

Four Million Homes

Knowledge and action for change in social housing

www.fourmillion.org
[@fourmillionhomes](https://twitter.com/fourmillionhomes)

CCH The Confederation
of Co-operative
Housing

 **PPCR**
associates


Department for Levelling Up,
Housing & Communities

Four Million Homes

Know your rights to engage & be heard

Social Housing Residents Training Session 1

Purpose – What we will cover

This session is designed to:

- Explore your rights to engage & be heard
- How to get views from your community
- Understand how landlords make decisions
- Increase your confidence and communication skills
- Be interesting, worthwhile and fun!

Icebreaker : Community Pride

Can you share one thing you are proud of about where you live?



**Getting your views across where
you live.**

How would you get your views to be heard by your landlord?

- Getting your views heard by your landlord.
- What would work where you live?
- Who would get involved?



Comfort break for 15 minutes

We will re-start the session 2.30 pm

Understanding how landlords make decisions

Different types of Landlord make decisions differently

Local Authorities

- Schools
- Social care
- Refuse collection

Registered Providers (RP's) and Housing Associations

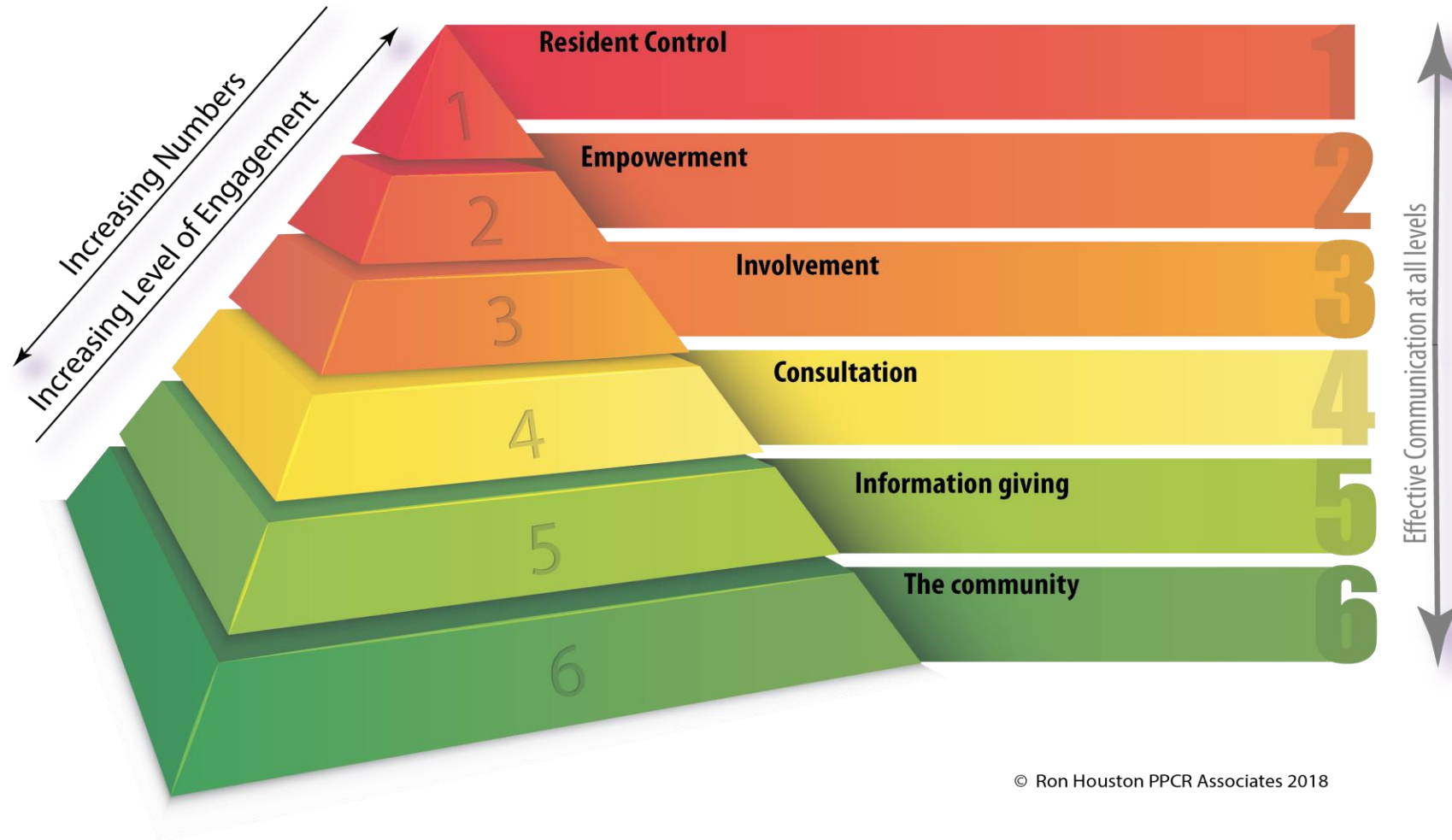
- Housing Management
- Repairs and Maintenance
- Lettings and allocations

Resident & Community Engagement

How to make it work where you live

The Engagement Pyramid

People choose to get involved at different levels, the numbers will decrease as the level increases



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Exercise: How to make resident influence work where you live?

Overcoming barriers and increasing confidence



Key shift

Social housing white paper

Empower residents to have their **voices heard** so that their **landlords are held to account**

Details on other key shifts in the notes for the session

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Thank You

For more info about anything you have heard today, please check your digital handout, and take a look at our website and socials.

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Evaluation survey



<https://www.surveymonkey.co.uk/r/FMHtrainingsurvey>