**Medway Council Housing Services**

**Resident Engagement Statement**

Medway Council Housing Services aim to provide resident engagement that caters for everyone, so that every tenant can participate and have a role in decision making, if they wish to. This will be achieved by providing different ways to engage, with different levels of engagement available to suit the time and commitment you are able to give.

**Our vision:**

* To achieve effective and efficient services by working with residents and our partner agencies.
* To develop communities through resident engagement which caters for everyone.
* To ‘Make Every Contact Count’ (MECC) to improve the lives of our residents and the communities they live in.

**How will we achieve this?**

* We will provide a variety of ways for residents to get involved, from surveys to formal panels, to allow them to influence our services, policies, and decisions.
* Residents will be able to provide feedback on our services and performance data to help us improve services, ensuring they provide value for money.
* We will provide residents the opportunity to contribute to or benefit from the development of communities through local action or engagement events.
* By listening to residents when things go wrong and learning from complaints.
* Improve our communication with you. It is important that we know who you are, how you want to be involved, informed, and contacted.

[Find out more about the ways to have your say](https://www.medway.gov.uk/info/200152/council_housing/85/have_your_say_in_housing_services)

**Our commitment to our residents**

Housing Services worked with our Resident Scrutiny Panel to ensure our commitments would help us provide the best service to you. Our commitments are in four categories, You, Your Home, Your Community and Your Say reflecting all the key areas of being a Medway Council Tenant. To view our commitments, visit our [Medway Council housing homepage](http://www.medway.gov.uk/housing)

**Contact the team**

If you have any questions or ideas for engagement, please get in contact with us:

Tenant.participation@medway.gov.uk