

Cheshire West & Chester Council

Council Housing

Draft Tenant/Leaseholder Engagement Strategy 2025-2030 Consultation Summary



What is the consultation about?

The new draft Council Housing Tenant/Leaseholder Engagement Strategy sets out how the Council working with its strategic housing partner ForHousing will engage with both its tenants and leaseholders. The draft strategy details how the Council will ensure that its tenants and leaseholders are able to engage in an open and transparent way. At the same time, the strategy also describes what good engagement looks like and how feedback from Council tenants and leaseholders will be used to improve services.

The draft strategy also compliments and supports the Council housing vision statement, namely:

“We aim to provide affordable homes of the right type and quality to meet the housing needs of those who are unable to meet their own needs in the housing market now and in the future. We will work in partnership to support our tenants to prosper and improve their wellbeing and ensure neighbourhoods and communities are sustainable, safe and pleasant”.

The Council would like to hear your views on the draft Council Housing Tenant/Leaseholder Engagement Strategy. The Council is keen to hear what you think of the strategy’s aim and key objectives, as well as the commitments the Council has made to its tenants and leaseholders.

What is the draft Council Housing Tenant/Leaseholder Engagement Strategy?

Cheshire West & Chester Council benefits from retaining ownership of 5,500 homes in the borough, concentrated in the areas of Ellesmere Port, Neston and Winsford. Although the Council is both the owner and landlord, the management and maintenance of the Council’s housing is carried out by ForHousing who have signed a 10-year contract with the council which runs from 2017 to 2027.

The draft strategy describes how Council tenants and leaseholders will be put at the heart of everything the Council does whilst also describing the approach the Council will take to meaningfully engage with its tenants and leaseholders.

How the strategy was developed

In developing the draft strategy, the Council was keen to ensure that it was coproduced with tenants and leaseholders. To ensure this, the Council asked the Tenant Participation Advisory Service (TPAS) to carry out a review of the current methods of involvement and find out from the Council’s tenants and leaseholders their preferred ways of getting involved. The Council also wanted to know what good engagement should look like and how feedback can be provided in a meaningful way. The Councils overarching aim is to ensure that its tenants and leaseholders are put at the heart of everything the Council does and that services continually improve.

What are the objectives of the new draft Council Housing Tenant/Leaseholder Engagement Strategy?

To help embed the above Council housing aim, the strategy details four objectives which will oversee the Councils work over the next five years as follows:

Listening and acting on feedback given – the Council will take the time to listen to its tenants and leaseholders and will ensure that it acts on the feedback and information they provide.

Providing information and feedback – the Council will provide information about the services it delivers; and will also ensure that it provides feedback on the things that matter most to its tenants and leaseholders.

Developing creative ways to involve tenants and leaseholders – the Council will ensure that there are as many ways as possible for its tenants and leaseholders to get involved.

Providing safe homes, safe communities – the Council will commit to ensuring that its tenants and leaseholders are housed in safe homes and communities.

How will we deliver on the objectives?

To ensure the above objectives are achieved, the Council has developed an action plan which is featured on pages 9 – 11 of the draft strategy. The action plan details specific actions to be achieved against the above objectives. There are also commitments for each of the objectives to ensure the Council delivers.

How can I get involved and share my views?

- You can tell us your views by completing our online survey
- You can also request a paper version by calling Housing Strategy on 0151 356 6410 and quoting 'Council Housing Tenant/Leaseholder Engagement Strategy Consultation'
- Email your views to: housingstrategy@cheshirewestandchester.gov.uk
- Telephone: 0151 356 6410, to speak to someone in the Housing Strategy, team and quote: 'Council Housing Tenant/Leaseholder Engagement Strategy Consultation'
- Write to us at: Council Housing Tenant/Leaseholder Engagement Strategy, Cheshire West and Chester Council, Housing Strategy, The Portal, Wellington Road, Ellesmere Port, CH65 0BA
- You can also attend a workshop, details of which can be obtained by contacting us using the above details.

The closing date to submit your views is **5.00pm on Sunday 13 April 2025**.

What happens next?

Your feedback is important as it will be used to help inform the development of the new Council Housing Tenant/Leaseholder Engagement Strategy. Findings from this consultation will be used to shape the final version of the strategy. They will be shared with the Council's Place Overview and Scrutiny Committee in June 2025 and Cabinet in September 2025 to help them make an informed decision about whether to implement the changes which, if agreed, will be made by ForHousing who manage the Council's housing. The results from the consultation will be available on the Council's website in May 2025.