments, and progress.
- Set clear time frames: Publish and stick to clear timescales for routine and emergency repairs.
- Check the quality: Conduct regular post-repair inspections and ask for feedback to make sure work is done properly.
- Make booking easier: Maintain a phone line for booking repairs as the primary route to book a repair, as residents told us in the procurement consultation, as well as introducing one day with evening appointments to increase flexibility.
- Improve the moving-in experience: Making sure it is safe, and ready before moving in. Provide a clear welcome pack and support to help residents to settle in.
- Listen and learn: Introduce surveys after repairs and move-ins to hear residents views and make improvements.

How we'll know it's working

- Higher satisfaction: Track residents are happy with repairs and moving in, using quick surveys and regular reporting.
- Increased access to complete repairs: increased number of residents choosing to allow access on first appointment and using our Tuesday evening booking slot availability.
- Better quality and fewer issues: More appointments kept, faster fixes, and fewer complaints, especially in the first few months of a new tenancy.
- Resident involvement: Residents help shape and review the repairs service and the moving-in process.
- Welcome pack: All new tenants receive a clear, helpful welcome pack by mid-2026.
- Post-repair checks: Regular inspections and published results to show how we're doing.

Priority 3: My Neighbourhood

Our aim

To build pride, safety, and stronger communities by being more visible in the neighbourhood, supporting local projects, and collaborating with residents to improve the area.

What we'll do

- Housing Neighbourhood Plans: Every Housing Officer will collaborate with residents and local partners to create a plan that focuses on local priorities—like safety, cleanliness, anti-social behaviour, and community spaces.

- Be more present: Increase Housing Officer visibility through regular walkabouts, monthly drop-ins, and community events to build trust and offer support.
- Support resident-led projects: Fund and help deliver small, resident-led improvements, like garden spaces, noticeboards, or community clean-ups.
- Promote the ‘Good Neighbour’ ethos: Encourage neighbourliness, respect, and community spirit through local campaigns and ‘Great Get Togethers.’
- Resident block champions: Recruit and support residents to help monitor cleaning standards and report communal issues.
- Listen and act: Use short surveys to gather feedback on anti-social behaviour (ASB), walkabouts, and local services—so we can respond quickly and improve.
- Partnership working: Strengthen links with local services (e.g. community safety, youth services, environmental teams) to tackle shared issues together.

How we’ll know it’s working

- Housing Neighbourhood Plans in Place: Every area has a live plan co-developed with residents and stakeholders by April 2027.
- Residents regularly and consistently taking up of monthly walk-in with their Housing Officer.
- Resident-Led improvements delivered: At least one community-led project completed in each neighbourhood by April 2027.
- Resident block champion network: Increased numbers of block champions.
- Better local Feedback: Launch touchpoint surveys to track satisfaction with ASB handling, walkabouts, and Housing Officer visibility.
- Improved satisfaction: More residents feel their neighbourhood is clean, safe, and a place they’re proud to live.
- Increased community participation: More residents taking part in events, projects, and local decision-making year-on-year.

Inclusive engagement for all residents

The Council is committed to making sure every resident can be involved, especially those who may not usually take part. This includes people who face barriers such as language differences, limited access to technology, disabilities, or personal circumstances that make it harder to engage. We want to ensure that our engagement is for all residents and it reflective of the diverse communities we serve.

We will work to remove these barriers by offering diverse ways to get involved—online, in person, and through trusted community partners. We’ll make sure our communications are clear, accessible, and available in different formats and languages. We’ll also monitor who is engaging with us and take steps to reach out to those we’re not hearing from, so that everyone has a chance to shape the services and communities they live in.

How you can get involved with the Council's Housing Service

The Council believes that residents should have a real say in shaping the services and communities they live in. That's why we've created a three-level engagement framework—so you can get involved in a way that suits you.

Home level – your personal experience

This is all about your individual experience as a resident. You can:

- Share your thoughts, compliments, or concerns about your home or the services you receive.
- Let us know what's working well or what could be improved.
- Help us learn from your feedback to make things better for you and others.

Neighbourhood level – your local area

Get involved in making your neighbourhood a better place to live. You can:

- Join estate inspections to help us spot issues and identify improvements.
- Become a Resident Block Champion and be a voice for your building or street.
- Take part in local events or projects that bring neighbours together.

Landlord level – Shaping the bigger picture

If you want to influence how we work as your landlord, there are ways to get involved at a strategic level. You can:

- Join resident panels or scrutiny groups to review our performance.
- Help shape our policies, services, and future plans.
- Get involved in governance and decision-making that affects all residents. Including recruitment and procurement.

Feedback and continuous improvement/reviews and governance

Align with:

- TPAS National Standards
- Together with Tenants Charter
- Social Housing (Regulation) Act 2023
- Building Safety Act

Outline how the strategy will be:

- **Monitored** (e.g. quarterly reporting, resident oversight).
- **Reviewed** (e.g. annual refresh with resident input).
- **Reported** (e.g. shared with residents and the Regulator).

