

Member Spotlight

January 2023

Fairhive



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We asked Caroline Drew from Fairhive to share what they are up to. If you'd like to contact Fairhive about any of the below, click [here](#)

Give us a little known fact about your organisation

We employ nearly 300 staff serving 20,000 residents across 9,000 homes.

Tell us about a time that engagement has made a difference to your services or communities?

Listening is a key driver for how satisfied our residents are with us. Resident feedback has always been important to us and we ask for perception and transactional feedback on our services. To cement our commitment further we pledged to 'hear residents voice and influence' in our Together with Tenants (TwT) charter.

During our TwT consultations residents told us that they did not always feel actively listened too or that their feedback was always valued. We really wanted to understand this further and asked our Task and Finish group to carry out a scrutiny review into 'how we ask for, listen to and act on resident feedback'.

This was hugely successful and residents submitted 7 recommendations, which were all agreed to, these included having a process in place to centrally collate resident feedback, discussing resident feedback at team meetings and communicating in a clear way what has changed as a result of feedback.

The implementation of these recommendations will mean we can show residents the value of the feedback they provide and we can openly share how and why decisions are made.

What are you currently working on when it comes to engagement?

Lots!

Our priority has been getting back out into our communities and seeing residents face to face, with a focus on getting our groups back up to capacity and understanding the challenges that our residents are facing.

Resident voice continues to be a priority with the launch of our Together with Tenants Charter, introduction of a resident group to monitor our block cleaning and grounds maintenance contracts and clearer reporting on performance.

Our community engagement activity also got back on track and so far this year we have; welcomed 200 residents to our 'Reconnect' event held at a local attraction, ran 8 community drop in's across Buckinghamshire, provided 150 residents with holiday activities including a



family day out to Thorpe Park, ran over 15 training workshops from accredited paediatric first aid to scam awareness and crafts, launched 2 community gardens and held our Community Hero awards.

We have more community drop in's, workshops and community activity planned for 2022/23. The passion and dedication from our resident volunteers is unwavering and their commitment for improving services drives what we do.

Why did you decide to join Tpas?

We use Tpas as our benchmark in how we are engaging with our residents and communities. Being able to access up to date and trustworthy information is vital in delivering good practice engagement.

Being a part of Tpas Connect has been invaluable in sharing ideas, getting opinions and more often than not realising that we are all facing the same issues and being able to work collectively is just fantastic.

What is your top engagement tip?

Just because things are done the way they always have doesn't mean it is right – make sure you are asking why and work collaboratively with residents and across your organisation.

What's the one thing you are most proud of when it comes to engagement?

Resident and community engagement is a different service to what it was 3, 4 or even 5 years ago. It is both strategic and operational; making sure that decision makers are always thinking about the impact on residents and how to ensure their voice is accounted for in the decisions made.

I am proud to have been able to embed, alongside my colleagues, a culture of engaging effectively with residents on issues that matter to them from how we first communicate to service journeys and improving their overall experience.



