

Resident Voice Strategy

Housing and Landlord Services

2026 – 2028



Glossary

Residents

In this strategy 'residents' means everyone who rents from Bristol City Council or owns a leasehold property in one of our buildings.

Tenant Satisfaction Measures

As a landlord, we are required to collect and report annually on our performance using a core set of defined measures. These measures are called the Tenant Satisfaction Measures.

Consumer Standards

A set of standards that apply to all registered providers of social housing. These standards ensure we are providing good quality homes and services to all our social housing residents.

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Documents available in other formats:

You can request alternative formats of this document by contacting:

resident.engagement@bristol.gov.uk



Foreword

A good home is the foundation for a happy, healthy life. We want everyone in Bristol to have a safe, warm and secure home that they can afford. As a landlord, we are responsible for helping to make that happen. In the past, the council's housing service has fallen short of the standards residents rightly expect; I'm determined to put that right. That means not just meeting but exceeding our standards. To do that, we have to put power in the hands of our residents.

In 2025, we set up a Task and Finish Group on Resident Engagement, which brought together residents, local community organisations, councillors and council officers. The message was clear: residents do not just want to be consulted, you want to be involved from the start in how we design, deliver and evaluate the services we provide. This work led to our Resident Voice Strategy, which puts residents at the heart of decision-making and the services we provide.

This strategy marks a big cultural shift. For too long, residents were treated simply as people who received a service. We will treat you as people with rights, and with valuable lived experience. We will be clear about the standards you can expect, and how you can raise concerns when we fall short.

We want to create a culture where residents feel heard, valued and able to shape services. You know your neighbourhoods and communities better than anyone else. To improve services, we must listen to your ideas and act on your feedback. This is our commitment to you.



Councillor Barry Parsons
Councillor for Easton
and Chair of the Homes
and Housing Delivery
Policy Committee

Vision



You will be able to have a say in decisions about your home and the housing services you receive. You will be able to get involved in a way that suits you, and we will show you how your voice leads to meaningful change. We will keep you informed, treat you with fairness and respect, and show you we are doing our job properly.



Background

This strategy is a part of our [Housing Consumer Standards Programme](#).

This programme was set up to improve the safety and quality of our housing, and to work towards meeting what is required of us as a social housing landlord.

Alongside the Resident Voice Strategy, we have developed a set of strategies that talk about our approach to making sure you feel safe, listened to and confident in the management of your home and neighbourhood. Together these strategies support the council's corporate aim to create safe, healthy neighbourhoods and good-quality, affordable homes.

Objectives

The following four objectives will help us achieve our vision for resident voice:

- 1 Make sure your voice has meaningful impact**
- 2 Show how we learn from your feedback**
- 3 Provide a wide range of ways for you to get involved**
- 4 Make it easier for you to access services and information**



Objective 1

Make sure your voice has meaningful impact

We want to make sure your voice is at the heart of how we improve our housing services. The council's housing service will listen to what you have to say and use your feedback to shape decisions.

What we will do:

- Explain clearly how decisions are made and how you can influence them, including through the Resident and Community Panel or the Housing Scrutiny Panel.
- Train staff on the importance and value of resident voice.
- Build trusting and respectful relationships between staff and residents across the council housing services, including senior leaders.
- Strengthen how we learn from and act on complaints so that your feedback drives improvements.

How you will benefit:

- Your feedback will be welcomed and encouraged by council staff.
- No matter how you share your views – at a meeting, in a feedback questionnaire or through a complaint – your feedback will be heard and taken seriously.
- You will know that your voice matters and can shape policies, improve housing services, and influence decisions.

Objective 2

Show how we learn from your feedback

We want to learn from what you tell us, so we can keep improving our housing services. We will be open and honest about what is working well and acknowledge where we need to improve.

What we will do:

- Create a culture in the council's housing service where people take responsibility, learn from mistakes and focus on improving.
- Share clear targets and [service standards](#) so you know what you can expect from us.
- Be honest and open about how we are doing and how your voice has influenced decision-making. We will do this by sharing how well we are doing when it comes to complaints, regulation and Tenant Satisfaction Measures.
- Give you easy ways to check our performance, including through the Housing Scrutiny Panel and the Resident and Community Panel.

How you will benefit:

- You will be informed of what we are doing in response to your feedback.
- Your contributions will be celebrated and you will be shown real-life stories of how residents have influenced decision-making.
- We will tell you how we are performing in ways that are clear and engaging so you can easily hold us to account.

Objective 3

Provide a wide range of ways for you to get involved

We know different residents like to take part in different ways, so we will offer lots of options.

What we will do:

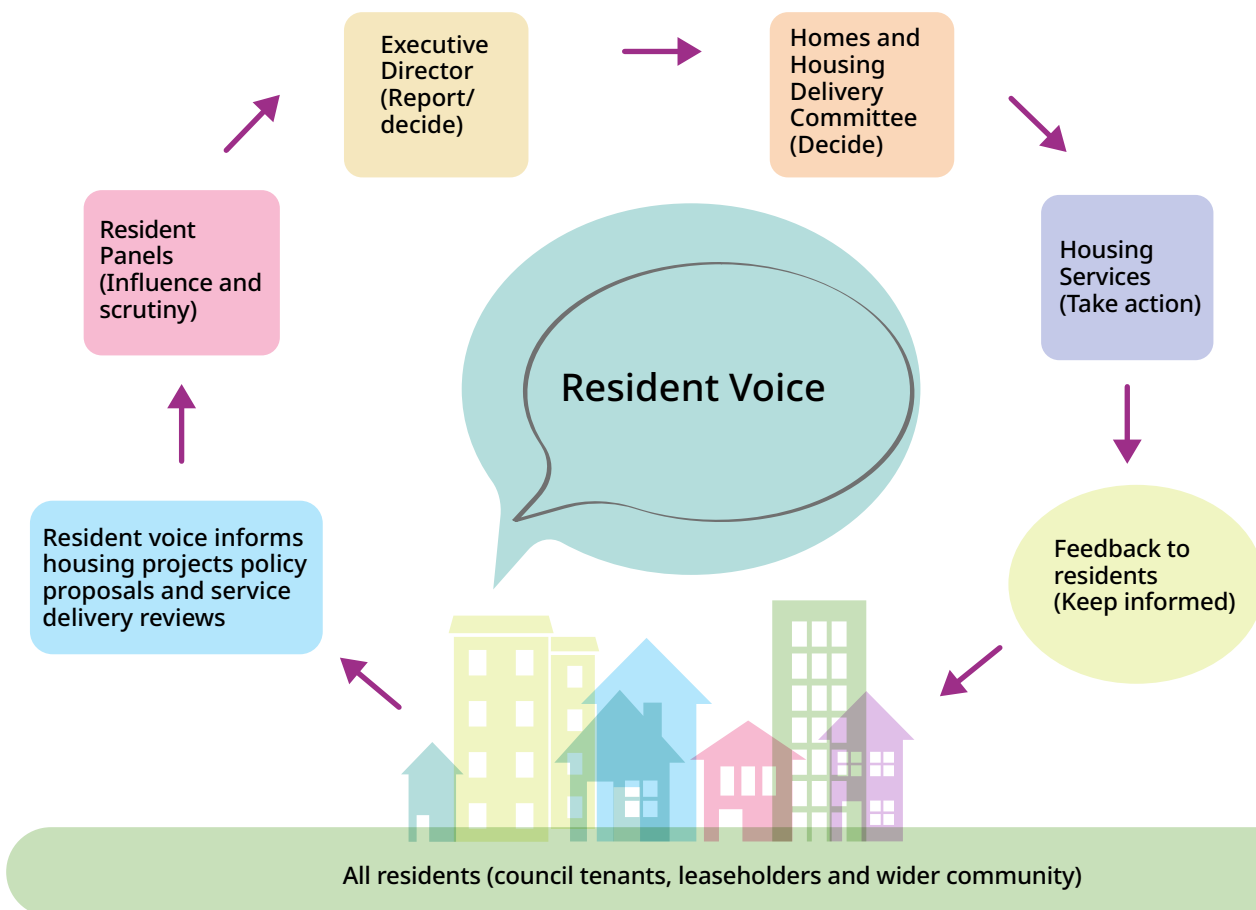
- Provide lots of ways for you to share your feedback, including online and in-person events, and more informal activities like neighbourhood walkabouts.
- Make sure everyone has the chance to get involved, whether you have just a few minutes or a few hours to take part more regularly.
- Offer more local opportunities in your block, estate or neighbourhood, so you can talk to us about the issues that matter most to you.

- Improve our complaints process to make sure that all complaints are handled in a fair, respectful and prompt way.

How you will benefit:

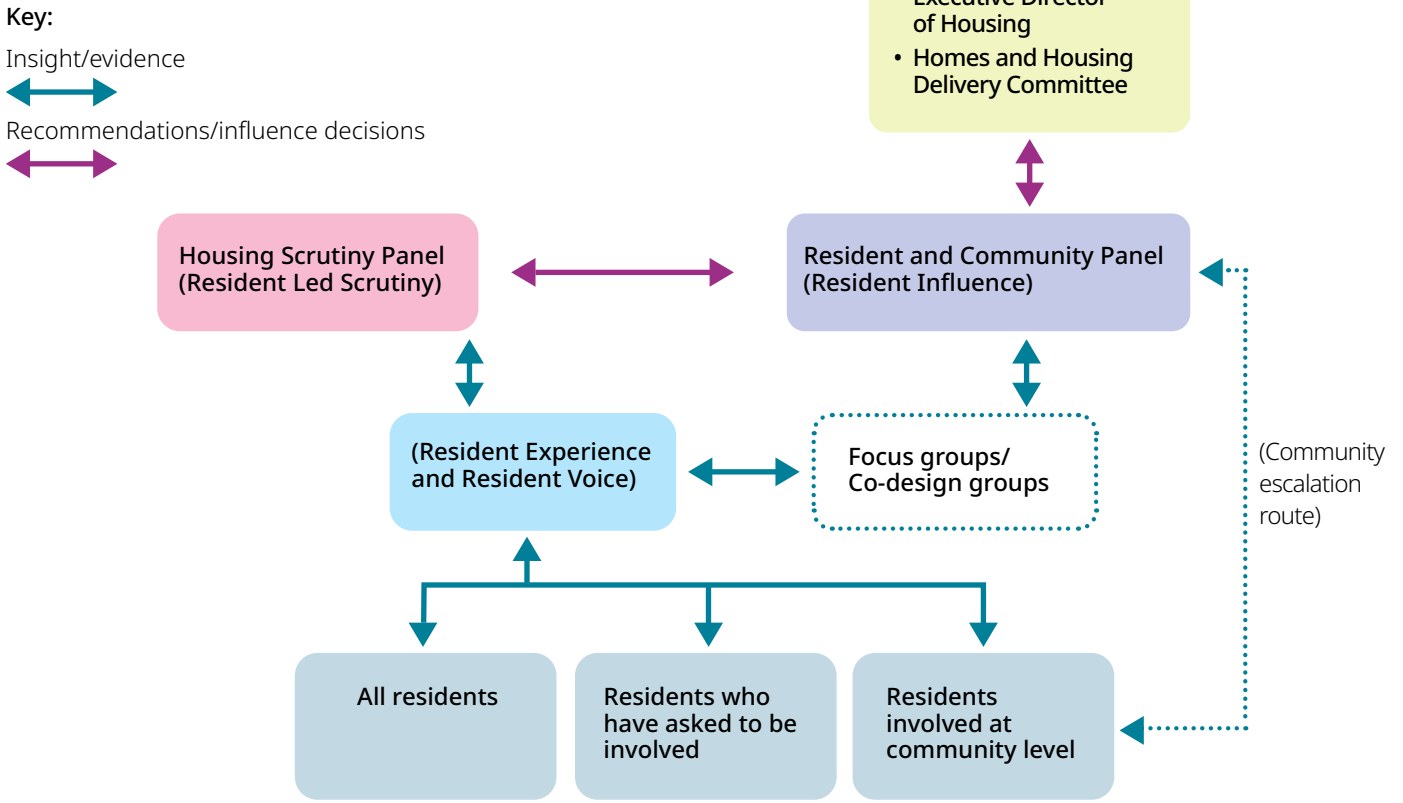
- You can choose how and when to get involved, in ways that fit around your life and reflect your priorities.
- You will be able to help review and improve housing services, shape policies and see how well council housing services are doing.
- You will be asked for your views before we make decisions that impact you or your home.
- You and local community groups will have our support in leading on issues that matter to you.
- You can expect engaging ways to get involved that keep improving based on your feedback.

Resident voice feedback loop



Resident influence and accountability structure

This map shows how resident feedback, influence and scrutiny opportunities relate to each other.



Objective 4

Make it easier for you to access services and information

Every resident will have a fair chance to share their views, and we want you to feel listened to and respected every time you speak with us.

What we will do:

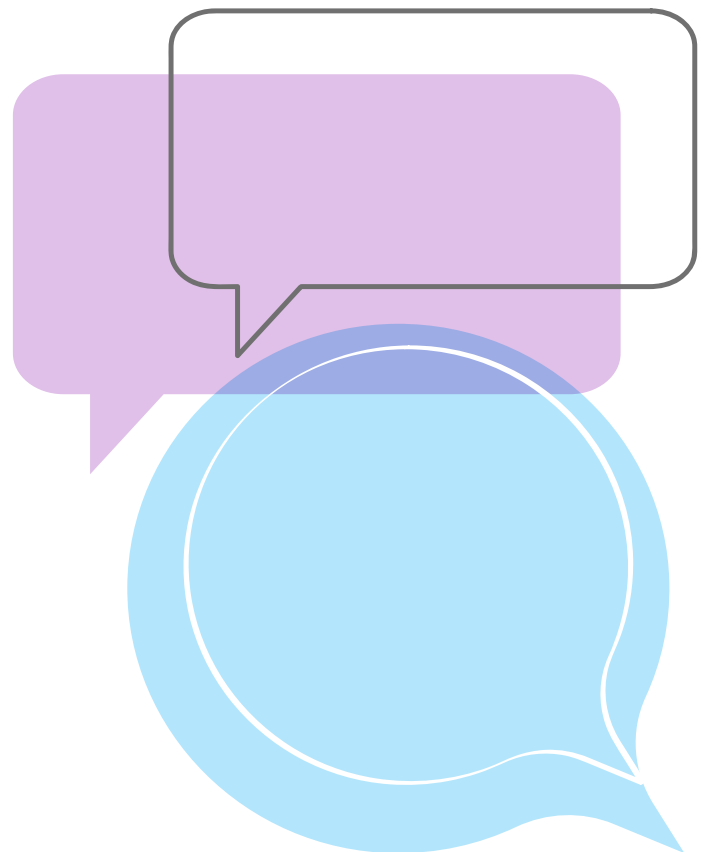
- Make it easier for you to share your feedback. This includes making reasonable adjustments based on what you tell us you need.
- Make sure face-to-face and offline engagement options are strengthened, including over the phone and local drop-in events.
- Collect information to understand which groups may be underrepresented, so we can reach out and support them to take part.
- Make information easy to find on our website and offer simple ways to contact us, with options available for those not online.
- Provide information in accessible formats, such as large print, braille and alternative languages.

How you will benefit:

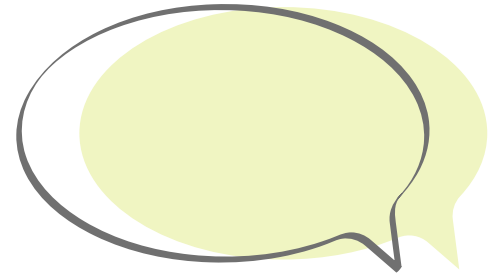
- You will be communicated with in a way that is clear, respectful, and easy to understand.
- You will be able to easily find the information and services you need over the phone, on our website, and through a new online portal.
- You will be provided with support, such as multilingual services or alternative formats, so you can take part and share your views confidently.

We will measure our success by:

- Reporting regularly to the Resident and Community Panel on progress against the commitments in this strategy.
- Publishing reports on the outputs from the Housing Scrutiny Panel and Housing Scrutiny Bootcamps to show how they are influencing services.
- Publishing reports on the Tenant Satisfaction Measures.
- Making sure this strategy is included in other housing plans, strategies and policies so resident voice is in all our work.
- Reviewing and updating this strategy after two years.



Resident Participation: Ways to get involved



1 Resident and Community Panel

The Resident and Community Panel is a recognised panel of tenants, leaseholders, and representatives from local community organisations. The panel checks how we are performing and has a say in decisions before they happen.

2 Housing Scrutiny Panel and Scrutiny bootcamps

The Housing Scrutiny Panel is a recognised panel of tenants and leaseholders. The panel helps us to improve our performance and standards.

Scrutiny Bootcamps are short, focused sessions where residents and staff come together to look closely at a specific housing service. They help us understand what is working well and what needs to improve.

3 High-Rise Living Group

We are setting up a new group for tenants and leaseholders who live in high-rise buildings. The High-Rise Living Group will be an opportunity to talk about communal living areas, building safety, collective wellbeing and other topics that are important to residents who live in high-rise buildings.

4 Leaseholders Forum

The Leaseholder Forum meets three times a year. It gives council leaseholders a dedicated space to discuss the services they receive and suggest improvements.

5 Social Housing drop-in events

We run a housing drop-in every two months for council tenants. Drop-ins are held in the community to make it easier for you to access housing services – especially if you're part of a community that has previously found it difficult to get housing support.

6 Housing News and resources

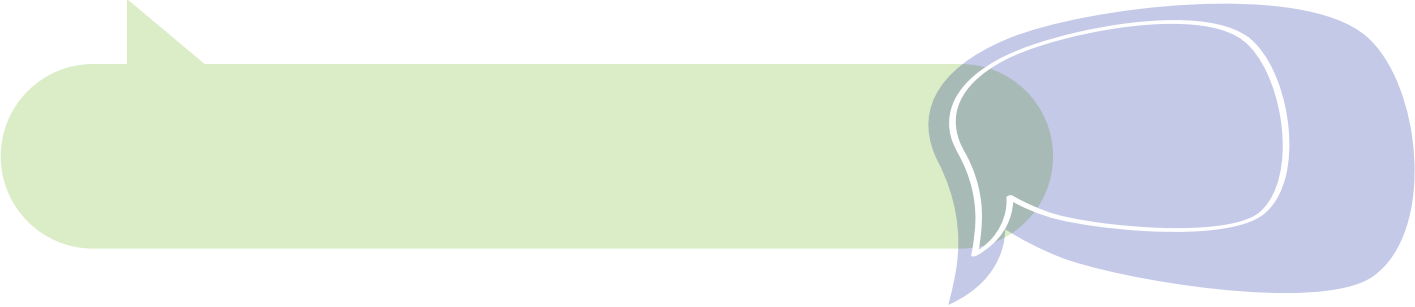
We provide resources and support for residents and leaseholders, including the Housing News e-newsletter and our Housing Facebook page.

7 Estate walkabouts

Estate walkabouts allow housing staff and tenants or leaseholders to come together on a joint tour of the neighbourhood to see what needs improving. Walkabouts are an important way for residents to work with the local housing team to improve neighbourhoods.

8 Resident satisfaction surveys

As a landlord, we must report each year on how we are performing using a set of nationally defined measures called Tenant Satisfaction Measures. They show how well we are doing and where we need to improve. They allow residents to check our performance and hold us accountable for the commitments we have made.



We collect this information by carrying out satisfaction surveys throughout the year with our tenants and leaseholders. We publish the results yearly and use them to make improvements.

9 Complaints, comments and compliments

We are committed to providing a high-quality service and welcome your feedback. You can use online and offline options to make a complaint or give feedback about council housing, housing benefits or private housing.

10 Focus groups and workshops

Residents can take part in focus groups and workshops to explore particular issues in more depth. These sessions bring residents together to share ideas and experiences with housing staff. They are typically held as one-off meetings on specific topics.

We are continuing to provide a wider range of ways for residents to get involved and shape the services we deliver. You can find the latest information and how to get involved on our website:

www.bristol.gov.uk/resident-engagement-get-involved

or by contacting:

Resident Engagement Team, Bristol City Council, PO Box 3399, Bristol, BS1 9NE

Email: resident.engagement@bristol.gov.uk

Phone: 0117 352 1444

(choose option 2 and then choose option 3)



