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Dear Colleague,

### **Tenants leading change – promoting the opportunities for tenant involvement**

We have seen time and time again that fully involving tenants in what happens in their neighbourhood creates better places for people to live and work. It can make a real difference including in some of our most deprived communities. I have seen first-hand some of the fantastic work that is going on in local areas.

As you will know, where tenants play an active role in their housing services we have seen services delivering better value for money, more responsive services, a faster resolution of complaints at a local level and higher satisfaction than before. We have also seen tenants gain a range of skills, supporting them in the world of work and beyond. That is why we made provisions in the Localism Act and the Tenant Involvement and Empowerment Standard to give social housing tenants the chance to play a greater role.

We want these opportunities to reach far and wide. So, I'm pleased to tell you that today we have published 'Tenants leading change' – a user friendly guide for social housing tenants and their landlords. The guide provides information on tenant's rights, step-by-step information on how to get started and how to find advice and support along the way.

'*Tenants leading change*' can be found at [www.gov.uk/government/publications/tenants-leading-change](http://www.gov.uk/government/publications/tenants-leading-change). Please help us promote the guide amongst your officials and social housing tenants so we can increase the successful tenant involvement work already going on. Together we can let many more tenants know what they can do to play an active role in making their neighbourhood a better place to live and work for everyone.

My colleague, Kris Hopkins MP, has submitted a Written Ministerial Statement to Parliament about ensuring that tenants know where to turn to if things go wrong, and how they can make a complaint. I would be grateful if you could also share this information as you send out '*Tenants leading change*'.



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