

Ealing Council housing service – resident engagement

Our working together agreement

Why this matters

Our aim is to provide safe, high-quality homes and give residents a stronger say in how housing services are shaped and improved. Listening to different experiences and involving people in decisions helps us understand what is working well and where services need to improve.

This **working together agreement** explains how residents, council officers and others taking part will work together. It sets out the behaviours expected from everyone so that discussions are respectful, inclusive and useful, and resident views can help shape decisions and services.

The agreement applies to housing resident engagement boards, forums, meetings and activities.

How we will work together

When taking part in resident engagement activities, we agree to:

- **respect the role of the chair** (or whoever is leading the meeting) in guiding the discussion, making sure everyone has a chance to contribute and helping the group reach clear outcomes
- **represent the wider interests of residents**, using your experience and the views of others to help improve housing services. Personal experience can help inform discussions, but individual tenancy, leasehold, repairs and/or complaint matters should be raised through the appropriate processes
- **treat everyone with respect**, working together in a fair, considerate and inclusive way. We will not use behaviour or language that could make someone feel uncomfortable, excluded or discriminated against
- **listen to others** and allow everyone the opportunity to speak without interruption
- **handle sensitive information responsibly**. We may share information about service performance, finances, health and safety, or other matters to support discussions. This information should not be shared, copied, changed or circulated outside the group unless this has been agreed
- **Support agreed decisions and actions**, even when different views have been shared. If concerns or disagreements remain, we will try to resolve them through open and respectful discussion
- **prepare for meetings** by reading the information shared beforehand. If you need information in a different format or help understanding it, please let us know so we can support you

Disclosure of interests

We want discussions and decisions to be open and fair. Please tell the chair about any personal, financial or other interest that may be linked to an issue being discussed at a meeting.

This could include involvement in another group or organisation, employment or voluntary roles, a financial interest, a relevant personal relationship, or an ongoing complaint or dispute linked to the discussion.

If an interest becomes relevant during a meeting, please let the chair know. Declaring an interest does not automatically stop you from taking part. It helps the chair decide how the interest should be managed and keeps the discussion open and fair.

The council's commitment

We are committed to working positively and respectfully with residents. Council staff are expected to follow the council's values and behaviours and meet the professional standards expected in housing services. Residents can expect council staff and others acting on our behalf to be:

- **focused on improving residents' lives**, by listening, understanding different experiences and using feedback to improve services
- **trustworthy**, by acting honestly, treating people fairly and doing what we say we will do
- **collaborative**, by working positively with residents, valuing different views and supporting people to take part
- **accountable**, by taking responsibility for actions, following through on commitments and working to high standards

Your commitment

By taking part in resident engagement activities, you agree to follow this **working together agreement**.

This helps create a positive and respectful environment where residents, councillors and council officers can work together effectively and resident views can influence decisions and improvements.

We are here to support you.

If you have any questions, need training or support, require information in a different or accessible format, or want to find other ways to have your say on housing services, please contact the resident engagement team at ResidentInvolvement@ealing.gov.uk or call 020 8825 9998 (option 5)

Website: <https://www.ealing.gov.uk/housing-get-involved>