

## The Barnet Group – Resident Involvement and Engagement Policy- Feedback and Responses 16 December 2024

Thank you for taking time to contribute to this important consultation. Your feedback will help us shape our policy review for residents of Barnet Homes and Opendoor Homes

Three Residents responded to the consultation

- **Barnet Homes x 3**
- **Opendoor Homes x 0**

Number	Question	Responses	Comments
1	Do you think the Resident Involvement and Engagement Policy is written clearly and in plain language	<ul style="list-style-type: none"> <li>• Yes: 2 (67%)</li> <li>• No: 1 (33%) – see comment below</li> </ul> <p><i>1. Perhaps 'involve' the tenant more re:- repairs i.e. Repair Job sheet no:- appear on every 'visit' and state what job entails i.e plumbing, etc... Option of 'Manage' - too complicated - needs to be addressed. Final scoring - when job is completed ??? or how long said job took from start to finish. How many visits etc.... If/when Barnet Homes rings Tenant - (if possible) - refer to notes etc. on that particular Person. Try whenever possible to acknowledge/return calls to tenants - i.e. do not 'leave them in the dark' not knowing what is 'going on'</i></p>	<p>Thank you for your feedback and suggestions, these will be shared with colleagues in our repairs service who are currently working with residents on our <b>Repairs Priority Group</b>.</p> <p>There is still time to get involved in contributing to improving how we deliver a repairs service that meets your needs by joining one of the future sessions.</p> <p>For further information and to be actively involved email <a href="mailto:getinvolved@barnethomes.org">getinvolved@barnethomes.org</a> or <a href="mailto:get.involved@opendoorhomes.org">get.involved@opendoorhomes.org</a></p>
2	Do you think anything is missing from the Resident Involvement and Engagement Policy?	<ul style="list-style-type: none"> <li>• Yes: 2 (67%) - see comments below</li> <li>• No: 1 (33%)</li> </ul> <p><i>1. I feel there should perhaps be more onus on the 'tenant' and Barnet Homes being able to liaise more - i.e. should a tenant request a 'call-back' (telephone call) this should be adhered to if possible, at all time's - not always leaving the tenant 'in the dark' about many, many issues. Keeping them more informed about repairs especially. Should</i></p>	<p>Thank you for your feedback and suggestions, these will be shared with colleagues in our repairs service and Customer Contact Centre who are currently working with residents on our <b>Repairs Priority Group</b>.</p> <p>There is still time to get involved in contributing to improving how we deliver a repairs service and ow we communicate</p>

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		<p><i>B.Homes find it necessary (for whatever reason) to just ring a tenant (out of the blue)! do one's 'homework' establish in the 'first instance' - what 'that tenant' may 'have gone through in the past' whatever that is, every single person is different - behind every door, street and Town!. Perhaps more kindness, compassion, understanding and their immediate needs..... *Kindness that's all - and it's *free!!!!</i></p> <p>2. As stated previously - hopefully I have understood</p>	<p>with you that meets your needs by joining one of the future sessions.</p> <p>For further information and to be actively involved email <a href="mailto:getinvolved@barnethomes.org">getinvolved@barnethomes.org</a> or <a href="mailto:get.involved@opendoorhomes.org">get.involved@opendoorhomes.org</a></p>
3	Overall, are you happy with the Resident Involvement and Engagement Policy?	<ul style="list-style-type: none"> <li>• Yes: 1 (33%)</li> <li>• No: 1 (67%)</li> </ul>	N/A
4	Please add any other comments or feedback that you may have about this policy to help us improve it.	<p><b>1.</b><i>For once I am 'stuck' for words !!!! I believe that the concept (if that's the correct word) - is very good - more 'involvement' of the tenant - which has sadly slipped by the wayside. Stop putting 'private' residents before us, which too has/is continuing to be the case - we are all the same - rich or poor - people with feelings.</i></p> <p><b>2.</b> <i>I think the overall content is good - just perhaps more personal things added. Thank you</i></p>	<p>We value your feedback and take your valid points on board; we do encourage you to take up every opportunity shared to be more actively involved in how we deliver housing services.</p> <p>Our monthly e-newsletter sent to residents that wish to be involved will continue and we hope you will take up the opportunity to join us to share your feedback and suggestions</p> <p>For a detailed list of opportunities, visit our website;</p> <p><a href="#">Barnet Homes</a></p> <p><a href="#">Opendoor Homes</a></p>

