

LONDON BOROUGH OF CROYDON

REPORT:	Homes Sub-Committee Scrutiny
DATE OF DECISION	23 October 2023
REPORT TITLE:	Croydon Housing Approach to the development of the Resident Engagement Structure
CORPORATE DIRECTOR / DIRECTOR:	Susmita Sen, Corporate Director of Housing
LEAD OFFICER:	Mary Larbie, Interim Director of Tenancy Services
LEAD MEMBER:	Councillor Lynne Hale, Cabinet Member for Homes
CONTAINS EXEMPT INFORMATION?	No
WARDS AFFECTED:	All

1. Croydon Housing Approach to the development of the Resident Engagement Structure

1.1. The update presented to the Sub-Committee covers the following areas: (1) Tpas (leading engagement expert); (2) the current status of work; (3) methodology; (4) discovery sessions; (5) leadership; (6) communication standards; (7) trust and accountability; (8) structure and process; (9) design sessions; (10) outcomes.

2. Recommendations for the Homes Sub-Committee

2.1. The Homes Sub-Committee is asked to: -

1. Note the work to date and development plans that will be used as a basis to create the Resident Engagement Structure.
2. Consider whether there are any comments it wishes to make on these development plans, which can be taken into account during the preparation of the Resident Engagement Structure.

3. Appendices

3.1. Appendix A - Croydon Housing Approach to the development of the Resident Engagement Structure - presentation