

Member Spotlight

January 2024

St Leger Homes Doncaster





Member Spotlight - St Leger Homes (Doncaster)

We asked Asim Munir, Engagement and Communications Service Manager from St Leger Homes to share what they are up to.

If you'd like to contact Asim about any of the below, click [here](#)

Give us a little known fact about your organisation.

Doncaster became a city on 1st November 2022 and Their Majesties the King, and The Queen Consort visited Doncaster on Wednesday 9th November 2022 to officially confer the status and bestow a letters patent which is an official scroll.

Doncaster Council changed its name from January 2023 to City of Doncaster Council (CDC).

St Leger Homes is the City of Doncaster Council's arm's length housing management organisation, they manage the housing services on behalf of the City of Doncaster Council. St Leger Homes manage around 20,000 properties.

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

Tenants have been involved in the review of our website. They were involved in the design and structure of the new website, along with testing the new website before it went live in November 2023. The feedback from tenants has been overall positive about the new website, which they have found easier to use including navigating services along with the style and accessibility.

The One Voice Forum is going from strength to strength, this is an engagement forum for tenants, St Leger tenant board members and TARA representatives for consultation and discussion on service delivery and key strategic and policy changes to make sure there is tenant communication, perspective and engagement. The One Voice Forum is already having a positive impact and have been involved in consultations such as Housing Management Policy, Tenancy Agreement, Repairs Policy, Tenant Voice Charter, Corporate Plan and our Damp, Mould and Condensation Policy.

Our Tenant Scrutiny Panel has also enabled us to make positive service improvements which include the following examples:

- Our Tenant Scrutiny Panel ASB (Anti-Social Behaviour) Scrutiny Review helped inform a re-alignment of our Housing Services resulting in a dedicated ASB team.
- Our Tenant Scrutiny Panel told us we needed to review how we carried out estate inspections, which helped ensure that training with all Housing Officers has been delivered to ensure a consistent and safe approach to estate inspections across the city.

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

We are focusing on delivering our new Tenant Voice Strategy which was developed based on key priorities and feedback from residents.

The strategy has a clear purpose and a range of engagement activities designed to ensure we seek to hear the full range of diverse residents' voices and understand their experiences to ensure that



they directly influence our strategies, policies, and services. We have also developed a clear action plan to ensure we are meeting the 5 commitments in the Strategy, incorporate clear processes, procedures, monitoring and reporting to measure and evidence this impact to enable continuous improvements in evidencing impact and value.

You can view our Strategy, Tenant Voice Model and Tenant Voice Charter here: [St.Leger Homes | Tenant Voice Strategy.](#)

Why did you decide to join Tpas?

To help us learn from the good practice across the country and to use Tpas expertise, resources, webinars, training and knowledge to help us improve our tenant engagement further. This has been backed up by the Tpas Accreditation process which is a great way to ensure your tenant engagement is fit for purpose and meeting the Tpas and forthcoming Regulatory Consumer Standards. During my time at Rotherham Council, I was able to support them to achieve Tpas Exemplar Accreditation and I am hoping to achieve the same for St Leger Homes now.

What is your top engagement tip?

Have a strategy or framework to set out the future direction of tenant engagement and ensure it is meeting your corporate and strategic objectives of the organisation, so you can demonstrate added value and have an action plan with the aim of achieving impact and outcomes to show accountability, transparency and performance.

Ensure there is a culture of tenant engagement across your organisation by ensuring all services are buying into your vision and engaging and consulting tenants in any new policy and service development using different ways to involve tenants, along with learning from complaints and using customer insight to tailor services to meet their needs. Ensure services feedback to tenants so tenants see the value of their engagement!

Ensure you are meeting the forthcoming Regulatory Consumer Standards and Tpas Engagement Standards which is a great way to ensure you are getting everything right when it comes to tenant engagement. Try and develop a flexible menu of engagement options to engage diverse and underrepresented tenants, one size will not fit all, and digital inclusion is important but should be used to complement face to face engagement which is still valuable as tenants do feel valued and listened to when communicating with officer who has a smiling face and positive body language.

What is the one thing you are really proud of when it comes to engagement?

There are many to choose from since I started working for St Leger Homes in January 2023. But, recently working with my Engagement and Communications Team, we delivered a Tenants Celebration Event which was a great success with over 150 (including active tenant and TARA/Tenant Group volunteers) in attendance which incorporated the Tenants Choice Award.

The event took place at the Doncaster Knights Rugby Football Club in September 2023 with a new format and style that celebrated all the fantastic work that our tenants and TARAs do, making a difference to our housing services and the neighbourhoods where they live. [This was showcased through a celebration video developed by the Communications Team which you can watch here.](#)

