Creating a Resident-led Service

National Tenant Involvement Week 2026

Tuesday 17 November | 11:00 session

Mountjoy Ltd

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Examples of Initiatives

1 Integrity Awards



Resident Focused Culture

2 Resident Portal



Giving residents the control they want

3 New Residents



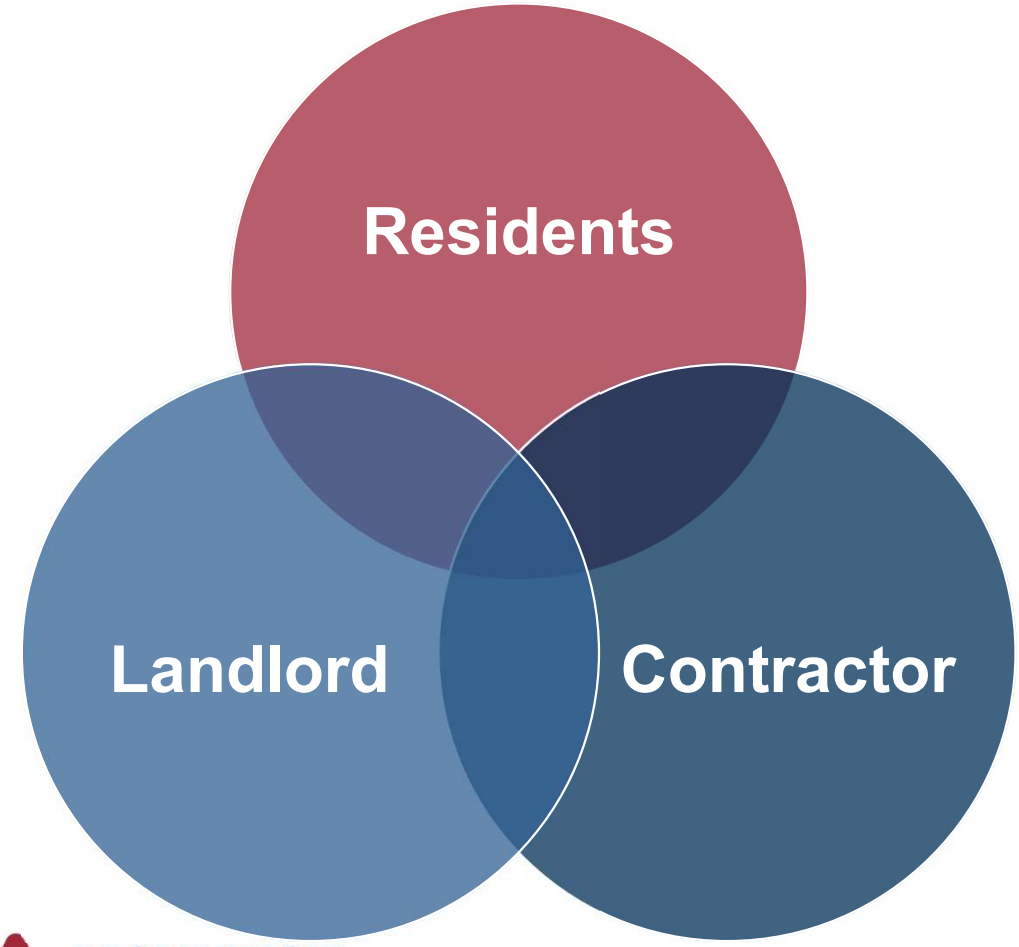
Engaging early and appropriately

Culture | Systems | Communications

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Our Approach: Partnerships & Process



ASK

ACT

FEEDBACK

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1. The Integrity Awards



‘Doing the right thing, even when no one is looking’



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1. The Integrity Awards – Examples









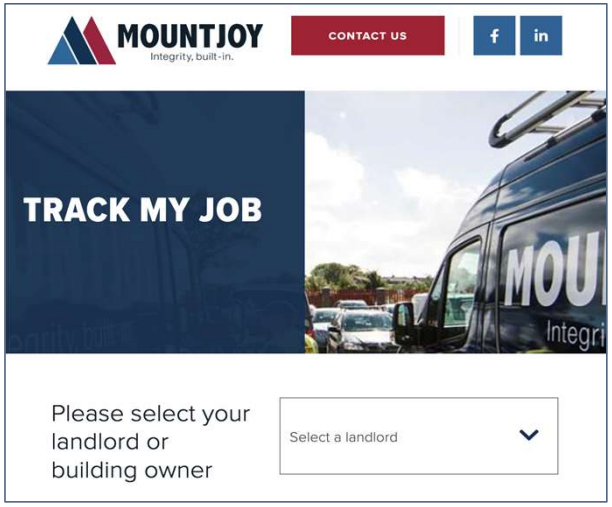


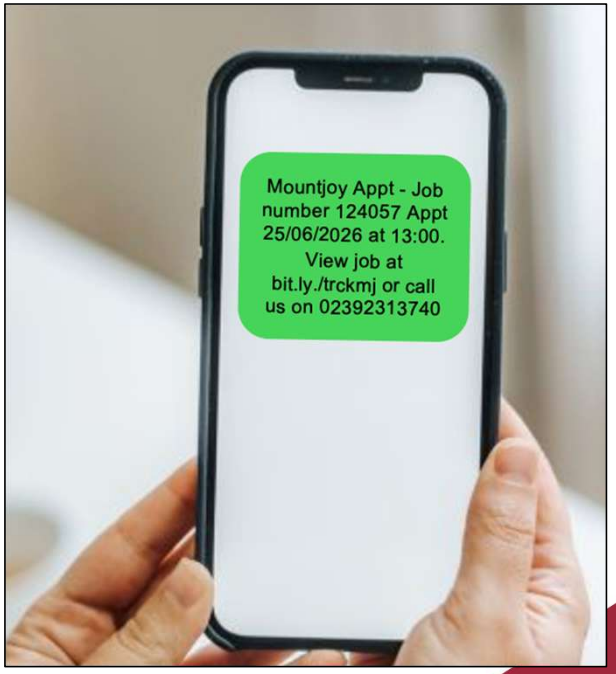
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2. Resident Portal – **Track My Job**

Residents wanted:
- Better communication
- More control

1. **Check**
2. **Change**
3. **Query**
4. **Feedback**





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2. Resident Portal – **Track My Job – Resident Involvement**

1. Initial design

Residents wanted to see, amend and cancel appointments



3. Feedback loop

We seek specific resident feedback around service improvements

2. Improvements

Residents asked for clearer language:

- Job vs visit status
- Appointment time ‘windows’

Additional Functionality

4. Communications

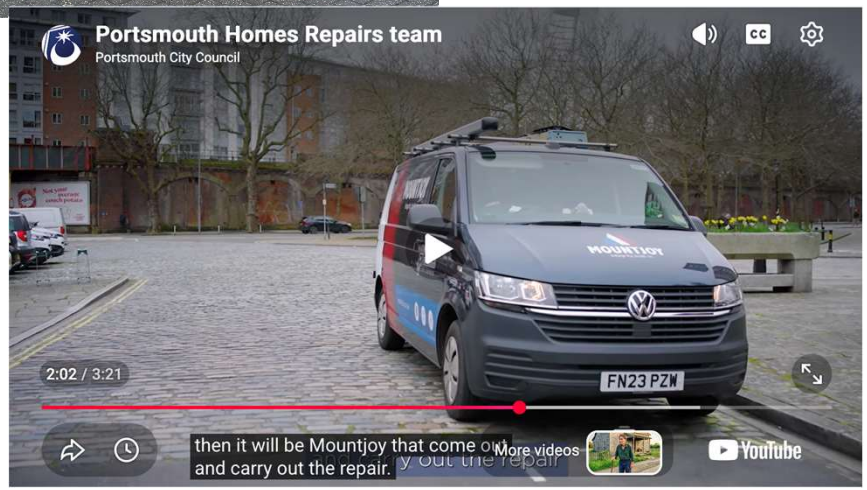
- Resident workshop demonstrations
- Landlord communications
- ‘You Said, We Did’

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3. New Residents





1 Understand

- resident profiles & existing groups
- complaints & satisfaction
- communication preferences

2 Co-design

- letters
- portal & website
- complaints process
- engagement

3 Share

- short videos
- joint landlord & contractor presentations
- demonstrations
- site-based conversations

4 Report Back

- agree action owners
- provide updates: “you said, we did”
- review performance

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Takeaways



- Forethought, not afterthought
- Engagement, not just feedback
- ‘You said, We did’

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Thank you.

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From tenant voice to tenant influence

Fortem Customer Partnership Board

FORTEM
Every Home Matters

Why would a contractor create a tenant board?

We work in people's homes, communicate with tenants and make decisions that directly affect their experience. Yet they rarely have a route to influence how contractors work. We wanted to change that.

What did we want to change

Fortem worked with Tpas to create a direct, independent route for tenants to influence our own services and decisions, rather than duplicate landlords' existing engagement arrangements:

- A direct relationship between Fortem and tenants
- A place where tenants can question and challenge
- A route for lived experience to influence decisions
- A way of testing whether Fortem's plans make sense outside the corporate bubble

What the CPB looks like

- Eight tenant members and five Fortem representatives
- Independent Chair for the first year, supported by Tpas
- Tenant members bring experience from across our client communities
- Working groups focused on areas where tenants can genuinely influence change
- A board with permission to challenge, not an audience brought together to approve decisions already made

What makes it different?

We are not asking tenants to mark our homework. We are asking them to help decide what the homework should be.

- Tenants helping to decide what the board examines
- Access to the people responsible for the issue
- Honest conversations about what is and is not working
- Fortem responding openly, including when the answer is difficult
- Clear follow-through showing what changed

Our next test: the Customer Promise

At our next CPB meeting, members will put Fortem's Customer Promise to the test:

- Does it reflect what tenants actually care about?
- Is the language clear?
- Are these meaningful promises?
- Can we evidence that we keep them?

The test is not whether the brochure looks good. It's whether tenants recognise their experience in it.

Complaints and customer communications

The CPB will examine the issues tenants experience when something does not go to plan:

- The clarity of appointments and updates
- What happens when work is delayed
- Whether tenants know who is responsible
- How complaints and learning are communicated
- Whether “we listened” turns into an operational change

What we are learning

- **Recruitment takes time** – a range of voices matters more than filling seats quickly
- **People need preparation and information** – people cannot challenge properly if information arrives cold or full of jargon
- **Independence matters** –Tpas support gives the board credibility and protects honest conversations
- **The business must be ready to listen** – genuine engagement does not guarantee praise
- **There needs to be a visible feedback loop** – every issue should end with: what did you tell us, what did we do, and if we did not do it, why not?

From listening to influence

If tenants give us their time and lived experience, the least we owe them is evidence that it went somewhere!