



Resident Engagement Strategy

September 2025

Version	Date	Annual Review Date
1	3 September 2025	2 September 2026

Introduction

Quercus Housing's Resident Engagement Strategy sets out our intentions for engagement with our residents. We have three core commitments to ensure that we consult and collaborate with residents when making decisions for our residents.

Our commitment is to ensure that we:

- Improve communication and interaction
- Strengthen engagement, participation and empower residents
- Be accountable and open to being challenged

We will work closely with our Property Management Companies to ensure they are taking proactive steps to ensure our properties remain safe and well maintained.

We will complete annual resident satisfaction surveys to obtain feedback on customer service, property maintenance and repairs and areas for improvement.

How Residents can get Involved

Quercus Housing will offer a range of engagement opportunities which will allow residents to collaborate as much, or as little, as they wish. There will be options for those that are able to commit more time options for those that wish to get involved on an ad-hoc basis or only regarding specific areas of interest. All interactions with our residents will help shape what we do.

Formal

These will involve the most commitment from residents. Groups will be set up to strategise, scrutinise and support specific projects, such as:

- Focus groups
- Special interest groups
- Local meetings

Informal

Less time commitment is required. A variety of ways to voice opinions and provide feedback. Informal engagement activities include:

- Satisfaction surveys
- Estate Walkabouts
- Rate my Accommodation
- Competitions
- Litter picks

Communication

For residents preferring to receive information and updates. Options to participate as and when residents choose. Online options such as:

- Surveys
- Feedback forms

Publications and Updates

Quercus Housing will provide updates to services, providers we are working with and any intended works to your property via:

- Email updates
- Current and relevant webpages
- Newsletters
- Annual reports
- Survey feedback
- Reports and statistics

Conclusion

The importance of the Strategy is to help Quercus Housing engage with our residents, We listen, understand and work together to improve our services and to make our homes, resident's lives and the communities they live in better.