



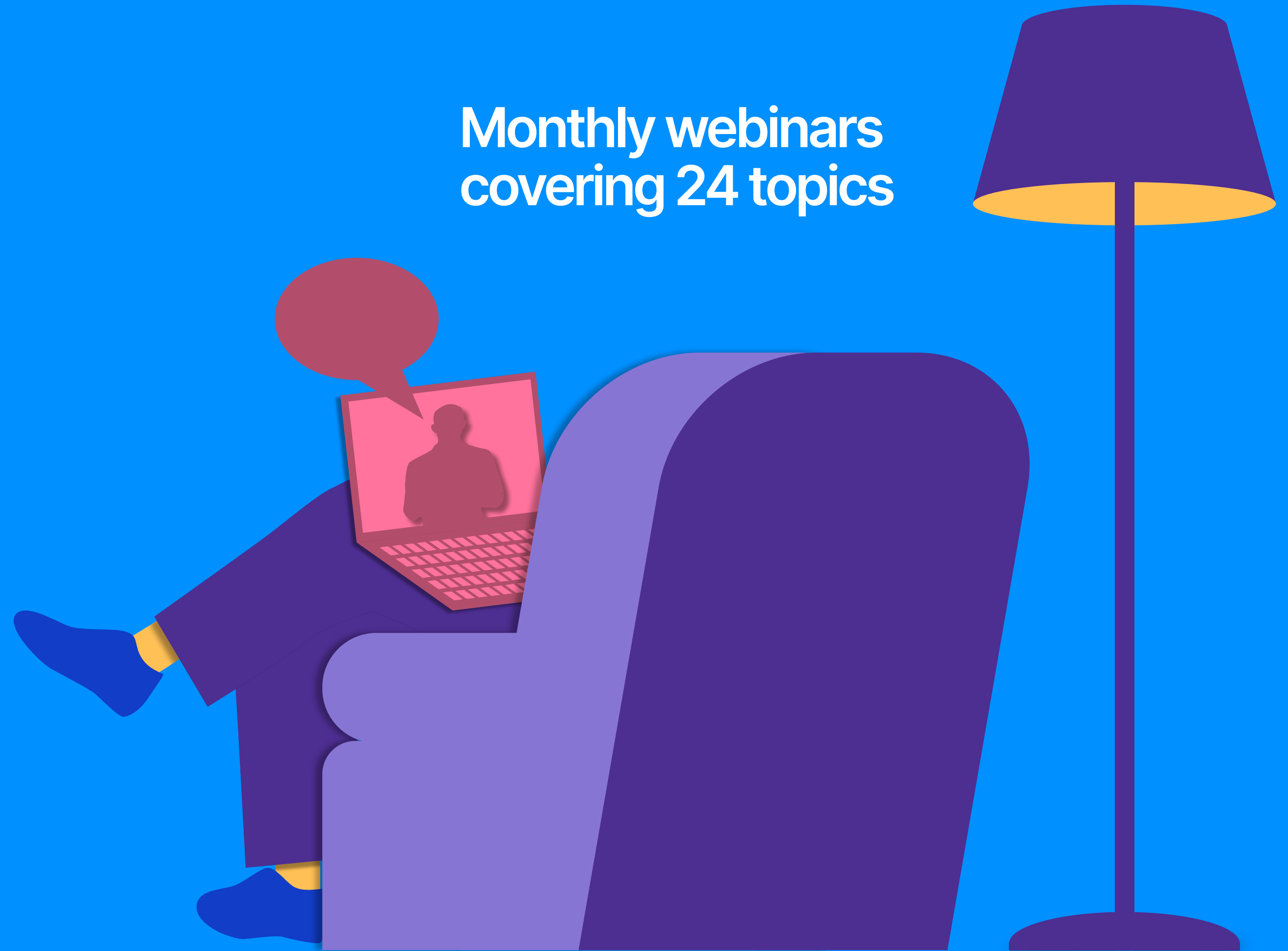
Four  
Million  
Homes

8 different areas of resident  
engagement and  
empowerment, through  
in-person and online training  
events



Four  
Million  
Homes

Monthly webinars  
covering 24 topics





## Guidance for social housing residents



Guidance on social housing resident rights and the services landlords are required to provide. Here you'll find information on a wide range of issues including repairs and maintenance for your home and communal areas, anti-social behaviour, and how to tackle your landlord.

[Local authority tenants](#)

[Housing association tenants](#)

[Co-operative tenants](#)

[Shared owners](#)

[Leaseholders](#)

[About](#)[Contact](#)[FAQs](#)

### Sign up for news





Complaints to landlords



Neighbourhood management



Noisy neighbours



Overcrowding



Privacy, and your personal data



Repairs



Safe buildings



Service charges



Tenant satisfaction measures



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**50,000 watched A-Z videos, with 7,000 then accessing the website**



50%+ found online training the most useful

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25% watching and attending webinars



Four most useful aspects:

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Useful information put across in a clear manner

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Meeting other tenants



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Open and honest discussion

Four  
Million  
Homes

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34% no change



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**16% better management of attendees**

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**11% wanted longer sessions**

All of the Four Million Homes sessions were extremely useful, whether they were face to face sessions or whether they were held online.

At every single Four Million Homes session I managed to understand a bit better as to where social housing residents stand





The information provided and the opportunity of hearing the issues raised by others and the advice they received





Unique in the opportunity to hold deep discussions with a vast array of tenants and to share opportunities and information on local events they are all involved in!

