

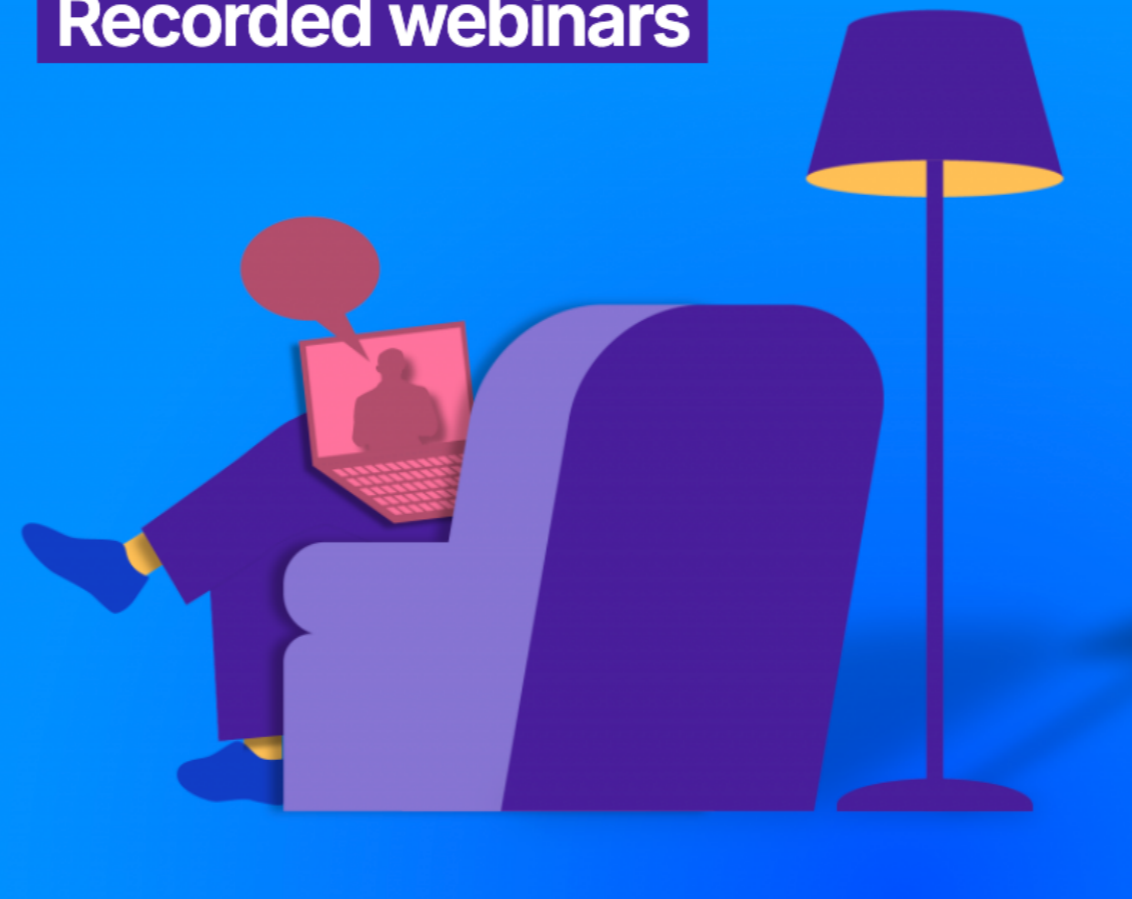


## Four Million Homes

A 3 year programme delivering effective resident engagement and empowerment, through in-person and online training events, webinars, web-based guidance, and social media, across 9 key topics



## Recorded webinars



Catch up on our previous webinars covering topics for social housing residents including repairs and maintenance, anti-social behaviour, and dealing with your landlord.

[Upcoming webinars](#)

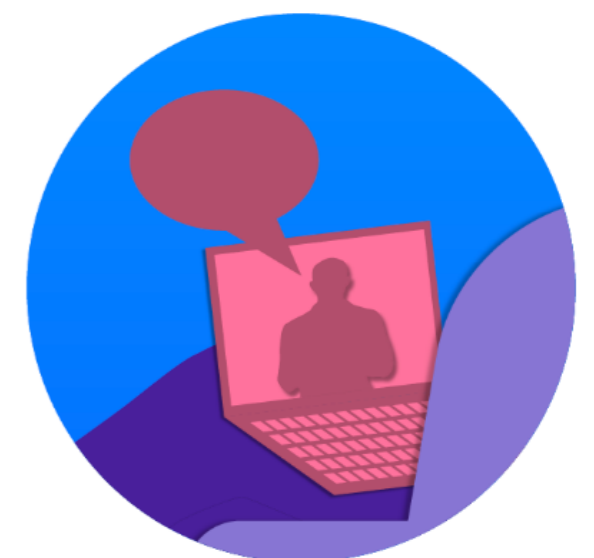
## Recorded webinars

### Tenant rent and service charges

54 mins

This webinar explains about rent and service charges, how increases are set and communicated to you, and how your landlord should help you if you get into rent arrears.

[Read more and watch](#)



# Four Million Homes

Guidance tailored to different types of resident



## 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](#)

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[Privacy policy](#)

protected by reCAPTCHA



Ministry of Housing,  
Communities &  
Local Government

Social media ads and landing pages providing quick, actionable insights on 21 topics in the 'A-Z' series



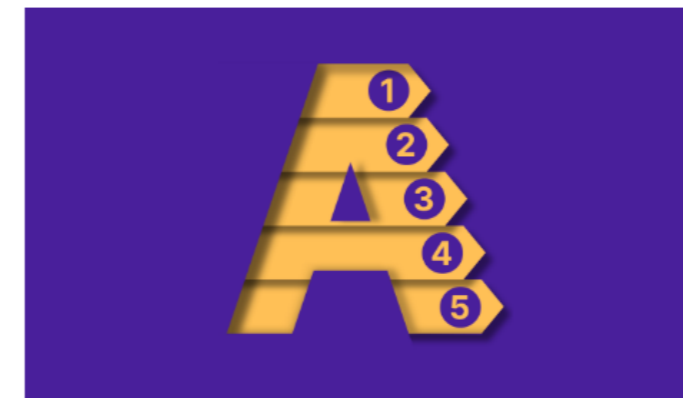
## A-Z of social housing

Find answers quickly to the most common social housing issues. We add a new one each month. [Get in touch](#) to let us know what you think we should include.



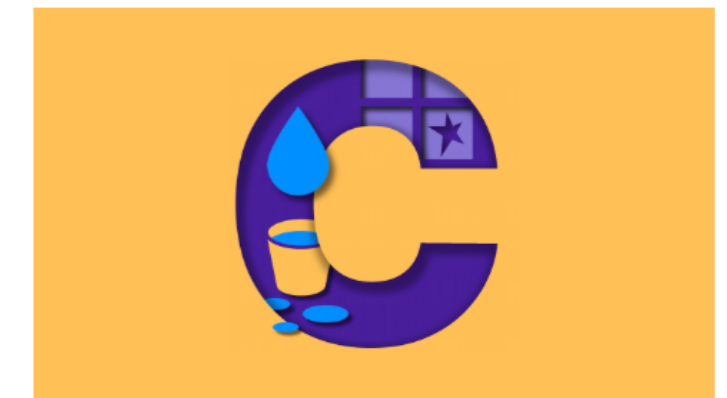
### Adaptations for disability, ageing and health

You can get adaptations to your home to help you or your family live more independently. These can be small changes like grab rails or bigger ones such as stairlifts or extensions.



### Allocations for social housing

How social housing is allocated, who gets priority, and what you can do if you disagree with a decision.



### Complaints to landlords

A brief guide about escalating complaints and getting help from the Housing Ombudsman.



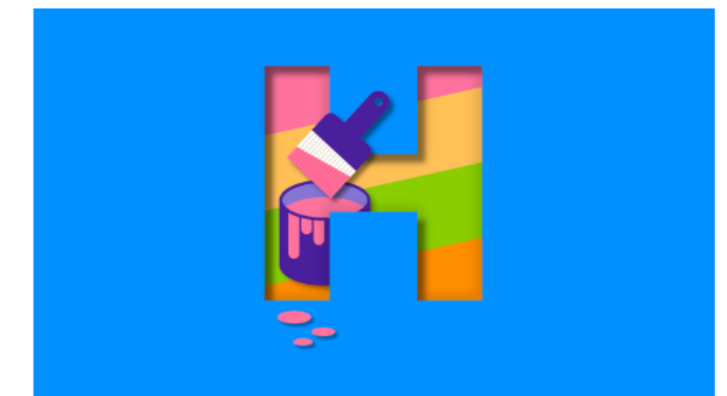
### Damp and mould

Asyle's Law gives social housing tenants



### Eviction and possession

Your landlord cannot make you leave



### Home improvements

Understand when you can make changes

Social media ads and landing pages providing in-depth step-by-step guidance on 6 topics in the 'how-to' series



## How-to guides for getting things done

These step-by-step guides are here to help you find solutions, from how to apply for social housing, to getting funding and support from your landlord for enhancements to your neighbourhood.



### How-to complain effectively

If you've reported a problem to your social housing landlord and nothing's been done — or you're not happy with their response — you have the right to make a formal complaint. Your landlord must respond within set timeframes.



### How-to set up a residents' association

A residents' association is a group of neighbours who come together to make their community stronger, safer, and better represented.



### How-to set up your first social housing home

Getting the keys to your own place for the first time is a big step. It can feel exciting, scary, overwhelming, or all three.



### How-to tackle persistent anti-social behaviour



### How-to understand the role of the Regulator of Social

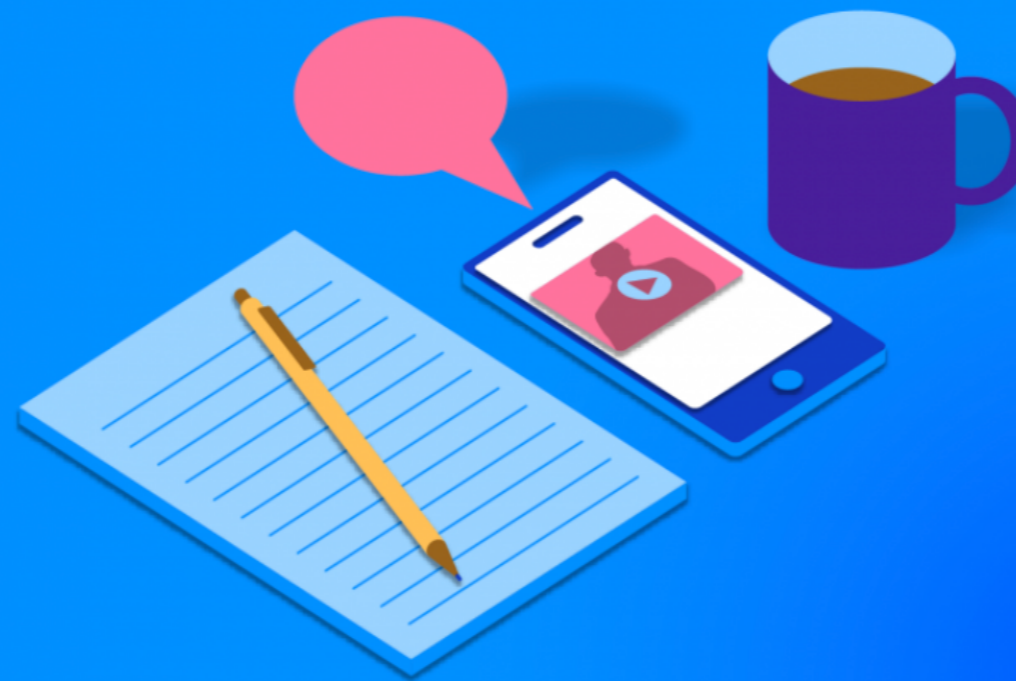


### How-to understand your social housing rent

9 training topics delivered through in-person and online sessions



## Free training videos and notes



We've made all our training resources available so you can learn about your rights whenever — and however — suits you best.

Watch our short videos (10 minutes or under) on each topic, with clear guidance notes you can read, download, or share.

## Training videos and notes

### 01. Know your social housing rights

6 mins

Understand your rights, how to speak up, and influence the decisions that affect your home and community.

[Read more and watch](#)

Four Million Homes

### Know your social housing rights

Social housing residents training session 1

### 02. The standards your landlord needs to meet

Four Million Homes

# Four Million Homes

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Four Million Homes  
in numbers

3k reached through 96 face-to-face and online  
training sessions, and webinars

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**348k engaged with social media**

**112k watched A-Z videos, with 25k then visiting website A-Z landing pages**

# Four Million Homes

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What residents  
think and feel

**49% found online training the most useful**

# Four Million Homes

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What residents  
think and feel

49% found online training the most useful

51% watching and attending webinars

# Four Million Homes

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What residents  
think and feel

**Four most useful aspects:**

# Four Million Homes

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What residents  
think and feel

Four most useful aspects:

**New information and knowledge**

# Four Million Homes

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What residents  
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Four most useful aspects:

New information and knowledge

Hearing from others

# Four Million Homes

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What residents  
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Four most useful aspects:

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Hearing from others

Receiving support and guidance

# Four Million Homes

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What residents  
think and feel

Four most useful aspects:

New information and knowledge

Hearing from others

Receiving support and guidance

**Meeting people and building community**

# Four Million Homes

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What residents  
think and feel

When asked what we should change, people replied:

# Four Million Homes

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What residents  
think and feel

When asked what we should change, people replied:

**34% no change**

# Four Million Homes

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What residents  
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**16% different topics**

# Four Million Homes

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**16% better management of attendees**

# Four Million Homes

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What residents  
think and feel

When asked what we should change, people replied:

34% no change

16% different topics

16% better management of attendees

**11% wanted longer sessions**

# Four Million Homes

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What residents  
think and feel

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

# Four Million Homes

What residents  
think and feel

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

# Four Million Homes

What residents  
think and feel

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!

# Four Million Homes

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What residents  
think and feel

**This is a brilliant programme and platform for tenants and I have met some wonderful people. It's given me a platform and I have learnt a lot along the way that I have shared with other tenants**

Four  
Million  
Homes

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What residents  
think and feel

This isn't just  
a programme,  
it is a community

Four  
Million  
Homes

[fourmillionhomes.org](http://fourmillionhomes.org)