



Tenant & Community Engagement Strategy

Consultation at Woven's Tenant Conference on 25 February 2026

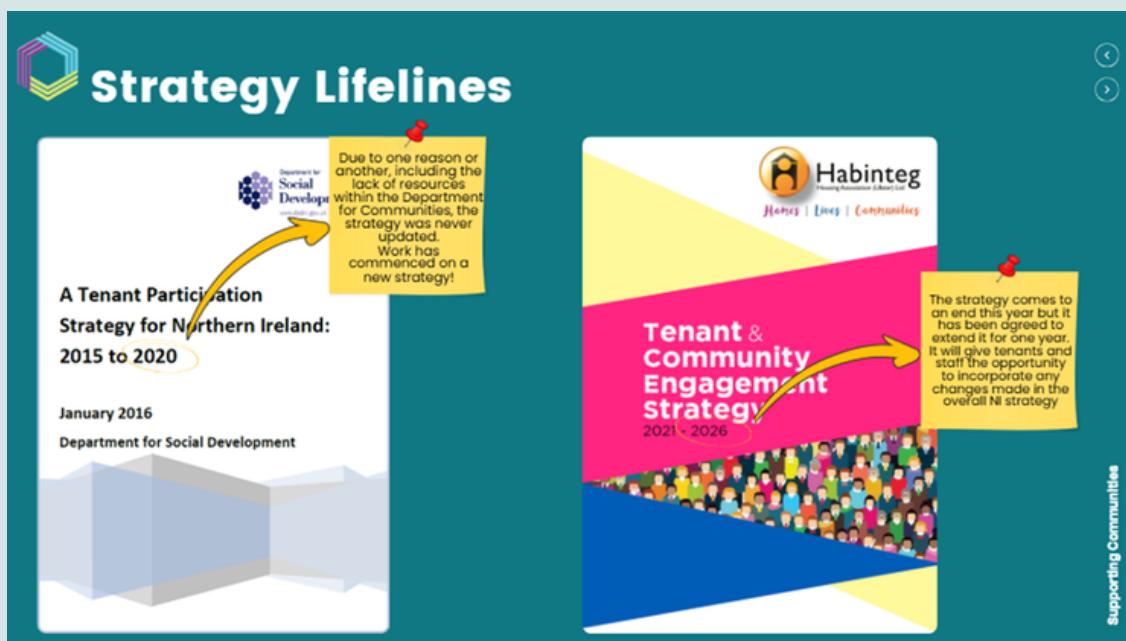


**Supporting
Communities**
Empowering Society

The purpose of the workshops at Woven's Tenant Conference 2026 was to listen to the tenant voice. It had been decided to extend the *Tenant & Community Engagement Strategy 2021 - 2026* for another year, so that a new strategy from April 2027 could be informed by the overall *Tenant Participation Strategy for Northern Ireland*, due to be launched at the end of 2026.

It was imperative that tenants be made aware of the rationale for extending the strategy and contribute to the action plan for April 2026 to March 2027.

After a short icebreaker, attendees were reminded of what tenant participation/engagement is and of the numerous ways to get involved. Woven's *Menu of Tenant Involvement Options* was shown on screen before hearing about the lifelines of the strategies.



Siobhán explained that the 2021 - 2026 strategy objectives would remain unchanged; however, they would be considered when writing the new strategy for 2027 onwards. The majority of targets set for 2025/2026 had been achieved, for which both tenants and staff were congratulated.

Those in attendance considered the actions not yet completed, and if they should be included in the plan from April 2026.

Action 1

Explore digital opportunities for meetings to support hard to reach tenants, providing all abilities with the tools to connect

It was recognised that digital was extremely important when the action plan was written in 2020, as Covid-19 had swept across all of our communities. Attendees felt that the action should remain with opportunities for group and 1-1 training and borrowing of hardware. Even though they are not in all areas, tenants need to be made aware that they can access digital connectivity from the community hubs.



Action 2

Support the scrutiny panel to identify and scrutinise a minimum of two services per year

Now known as service improvement, it was agreed to continue with this practice. Attendees pointed out that it was difficult to get tenants involved, but to avoid burnout and hear from more tenants and staff, it was agreed to aim to recruit and train a second service improvement panel and pool of staff. With the service improvement exercise on the gardening service still in progress, it was felt that one exercise during the 2026/2027 would suffice.



Action 3

Ensure plain language in all communications – staff review 20% of all resident correspondence with tenant panel to ensure easy read

Attendees felt that the plainer the language used, the better. It was agreed that the regional panels would be best placed to ensure the use of plain English in tenant-facing documents. Each regional panel could take it in turn to review a document to spread the responsibility and workload. Attendees would like to see more of the impact of tenant engagement promoted on social media and the newsletter.



Action 4

Develop/evaluate database of foreign language is maintained

Having the translation service on the website was welcomed; however, attendees felt it necessary for Woven to be aware of the languages its tenants speak.

Tenants and staff would like the action to remain as it is.



Action 5

Identify every household/tenants preferred communication method - review 25% of registrar to ensure that details are maintained & up to date

Those in attendance agreed to carry the action into the 2026/2027 year. With 25% being reviewed each year, all tenants' preferred communication methods would be reviewed every four years.

As an ongoing practice, encouraging tenants to keep their details, e.g. mobile numbers, up to date was suggested.

Adding the updating of tenants' next of kin details at the same time would be welcomed.



Action 6

Publish minutes of resident meetings on website to maintain trust through transparency - publish minutes of all tenant meetings and scrutiny reports

Both tenants and staff voiced the need to publish minutes and reports on the website.

Fellow tenants will then have the choice to read the documents.



Action 7

Develop & deliver a training plan around good relations and diversity

Attendees heard that the recently launched Common Ground Project aims to bring together housing organisations and residents to promote inclusion, foster cross-cultural understanding, and highlight the vital role of the housing sector in peacebuilding.

With part of the project to deliver this training, it was agreed to keep the action in the 2026/2027 plan.



Action 8

Increase the number of younger people getting involved aged 17-24 yrs

In addition to the recent project completed with 21 Training, it was explained that Woven is part of Supporting Communities' TPPN sub-group, working with other social landlords to work through the challenge of recruiting young people.

Attendees favoured trying to increase the number of young people getting involved in the 2026/2027 year.



Additional Actions for Inclusion in the 2026/2027 Action Plan

Design a tenant-approved logo for use on documents, etc., whose wording and design have been influenced by tenants.

One of the purposes of the Residents Forum is to discuss province-wide issues at a strategic level. As part of the next action plan, it was suggested that the forum analyse the results of the tenant satisfaction surveys.

Community grants have been underutilised. It was thought that tenants could be involved in organising and running a participatory budget-type event. Changing the name from participatory budgeting (PB) was suggested. Another idea was to involve tenants in the awarding process if the grants were open to the community. Tenants could assist with designing the promotion, the application form, and the scoring/awarding of submissions.

The review of the current strategy and writing of the new strategy will need time, so it should be part of the year's action plan.

To ensure tenants are involved in a meaningful way, a training needs analysis is needed. A group of tenants could come up with training and support suggestions and explanations for the same.

