Milton Keynes City Council

We're listening to you.

A summary of our Resident Engagement Strategy for 2026 to 2029, which council residents helped us to write.

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

As your landlord, we want to give you straightforward ways to influence the service you get from us, and to hold us to account.
We want our relationship to be a good one, where we are:

- OPEN
- ACCOUNTABLE
- GOOD AT LISTENING
- ACT ON FEEDBACK

You want us to work on three priorities:

BUILDING TRUST

This means being open, honest and responsive so you can trust us and be heard

- We'll offer more ways to get involved - like resident groups
- Give regular updates on how we're performing
- Involve residents in writing a Tenant Charter that sets clear standards.

MY REPAIRS

This means making it easier to report repairs and get them sorted quickly

- We'll commit to keeping a phone line to book repairs, as well as online
- We'll tell you when repairs will happen and keep you updated
- We'll check the work is done properly and ask for your feedback.

MY NEIGHBOURHOOD

This means working with you to make where you live safer, cleaner, and a place you can feel proud of.

- We'll be visible with regular visits and events so you can easily speak to your Housing Officer
- Work with you on plans to tackle things like safety, anti-social behaviour and cleanliness
- Support resident-led projects and 'Block Champions' to improve your area and report issues
- Have different ways to get involved so every resident has a chance to be heard.

How to get involved

We need your help to make homes and communities better. You don't need any special skills. We'll support you every step of the way.

HOME - YOUR PERSONAL EXPERIENCE

- Contact us to tell us what works and what we can improve
- Take part in next year's Tenant Participation Survey.

NEIGHBOURHOOD - YOUR LOCAL AREA

- Join an estate inspection
- Become a Block Champion
- Take part in an event.

LANDLORD LEVEL- SHAPING THE BIGGER PICTURE

Join resident panels or scrutiny groups to review our performance.

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Help shape our policies, services, and future plans.

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Get involved in governance and decision-making that affects all residents, including recruitment and procurement.