

The Islington Council Tenants Charter is focused on strengthening the relationship between residents and Islington Council and embodies all the great work happening across Islington to create positive relationships with Customers. It also challenges Islington Council to go further – presenting an opportunity for us to take the lead in accountability and customer oversight.

By adopting this charter, Islington Council commits to:

**Stronger relationships** – Islington Council will treat all residents with respect in all our interactions. Relationships between residents and Islington Council will be based on openness, honesty, and transparency. We will build a stronger two-way relationship with you to build a fairer and more resident focused housing service.

**Delivering excellent customer services and experiences** – We will be easy to deal with and resolve your enquiries and keep to our promises. We will strive to continuously improve our services and will be fair, inclusive and value diversity.

**Effective communication** – Residents will receive clear, accessible, and timely information from Islington Council on the issues that matter to them, including important information about their homes and local community, how Islington Council is working to address problems in their area, and information about performance on key issues and Tenant Satisfaction Measures

We will also tell you what we have done with your feedback and suggestions for improving services and how we learn from complaints

**Listening to and truly understanding your priorities** – We will be prepared to change our services to meet your specific needs and take your feedback and suggestions for improvement seriously

**Voice and influence** – Views from residents will be sought and valued and this information will be used to inform decisions and working practices. Every individual resident will feel listened to by Islington Council on the issues that matter to them and can speak without fear. We will involve you in decision making about your home and neighbourhood. We will offer you a “menu” of engagement to allow you to engage with us in a way that suits you. It is essential that residents can dip in and out of engaging with us and that they are able to participate in a variety of ways that suit their individual circumstance and lifestyles, and their varying degrees of time and personal commitment.

**Being accountable to residents** – Collectively, residents will work in partnership with Islington Council to independently scrutinise and hold Islington Council to account for the decisions that affect the quality of their homes and services. We will publish clear services standards that will allow residents to hold us to account

**Delivering good quality homes** – Residents can expect their homes to be good quality, well maintained, safe and well-managed. We are building new affordable rented homes to be proud of and will keep your local area, clean, green, and safe.

**Resident oversight and reporting of progress against the charter** – this will give residents a stronger role in holding Islington Council to account.

**Giving residents a stronger collective voice** – Issues that are uncovered from resident’s feedback can be referred to the Housing Scrutiny Committee for closer examination, so that action is taken where appropriate to protect residents’ rights and interests. This will be enhanced with two tenant representatives attending the Housing Scrutiny Committee.

**Supporting people** - We will provide support to improve well-being and independence.

**When things go wrong** – Residents will have simple and accessible routes for raising issues, making complaints, and seeking redress. Residents will receive timely advice and support when things go wrong.