

Resident Participation Charter

Created and endorsed by the London Borough of Richmond upon Thames and partner registered provider (RP) landlords:



This Resident Participation Charter sets out an agreed set of resident involvement standards following a working group between the Council and our housing association partners. The working group follows on from the council's review of resident participation across the borough. This charter builds on the standards set out by the Regulator for Social Housing, which sets out how landlords should involve their tenants.

RP landlords and the Council commit to the following:

- To have well-publicised participation strategies in place.
- To ensure these are reviewed by the landlord as a minimum every three years, with the participation of residents.
- To provide a range of participation methods to ensure residents can be involved at a level that suits them within the landlord's participation structures.
- To provide clear information about these participation structures and how to get involved.
- To publicise positive outcomes from participation activities.
- To ensure inclusivity in participation, including for those with protected characteristics and to always champion equality and diversity.
- To support the newly created Community Ambassador Project (CAP), including CAP network meetings hosted by the Council and landlords.
- To support the development of residents' associations.
- To continue the development of innovative methods of engagement with residents and the sharing of best practice with each other.
- To ensure funding opportunities for local improvements are well-publicised.
- To provide information and support to housing association residents in accessing funding.
- To continue to make funding within the landlord organisation available for improvements for their residents.
- To ensure there is the opportunity for Council match-funding where appropriate for resident-led improvements.
- To be held to account by enabling resident participation in scrutiny of services.
- To provide residents with a clear and direct route to feed into the board of their housing association.
- For landlords to publish clear service standards that align with the standards set out in the Regulatory Framework.
- To provide annual updates on resident engagement through the Council's Tenants' Champion annual report.
- For landlords to publish performance and satisfaction information.



Councillor Jim Millard

*Liberal Democrat Councillor for Hampton Wick Ward
Spokesperson for Housing London Borough of
Richmond upon Thames*