

## The Power of Resident Voice in Social Housing

### Why Engagement and Empowerment Matter



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## What Does Empowerment Look Like?

- Having real influence and decision-making power
- Access to information and support
- Confidence to raise concerns

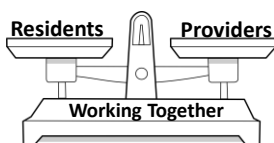


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## Engagement is a Two-Way Street

- Housing providers must listen and respond
- Trust must be earned and maintained
- Residents benefit personally and collectively

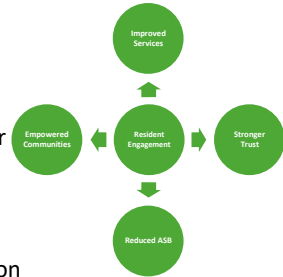


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## Why Resident Engagement Matters






- Residents bring unique insights and lived experience
- Builds trust and stronger communities
- Leads to better service outcomes and satisfaction



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## Tools for Resident Influence

- Tenant panels and scrutiny groups 
- Resident associations and local forums 
- Surveys, digital tools, and consultations 
- Representation on governance boards 
- Training and capacity building 

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## Shaping the Future Together

- Resident voice is essential—not optional
- Engagement improves services and lives
- We all have a role to play



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